

Fees, Refunds and Conditions

POLICY

Le Cordon Bleu programs are full free-paying programs for both Australia and international students.

International student policies and procedures are governed by the ESOS framework http://aei.dest.gov.au/AEI/ESOS/QuickInfo/ESOS_FrameWork_pdf.pdf

This agreement, and availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

FEES

- 1) A non-refundable \$250 Enrolment fee is charged when a student formally accepts an offer from Le Cordon Bleu. The enrolment fee is paid at the same time as a student pays their first instalment of tuition fees.
- 2) Invoiced tuition fees must be paid to Le Cordon Bleu Australia Pty Ltd and proof of receipt of payment must be confirmed before a Confirmation of Enrolment (CoE) can be issued.
- 3) Le Cordon Bleu Australia Pty Ltd is entitled to accept all tuition payments. Should the desired program be unavailable to a student after payment has been received, every reasonable effort will be made to accommodate the student in the next available intake.
- 4) New students must pay the full amount of all invoiced tuition fees in cleared funds not less than 8 weeks prior to the commencement of the program. (see www.lecordonbleu.com.au)
- 5) Re-enrolling/continuing students must pay the full amount of all invoiced tuition fees in cleared funds by the due date stated on the invoice.
- 6) Le Cordon Bleu Australia Pty Ltd reserves the right to review fees at any time.
- 7) Any change in tuition fees will be advised in writing to current students and applicants, and will appear in all public, promotional and marketing materials, at least three months prior to the start of the study period to which they apply.
- 8) The new fees will apply to all payments due from the publicised effective date.
- 9) Tuition fees and supplementary fees will be itemised on all invoices and in the application form.
- 10) Where a student is required to repeat a course through receiving a fail grade on the first or second attempt, the student will be required to re-enrol and pay the full current applicable tuition fee nominated for that course, on each occasion. (see assessment policy www.lecordonbleu.com.au)
- 11) Where a student is required to repeat Professional Experience because they received a fail grade on the previous attempt, a fee of \$2,400 will be charged.
- 12) Students receive an original Academic Transcript, Statement of Attainment or Parchment on completion of a program or part thereof. All requests for additional

or replacement documents will incur a charge of AUD\$20 per Academic Transcript or Statement of Attainment, and AUD\$40 for each additional Le Cordon Bleu Parchment.

- 13) If a Bachelor of Business student is successful in obtaining approval for a 12 month continuous Professional Experience placement, then the student must pay a 20% deposit for the following academic semester of study, payable six weeks before undertaking the rescheduled Professional Experience. (see Professional Experience policy www.lecordonbleu.com.au)
- 14) In the case of a packaged offer of programs, a deposit of AUD\$1000 will be required for the issuance of a CoE for Bachelors and Masters programs only.

FEE REDUCTION

- 15) With the exception of the Le Cordon Bleu Culinary Arts Program where course credit is granted any tuition fees already paid for that course or courses shall be deducted from the next instalment of tuition fees.

REFUNDS

LE CORDON BLEU AUSTRALIA PTY LTD DEFAULT

- 16) If a student is unable to complete a Le Cordon Bleu Australia program owing to a default by Le Cordon Bleu Australia Pty Ltd, being the failure to start the program on the agreed starting date, the program ceasing after it starts and before it is completed, or because a sanction is imposed upon Le Cordon Bleu Australia Pty Ltd under relevant State or Federal legislation, all students shall be entitled to a refund or an alternative course in accordance with the provisions of the National Code of the Education Services for Overseas Students (ESOS) Act and the Australian Quality Training Framework (AQTF). Where a refund is required the amount of the refund will be paid within two weeks of the date of the default.

STUDENT DEFAULT

- 17) Where a student is unable to commence a Le Cordon Bleu program as a result of a visa not being issued for whatever reason, a refund of fees or other compensation will be made in accordance with the requirements of the ESOS Act 2000, as amended and the National Code 2007.

- 18) No refunds will be made where a student or applicant fails to complete, withdraws from, or does not commence a Le Cordon Bleu program, including where such failure to complete, withdrawal or non-commencement results from:
- a) changes to a student's visa status, or
 - b) visa cancellation, or
 - c) the student deciding to transfer to a different provider, after the student has commenced a Le Cordon Bleu program.
- 19) Where an applicant chooses not to commence a Le Cordon Bleu Australia program and gives notice in writing at least 28 days before the commencement of the program, 85% of any tuition fees paid for courses not yet commenced, will be refunded. The applicant may choose to have any tuition fees paid transferred to an alternative Le Cordon Bleu Australia program if they have an approved application for the alternative program. Applicants who provide less than 28 days' notice will not be entitled.

