

LOURDES HILL COLLEGE FEES AND REFUND POLICY

Current Boarding and Tuition Fees are attached (Appendix B) and are payable in Australian dollars.

- The fees payable by international students will be reviewed annually. Parents will be informed in **November** of the fees applicable for the following year.
- The fees cover tuition, including access to ESL tuition, boarding charges and textbook scheme charges, QSA Visa fee (Years 11 and 12), Health Cover, and college administration fee.
- Costs of uniforms, co-curricular activities and camps are not covered by the fees.
- Upon provisional offer of enrolment, a full year's fees and the Overseas Student Health Cover are payable within 28 days of issue of the provisional offer of enrolment and once paid a Confirmation of Enrolment Form will be issued.
- Fees must be paid prior to the Confirmation of Enrolment form being issued.
- Fees must be paid in advance for the first year of enrolment. Thereafter fees are to be paid in advance for each Semester. There are two semesters per year.
- Unless fees are paid automatic cancellation of enrolment will occur.
- A refund will be paid directly to the person who entered into the Contract with the College unless that person gives written direction to pay someone else.
- The College reminds all parents that people concerned with financial matters are always entitled to take action under Australia's consumer protection laws.
- The College reserves the right to refer the matter to legal authorities at any stage of Dispute Resolution and recognises the student's right to seek assistance from legal authorities.

Refunds prior to enrolment are granted according to the following:

- Refunds will be paid within 4 weeks on receipt of written application.
- Parents will receive 50% of tuition and boarding fees if notice is given 28 days before commencement of course.
- Parents, who provide less than 28 days notice, will **not** receive a refund. (100% of tuition and boarding fees will be retained by the College).
- A refund will be paid in Australian dollars.
- Provider default is covered by the provisions of the ESOS Act 2000 and the ESOS regulations 2001.)

A student terminating enrolment or transferring to another institution from the College after the commencement of enrolment must pay one term's tuition and boarding fees if a full term's notice is not given. However, if a full terms notice is given then an administration fee (including \$250 cost of the letter of release) of \$1,500 will be payable before a release can be approved.

A student wishing to transfer from the College to another provider may request a letter of release detailing commitment to studies, attendance record and payment of fees.

1. Deferral

- 2.1 Deferral of a student's course is not normally permitted.
- 2.2 Should an emergency occur such as a serious accident or death of an immediate family member, compassionate leave and a temporary deferral can be negotiated with the Principal.
- 2.3 The maximum leave of absence permitted is two terms.
- 2.4 The Principal will decide the year level at which the student shall re-enter the College after a period of deferral.

2. Dispute Resolution

Any person wishing to make a complaint against the College, whether a grievance, appeal or other matter, shall have access to the complaints procedure. All formal complaints will be in writing and will be heard and decided within 15 working days of the receipt of the written complaint by the College. The Principal will keep a 'Register of Complaints' which documents all formal complaints and their resolution/action. A student may nominate a support person to accompany them at any stage of the

process. Independent mediation will be arranged if the grievance is unresolved after the internal process.

3.1 Procedure:

- a) the complaint shall be recorded in writing and forwarded to the College by letter or facsimile signed by the complainant. Complaints by e-mail shall be accepted subject to a paper copy being signed by the complainant and forwarded within 2 working days after receipt of the e-mail.
- b) if the complaint refers to a student's course of study the formal complaint is to be forwarded to the Dean of Studies. The Dean of Studies will hold an interview with the complainant and their designated support person to resolve the situation.
- c) If the complaint refers to another student the formal complaint is to be forwarded to the Dean of Student Welfare. The Dean of Student Welfare will hold an interview with the complainant and their designated support person to resolve the situation.
- d) If the complaint refers to a member of staff the formal complaint is to be forwarded to the Principal who will then interview the complainant with their designated support person.
- e) If the complaint can be resolved, the outcome will be communicated in writing to all relevant parties within 5 working days of resolution.
- f) All complaints made by International Students and unresolved at College level will involve communication with parents or guardian in person if possible, or in writing or via teleconference with the assistance of an interpreter. The complaint will also be communicated to the College Board.

If it is not possible to resolve the dispute internally by the process above, the College will make arrangements for independent mediation to resolve the dispute.

 - Independent mediation is available through the Dispute Resolution Branch, Department of Justice and Attorney-General. There are six Dispute Resolution Centres throughout Queensland. The Brisbane Centre is located on the 13th Floor, Central Courts Building, 170 North Quay, QLD 4000. Contact details are: Tel: +61 7 3239 6269; Fax: +61 7 3239 6284. Students outside Brisbane may use the Toll Free No: 1800 017 288. At present there is no fee for use of this service, but this may change.
- g) The College reserves the right to refer the matter to legal authorities at any stage of Dispute Resolution and recognises the student's right to seek assistance from legal authorities.
 - If a student is concerned about the actions of this College they may approach the State Authority for CRICOS Registration. In Queensland this is the Department of Education. The Director-General of the Department of Education has the power to suspend or cancel the College's registration or a course if a breach of the requirements of registration provision is proved. Concerns about the conduct of the School should be addressed to The Senior Education Officer, Office of Non-State Education, Queensland Department of Education, PO Box 15033, City East, QLD 4002. Complaints must be made in writing.