

Enrolment Terms and Conditions

Cancellations (prior to the original scheduled start date of your principal course)

1. All cancellations must be made in writing to Headmasters.
2. Refunds will be calculated based on Headmasters' refund policy, stated below.

Transfers (on or after the original scheduled start date of your initial course, but within 6 months of the principal course of study)

1. All transfer applications must be made in writing to Headmasters. An application form is available from Student Services.
2. Refunds will be calculated based on Headmasters' refund policy, stated below.

Withdrawals (after six months of the principal course of study)

1. All withdrawal applications must be made in writing to Headmasters. An application form is available from Student Services.
2. Refunds will be calculated based on Headmasters' refund policy, as stated below.

Refund Policy

1. All application fees are non refundable.
2. All requests for refunds must be made in writing to the Sales Manager, c/o Headmasters.
3. If written notice of your intention to withdraw is received more than 28 days prior to your original commencement date, then a 70% refund will be applied.
4. If written notice of your intention to withdraw is received less than 28 days prior to your original commencement date, then a full refund for any monies paid in advance beyond the first six months of your package of courses will be applied. No refund is applicable against payments made for the first 6 months in a course or package of courses in this instance.
5. No refunds will be made once the course commences, unless in specific compassionate or extenuating circumstances, as determined by Headmasters, a pro-rata refund may be applied with a deduction for administration costs. Evidence of circumstances may be required.
6. The cost of the equipment kit is non-refundable under any circumstances except in the event of a visa refusal and where the kit has not yet been provided to the student.

7. Full refunds will apply to International students prior to commencement if the student visa application is rejected by DIAC. A copy of the notice issued by DIAC will be required as proof of non acceptance except where a visa is refused in circumstances where fraudulent documents were submitted with the Visa application, in this instance Headmasters reserves the right to refuse all refund applications.

8. Once a visa has been granted, pro rated holding deposits against a package of courses are non-refundable.

9. No refund is payable if a student's visa is cancelled based on non-compliance due to the student's failure to meet the conditions and terms of the student visa issued by DIAC to study in Australia.

10. If approved, refunds will be processed within 28 calendar days once written notice is received. Refunds will be paid by cheque or electronic transfer to a nominated bank account. (Net of transfer fees).

11. If Headmasters is unable to deliver the course on offer all fees for that course will be refunded.

12. These procedures do not remove the right of an international student to take further action under Australia's consumer protection laws.

Terms and Conditions

1. There is no reduction in fees for subject exemptions.
2. No academic results and/or certificates will be released without full payment of fees.
3. Fees are due and payable on the 1st of the month. Fees not paid by the 15th of the month will incur a late payment fee. (please see Headmasters administrative charges)
4. Fees that are 30 days in arrears could result in the student's enrolment being cancelled. For International students this could result in your electronic Confirmation of Enrolment (eCoE) being cancelled, this could impact your Student Visa.
5. Headmasters reserve the right to take legal action to collect outstanding fees.
6. Headmasters does not accept any liability for any fees paid to an agent or third party in relation to an application for enrolment.
7. If a student does not complete within the time frame specified within each COE, an additional charge will apply.
8. Personal information and student details collected by Headmasters will be treated as confidential, however, may be made available to Commonwealth and State

agencies and the Tuition Assurance Scheme (TAS) Fund Manager as per the ESOS Assurance Fund, pursuant to obligations under the ESOS Act (section 19) and National Code.

9. Headmasters has a well established independent Complaints and Appeals procedure which provides for prompt resolution of any student complaints. Detailed information on the Complaints and Appeals process procedure is available in student's "Competency Passport" and Headmasters

website, which will be covered during the Orientation program.

10. On orientation day students are issued with a Student ID card and storage locker. Replacement items are available at a small fee. (please see Headmasters administrative charges)

11. Administrative charges are listed in full on the Headmasters website www.headmasters.com.au, details are also available in your pre-enrolment information package.

Payment Structures

AUSTRALIAN STUDENTS

Courses of 6 months duration or less

All fees are due prior to commencement of course

Courses Greater than 6 months

Option 1 - Full-fee paid in advance

Payment of full price as outlined in individual course overviews including non-refundable application fee.

Option 2 - Progressive Payments

An initial deposit for each course of study and equipment, followed by progressive payments throughout your courses of study

Option 3 - Payment Plan

After an initial deposit for each course a payment plan may be available on request. These are assessed on a case by case basis.

*Special conditions apply.

INTERNATIONAL STUDENTS

Courses of 6 months duration or less

All fees are due prior to the commencement of course

Courses Greater than 6 months

Option 1 - Full-fee paid in advance

Payment of full price as outlined in individual course overviews including non-refundable application fee.

Option 2 - Progressive Payments

An initial deposit for each course of study and equipment, followed by progressive payments throughout your courses of study

Option 3 - Payment Plan

After an initial deposit for each course a payment plan may be available on request. These are assessed on a case by case basis.

*Special conditions apply.

Administrative Charges:

- a. Storage Lockers \$10
- b. Replacement key to Locker \$20
- c. Replacement student ID card \$20
- d. Late fees for overdue payments \$50 (per week)
- e. Charge for additional weekly training up to \$300 (per week)
- f. Application fee \$250