DEFERRING COMMENCEMENT

- 20) Where an applicant elects to defer commencement of a Le Cordon Bleu Australia program for which an Acceptance of Offer form has been signed, any tuition fees or deposits paid will be held for up to 12 months from the original commencement date, to be applied to the new commencement date, on the condition that the written application to defer commencement has been received by Le Cordon Bleu Australia Pty Ltd not less than 28 days prior to the original commencement date.
- 21) Every reasonable effort will be made to accommodate the applicant on a later course of their choice. If the fee for the course to be attended is greater than that of the course originally selected, the applicant shall pay the balance in cleared funds to Le Cordon Bleu Australia Pty Ltd within a designated time frame.
- 22) Once the 12 month period after deferment lapses the applicant will be required to re-apply to Le Cordon Bleu Pty Ltd. (see Deferral, withdrawal, suspension and cancellation policy www.lecordonbleu.com.au)

PAYMENT

- 23) Any student refusing to pay fees after requests have been made in writing to the most recent address provided by the student, shall not receive any form of award or recognition of courses undertaken and shall be refused entry into classes until fees have been remitted to Le Cordon Bleu Australia Pty Ltd in full.
- 24) Le Cordon Bleu Australia Pty Ltd will also pass on any fees incurred to collect outstanding monies.

APPLICATION AND ENROLMENT CONDITIONS

- 25) Le Cordon Bleu Australia Pty Ltd reserves the right at its absolute discretion to reject any application or enrolment, and it shall be under no obligation whatsoever to give reasons for its decision. Le Cordon Bleu Australia can, as part of the application process interview students who have applied for Le Cordon Bleu courses.

- 26) All students are bound to comply with the conditions stated in the Le Cordon Bleu Australia Student Handbook which are subject to change from time to time. (see www.lecordonbleu.com.au)
- 27) All students are bound to comply with terms and conditions set by the Professional Industry Placement Department, to ensure eligibility to undertake Professional Experience. Written terms and conditions are provided at program commencement. Any changes will be advised in writing throughout the program, and will apply from the publicised effective date.
- 28) The student is obliged to notify Le Cordon Bleu Australia Pty Ltd of any change of address while enrolled in a course.
- 29) Le Cordon Bleu Australia Pty Ltd shall be under no liability whatsoever to any student for any loss or damage, sustained at or upon the School's premises howsoever caused, and whether in respect of any negligent act or omission by Le Cordon Bleu Australia Pty Ltd, its employees, agents or servants or otherwise.
- 30) Le Cordon Bleu Australia Pty Ltd shall be under no liability whatsoever to any student for any loss or damage, suffered by reason of the failure of Le Cordon Bleu Australia Pty Ltd, its employees, agents or servants to notify the student of any risk or danger of which they had no prior knowledge nor ought reasonably to have had such knowledge.
- 31) Le Cordon Bleu Australia Pty Ltd reserves the right in its absolute discretion to review and alter the organisation and/or structure of the program at any time in accordance with its governance structures.
- 32) If any material alteration is made before the commencement of a program, Le Cordon Bleu Australia Pty Ltd will make all reasonable efforts to notify any applicant so affected.
- 33) It is a condition of enrolment and responsibility of the student to ensure they hold appropriate medical insurance cover.
- 34) Le Cordon Bleu Australia Pty Ltd reserves the right and liberty to use promotional work, taken in the form of photography, films or reproductions, for the purpose of advertising, photography and publicity – either wholly or in part, in any manner or form whatsoever and in any medium, either separately or in conjunction with other photographs, films or reproductions thereof.
- 35) No student shall be entitled to use the names "Le Cordon Bleu" or "Le Cordon Bleu de Paris" under any circumstances or at any time or in any place whatsoever, whether before, during or after their program and whether as a trade mark, company or trading name or otherwise, regardless of the service or products presented with no time or geographical limitation.

This policy is correct at time of printing, but subject to change without notice. For current version see www.lecordonbleu.com.au