



# The Penn College

## Fees, Cancellation & Refunds Policy

### Course fees

Information about course fees is included on our website at:

[www.penncollege.edu.au](http://www.penncollege.edu.au).

No other fees and charges apply to the training.

An invoice for the first payment of no more than \$1 000 will be issued when enrolment is confirmed. The remainder of the course fee is payable by instalments and the amount and timing of each instalment will be determined based on the amount of each individual student's training and assessment which is yet to be delivered. Note that no individual fee paid in advance will exceed \$1 500.

All fees must be paid in full within five days of receiving an invoice from Penn College. The Penn College may discontinue training if fees are not paid as required.

### Other fees

Re-issue Qualification	\$30
Re-issue Statement of Attainment	\$30
Re-issue Record of Results	\$30

All fees can be paid by:

- Credit Card;
- Electronic Funds Transfer (account details available on request); or
- Cheque (made payable to the Penn College).

Payment in cash is discouraged.

Any change to fees will be published to The Penn College's website:

[www.penncollege.edu.au](http://www.penncollege.edu.au).

## **Student cancellation & refunds**

- Students who give notice to cancel their enrolment more than 10 days prior to the commencement of initial training will be entitled to a full refund of fees paid.
- Students who give notice to cancel their enrolment less than 10 days prior to the commencement initial will be entitled to a 75% refund of fees paid. The amount retained (25%) by the Penn College is to cover the costs of staff and resources which will have already been committed.
- Students who cancel their enrolment after a training program has commenced will not generate a refund of fees. However, discretion may be exercised by the Chief Executive Officer in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, a full credit may be offered towards the course fee in another scheduled program in lieu of a refund.
- The Chief Executive Officer may also authorise a refund of tuition fees if the circumstances require it.
- Please note that where fees have been paid by Lowes Manhattan Pty Ltd, any refund due will be paid to Lowes.

Notification must be received by emailing [info@penncollege.edu.au](mailto:info@penncollege.edu.au) and, if the timing of the notification allows for a refund of any fees paid, the email must include the student's bank details (BSB, account number and account name) for electronic transfer of the refund due.

Within three weeks (21 calendar days) of receiving the notification, if the student is entitled to (and has requested) a refund, the request will be processed and the refund due transferred into the student's nominated bank account.

## **Cancellation by The Penn College**

If a payment has been made and The Penn College:

- terminates the training and assessment arrangement early\*; or
- fails to provide the agreed services\*

a student will be entitled to a full refund of the fee paid if the training to which the payment relates has not yet commenced or a proportionate refund if it has commenced.

The refund will be made within three weeks (21 calendar days) and will be transferred into the student's nominated bank account.

\* A student is not entitled to a refund if the student is suspended from attending or has had their enrolment cancelled in accordance with the circumstances explained in section 4: *Student obligations and disciplinary procedures* in this handbook.