

Oxygen College Refunds Policy

Purpose: The purpose of this Refund Policy is to establish clear guidelines and procedures for refunding student fees in the event of withdrawal from a course. It ensures fairness and equity for all by outlining transparent refund criteria and processes. The policy encourages responsible decision-making among prospective students by providing them with comprehensive information about their financial obligations and refund entitlements before enrolling in a course.

Scope: This Refund Policy applies to all students enrolled in courses offered by Oxygen College. It governs the procedures and criteria for refunding student fees in the event of withdrawal from a course, including considerations for administration fees, tuition fees, and any applicable government contributions.

Policy

1. Student Fee Structure.

Oxygen College's fees are divided into several components:

- 1.1 Administration Fees: These fees cover the administrative costs associated with the student's enrolment, study, and completion of the program.
- 1.2 Tuition Fee: This fee covers the cost of training and assessment. However, for students enrolled in Diploma and Advanced Diploma courses who apply for VET Student Loans, tuition fees are deferred.
- 1.3 Skills First: This additional amount represents the contribution from the State Government for eligible individuals and is not payable by the student.

2. Rationale for Refund Policies

- Due to the unique collaborative nature of our courses, strict refund policies are set to ensure fair conditions prevail for all students, parents, and trainers.

3. Student Responsibilities

- Before accepting an offer for enrolment, it is imperative that students understand and accept their responsibilities in committing to the duration of the program and applying themselves to the best of their abilities. They should be fully aware of the level of refund available should they decide not to continue with the course after enrolling, including before the course commencement date.

What fees are eligible for a refund for a government funded student?

	Administration Fee			Tuition Fee			VSL
	Fee	Amount of refund	Time of exit	Fee	Amount of refund	Time of exit	
Full time	\$900	\$900 \$450 \$0 (no refund)	Prior to pre-enrolment After pre-enrol, prior to enrolment. After enrolment	\$250 (non-concession) \$50 (Concession)	Full tuition fee \$0 (no refund)	Up until first day of class Once first day of class is attended	Students will not incur a debt if withdrawn prior to the census date
Part time	\$300	\$200 \$0 (no refund)	Prior to enrolment After enrolment	\$295 (non-concession) \$50 (concession)	Full tuition fee \$0 (no refund)	Up until first day of class Once first day of class is attended	Students will not incur a debt if withdrawn prior to the census date

Please note:

*Oxygen College cannot accept more than \$1000 from the student before the commencement of the course.

*If the student is on a payment plan for fees, the refund will only consist of payments that have been received, or the student must continue the payment plan, in accordance with the table above.

What fees are eligible for a refund for a full fee-paying student?

The refund process for the tuition fee aspect follows the table and formula below. For those paying for their course in instalments, you will pay up to the cost percentage of course fees, equal to the number of weeks you have completed, when you withdraw (***please see table below***). Similarly, if you have paid in full for the course prior to starting, you will be refunded back to the end of the number of weeks you have completed. This only applies to full fee for service students, **this table does not apply to Skills First Funding or VET student Loans approved course (regardless of if a student is not taking out a commonwealth loan).**

**It is important you discuss your payout figure with a College representative prior to deciding to withdraw from your course, if you are a fee for service student.*

	Administration fee		Tuition fee		VSL
	Fee	Portion eligible for refund	Number of weeks through the course completed (not based on attendance)	Percentage of course fees owing at each stage	
Full time	\$900	\$900 prior to pre enrolment \$450 prior to enrolment \$0 after enrolment	1-12	40%	Students will not incur a debt if withdrawn prior to the census date
			13-24	60%	
			25-36	80%	
			37-48	100%	
Part time	\$300	\$200 up until enrolment \$0 after enrolment	1-12	40%	NA – No VET Student Loans on part time classes.
			13-24	60%	
			25-36	80%	
			37-48	100%	
			6-10	60%	
			11-15	80%	
			16-20	100%	

4. What happens if my course is cancelled?

4.1 If Oxygen College cancels the course due to circumstances beyond its control, the student will receive a full refund (or pro-rata adjusted refund). It may also offer the student a transfer to another course or another commencement date. This choice is for the student to make.

4.2 If the student wishes to change their enrolment into another course at Oxygen College, the course fees paid will be transferred to the new course.

5. What happens if I have been involuntarily withdrawn?

Students who have been involuntarily withdrawn will follow the same refund policy as documented above.

6. Exceptions

Refund exceptions may be granted in the following extreme circumstances:

6.1 Inability to complete a course due to severe medical condition and its effect didn't take full impact until after course commencement date. (Certified medical certification and notification may be required)

6.2 Death or grave illness of an immediate family member.

In such circumstances, the final decision is at the discretion of Oxygen College management.

7. How to apply for a refund

For any refund to be successful it must be in accordance with the policies set out above.

Please contact the admissions team via email – enquiries@oxygencollege.com.au or phone call- 1300 195 303 to discuss a refund.

8. Required Course Materials

Required course materials are essential to the successful participation in and completion of all Oxygen College courses. Required materials are to be purchased or provided by the student before the commencement of their studies.

Required course materials are not provided or included as part of the course/tuition fees. The costs associated in purchasing these materials are separate from, and in addition to course/tuition fees and are not subject to a refund.