## Request for Refund

### Student Details

<table>
<thead>
<tr>
<th>Student Number:</th>
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<tbody>
<tr>
<td>First Name:</td>
<td>Surname:</td>
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<tr>
<td>Address:</td>
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<tr>
<td>Suburb:</td>
<td>State:</td>
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<td>Postcode:</td>
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<tr>
<td>Contact Number:</td>
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<td>Email:</td>
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<tr>
<td>Course Enrolled:</td>
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### Reason for Seeking Refund:

Please attach certified copies of any evidence

### Agreement

I agree to be bound by the terms of the Fee Payment and Refund Policy, which is attached to this document.

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<th>Signature:</th>
<th>Date:</th>
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Please submit your form to ccosupport@gca.edu.au or fax to +61 2 9310 1548
Fee Payment and Refund Policy

Fees for CCO courses must be paid in advance, prior to commencement. The commencement of a course is considered to be the time and date when access to course material is made available to the student. For most CCO courses this is the time and date when the username and password for access to the course material is sent to the student by email or other means.

Payment of fees in advance secures the student a place in their chosen course(s) and fixes the price of the course(s) for the period of time for which they have prepaid. Tuition fees can be varied at any time and prepayment allows the student protection from any tuition price rises during the period for which they have prepaid.

Prepaid monies are allocated to resourcing the course delivery for at least the period anticipated by the student’s enrolment. CCO has the expectation that a student will commence and continue a course and plans and engages staff accordingly.

Payment Options
Credit card is the preferred method of payment. Amounts are processed in Australian Dollars unless otherwise specified during the enrolment process.

Payments may also be made by direct transfer to our bank account. A fee will apply for payments processed using this method. Please see the CCO Schedule of Supplementary Fees on our website at online.centralcollege.edu.au/policies for the current fee for this service.

Payment Details (direct transfer)
Your payment must:

• Be in Australian Dollars
• Be payable to GCA Management Services Pty. Ltd.
  o Commonwealth Bank of Australia, Redfern, NSW
  o BSB: 062 231 Account: 1027 3972
• Include your Student Number
• Include your Full Name (Surname first)

Refund Policy
All requests for refunds must be made on the Request for Refund form available at online.centralcollege.edu.au/policies

All refunds will be paid to the person or organisation who originally paid the fees.

Refunds Requested After Commencement:

• CCO does not issue refunds to students who have commenced their course.
Refunds Requested Prior to Commencement:

- Where the Request for Refund form is received at the College less than 28 days prior to the commencement date of the course or after the commencement date of the course, the course fees paid (including the enrolment fee) will be non-refundable.
- Where the Request for Refund form is received at CCO 28 days or more prior to the commencement date of the course, 70% of the course fees paid, less the enrolment fee will be refunded.

Refunds will be paid within four weeks of the date the request is received.

Refunds Requested for Hardship
In the event that a student does not commence a course due to sickness or personal crises or commences a course and due to sickness or personal crises cannot continue, that student may be given due consideration for a partial refund once they have outlined their reasons in writing on the Request for Refund form. Any such refund is at the discretion of the Managing Director. Substantiating evidence may be required. If a refund is approved, the refund will be paid within four weeks of the date the request is received.

Exceptions
In the unlikely event that CCO is unable to deliver your course in full:

- You will be offered a refund of the undelivered part of your course
- The refund will be paid to you within two weeks of the date on which the course ceased being provided
- Alternatively, you may be offered enrolment in a suitable alternative course at GCA at no additional cost to you. You have the right to choose whether you would prefer a full refund of tuition fees or to accept a place in another course.

This refund policy does not remove the right to take further action under Australia’s consumer protection laws.

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<th>Version</th>
<th>Date</th>
<th>Approved</th>
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<td>CCO 1.0</td>
<td>13 November 2012</td>
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