

Refunds Policy and Associated Procedures

Policy

GCTC Management and staff are committed to safeguarding prepaid tuition fees in accordance with the ESOS Act 2000 and the ESOS Amendment (Tuition Protection Service and other measures) Act 2012 (TPS Act) and providing timely and accurate information on course related fee requirements to enrolling and enrolled students of GCTC.

GCTC holds current membership of a Tuition Assurance Scheme and if GCTC is unable to provide services for which the learner has prepaid, GCTC will ensure:

- the learner will be placed into an equivalent course such that:
 - the new location is geographically close to where the learner had been enrolled; and
 - the learner receives the full services for which they have prepaid at no additional cost to the learner; or
- if an equivalent course cannot be found, the learner is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.
- any other fee protection measure approved by the VET Regulator

GCTC will ensure all students are fully informed about student fees, refunds and circumstances relating to refunds through their Letter of Offer. This information is also communicated through the Student Handbook and website.

GCTC will ensure that an itemised list of course money payable by the student is communicated upfront to students through our marketing material and formalised in their Letter of Offer.