

Fees & Refund

Fee schedule

Course fee	Refer to course information section
Application fee	\$250 (for changes to enrolment)
Materials fee	\$500 for Management, \$750 for Hospitality courses
Recognition of Prior Learning fee	\$600 per unit
Credit transfer fee	No charge
Repeat unit fee	\$800 per unit
Assessment resit fee (3 attempts) ¹	No charge
Re-assessment fee (after 3 attempts)	\$600 per unit
Bank Transfer fee	What the bank charges for the transfer
Accommodation Services	Out sourced- contact Institute for details

Refund arrangements

If the Institute defaults on delivery of qualifications

In the unlikely event that the Institute is unable to deliver your course in full, you will be offered a refund of all the course fees and materials fees you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by the Institute at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If the Institute is unable to provide a refund or place you in an alternative course our Tuition Protection Service (TPS) provided. In the case of provider default there is no requirement for a student to lodge a refund application form as the Institute will initiate payment of the refund.

If a student defaults on their written agreement

If students want to withdraw from their course after fees have been paid then refunds will be made in accordance with the written agreement that the student signs with the Institute. The written agreement will be sent to students who are accepted into a course and will not take effect until it is signed and dated by the applicant and received by the Institute.

Cooling off period

BIOT provides applicants a 7 day cooling off period. This means that if a student accepts an offer of a place and pays BIOT relevant course fees before the course start date, and then changes their mind (for any reason), a fullrefund of course fees paid to date (minus the \$250 application fee) will be provided. Students must notify BIOT in writing within 7 days of paying BIOT any fees.

Refund conditions

1. Refund applications must be made in writing to the Institute. The student refund application form, available from the Institute, must be used as the written application. The Institute will accept requests by phone, mail, fax or email to have the student refund application form sent to them. Refunds will be made within 28 days of receipt of a written application and will include a statement explaining how the refund was calculated.

Definitions

Course fees: Fees paid by the student (or third party) to BIOT for training and assessment services provided by BIOT. Course fees do not include any other fees e.g. materials fees, OSHC, enrolment fee, airport pick up fee etc.

Materials fees: Fees paid by the student (or third party) to BIOT for course related materials e.g. text books or IT resources.

Application: Fee paid by the student (or third party) to BIOT for the costs of processing a student enrolment application.

Application Refund Fee: Fee paid by the student (or third party) to BIOT for the costs of processing a student refund application.

- **Student Default:** Withdraw from the course after fees have been paid before commencement 100% refund of course fees
- **Withdrawals notified in writing and received by the Institute on the commencement date or after the semester commences** Refund of unused course fee less an administration charge of \$250. **
- **Student breach of visa conditions, and suspension or cancellation of enrolment by the Institute** No refund of current semester course fees paid.

**** If a student withdraws and has notified MOIC on the commencement date or after the semester commences BIOT will issue a refund of unused course fees paid to date. Refunds will be calculated as follows:**

Course fee per week x number of weeks unused course the student has paid for at point of withdrawal

The weekly course fee for the course will be identified by calculating:

Total course fee divided by number of weeks in the course. e.g. Total course fee \$1,000/ 20 weeks duration = \$50 per week.

The number of weeks of course that have been paid for but remain unused will be calculated as follows:

The number of weeks course paid for minus the number of weeks of course completed at point of withdrawal from the course e.g. 10 weeks course paid minus 6 weeks course completed = 4 weeks unused course

The amount refunded will be the course fee per week x the number of weeks unused course at point of withdrawal e.g. Course fee of \$50 per week x 4 weeks unused course = \$200 refund paid to the student.

Any refunded amount will have an administration charge of \$250 deducted and any applicable transaction fees, bank charges and currency exchange fees, if they have been incurred before the day of default. Transaction fees, bank charges and currency exchange rates will be applied at the rate charged to the Institute.

2. In the unlikely event that the Institute is unable to deliver your course in full, you will be offered a refund of all the course and materials fees you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.

Alternatively, you may be offered enrolment in a suitable alternative course by the Institute at no extra cost to you. You have the right to choose whether you would prefer a full refund of course and materials fees, or to accept a place in another course.

If you choose placement in another suitable course, we will ask you to sign a document to indicate that you accept the placement.

3. Fees not listed in the refund section are not refundable
4. Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

Full details of refund arrangements and conditions are on the Written Agreement that the student and the Institute will sign once an application has been received, accepted by the Institute and an offer made to the student. There is no obligation on the student or the Institute until the Written Agreement is signed by all parties, funds have been cleared by the Institute bank and an official receipt is issued by the Institute.

The written Agreement and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Students are strongly advised to contact BIOT with any questions they have about fees and refunds prior to submitting an application. Contact info@biot.edu.au