

FEES & CHARGES.

Dolph Business School charge fees for services provided to students undertaking a course of study. These fees are for items such as administrative support, student services as well as the applicable training and assessment services.

COURSE FEES

Course	Cost
BSB50215 Diploma of Business	\$9,800
BSB51915 Diploma of Leadership and Management	\$11,800
BSB51415 Diploma of Project Management	\$14,800

NB. The above fees are **not** inclusive of the workbooks or prescribed reading texts for the course. Please refer to the table below for further information.

OTHER FEES AND CHARGES

	Cost
Credit transfer administration fee	Nil
Copy fee - where a student requests a photocopy of their student record	\$10
Re-issuing a certificate, qualification, or a statement of attainment	\$33
Workbooks (per course) including delivery	\$350
Replacement of issued learning / reference workbook (per workbook) including delivery	\$75
Transfer of training programs / courses	\$155
Dishonour direct debit payment fee	\$10

The above fees include GST.

Notes.

- Fees do not include the issue of any hardcopy texts.
- All nationally recognised courses are exempt from the payment of GST. No GST is included in the fees. GST does apply to all short courses and miscellaneous charges.
- All fees must be paid in full before students can be issued with any certificate relating to their achievements.
- Students will meet their own costs in relation to access to computer systems, internet, travel, accommodation, meals, stationary, and any other costs to enable their participation in the course.
- The Terms & Conditions of a student's enrolment, 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.

What payment methods are available?

Payment methods include bank transfer, or credit / debit card.

When do I pay?

Fees are payable when you receive your acceptance of offer letter or invoice for your fees. Fees are to be paid upfront and invoiced fees must be paid in full within 7-days of receiving the invoice from Dolph Business School, unless otherwise stated.

What happens if I do not pay on time?

Dolph Business School may cancel an enrolment or discontinue training if fees are not paid by the due date.

Should you have difficulty paying your fees by the due date, please speak to our Student and Administration Support Manager to discuss any flexible payment options that may be available for your circumstance.

How do I set up a payment plan?

Should you wish to set up a payment plan, please note that your first semester's fees must be paid in full prior to the agreement of any payment plan. Please speak to our Student and Administration Support Manager to discuss the possibility of a payment plan.

If a student is offered a payment plan and the student defaults on the agreed payment plan, the student may not be considered for subsequent payment plan requests. The debt becomes payable in full immediately, or the student may be suspended from further training. This in turn, may result in the cancellation of your student visa.

Do I pay GST in my tuition fees?

No - training tuition fees are GST exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course. GST does apply on the payment of miscellaneous charges.

Responsibility for training quality

Dolph Business School is responsible under the National Vocational Education and Training Regulator Act 2011 for the quality of the training and assessment being delivered in this course and for the issuance of all AQF certificates. Please refer to the International Student Handbook for further information on all student rights and obligations.

Can I get a refund?

Yes - please refer to the table of refunds on the next page.

How do I get a refund?

To obtain a refund you are required to complete the Deferral, Suspension or Withdrawal form, and a Refund Request Form. Where refunds are approved, the refund payment will be paid via electronic funds transfer using the authorised bank account nominated by you. This payment will be made within 14-days from the time your refund request is approved.

Any refunds for monies paid for your Overseas Student Health Cover, accommodation and pick up will need to be discussed directly with the respective providers. Dolph Business School does not have any jurisdiction over the refund policies of the respective providers for these services as they are not provided by Dolph Business School.

Tuition Assurance Policy

Dolph Business School has a responsibility to comply with the Australian Government's Tuition Protection Service framework. This initiative was set up to assist international students in the event their education providers are unable to fully deliver their course of study. You can find out more about the initiative on the Tuition Protection Service website here: <https://tps.gov.au>.

Changes to terms and conditions

Dolph Business School reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that affects the student's enrolment, the student will be informed 7-days prior to the changes taking effect.

Our guarantee to you

If, for any reason, Dolph Business School is unable to fulfil our service agreement with a student, Dolph Business School will refund the student's proportion of fees paid for services not yet delivered.



DOLPH
BUSINESS SCHOOL

Table of Refunds			
Event	Timeframe	Amount Refunded	Documents
Visa Refusal (Visa application must have been submitted at least 6-weeks prior to the course commence date to qualify)	At any time	Full fees paid*	Refund Request Proof of VISA Refusal
Visa Renewal Refusal	After course has commenced	Nil	Not applicable
Visa Breach or Misconduct	At any time	Nil	Not applicable
Withdrawal, Transfer or Enrolment Cancellation (if approved by Dolph Business School)	Greater than 28 days before the commencement of the course	Full fees paid*	Refund Request Deferral, Suspension or Withdrawal form
	Less than 28 days before the commencement of the course	50% of fees paid*	Refund Request Deferral, Suspension or Withdrawal form
	After the course has commenced	Nil	Not applicable
Default by Dolph Business School	Before the commencement of the course	Full fees paid	Not applicable
	After the course has commenced	Proportion of fees paid for services not yet delivered**	Not applicable
<p>* Fees paid minus the non-refundable application fee of AUD\$275 minus any agent commissions paid and any bank transfer fees that may apply</p> <p>** For example, if only 2 units have been delivered and you have paid for 4 units, you will be refunded the amount equivalent to the 2 units undelivered.</p> <p>NB. Any refunds for monies paid for your Overseas Student Health Cover, accommodation and pick up will need to be discussed directly with the respective providers. Dolph Business School does not have any jurisdiction over the refund policies of the respective providers for these services as they are not provided by Dolph Business School.</p>			