

Fees, Refunds and Conditions

Le Cordon Bleu offers 'full fee programs' for Australian and International student.

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

This agreement, and the 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 application fee will be charged when a student formally accepts an offer from Le Cordon Bleu. The enrolment fee will be paid at the same time a student pays their first installment 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. However, should the desired program be unavailable 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) Changes to tuition fees will be notified in writing to current students and applicants, and will appear in all public, promotional and marketing materials, at least three months prior the commencement 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 forms.
- 10) Where a student is required to repeat a course due to receiving a fail grade on the first or second attempt, the student will be required to re-enrol and pay the current applicable tuition fee nominated for that course, on each occasion. (refer *Assessment Policy*)
- 11) Where a student is required to repeat Industry Placement because he or she received a fail grade on the previous attempt, a fee of \$2,400 will be charged.
- 12) Where a student receives a not-yet-competent grade for a unit of competency, on written request the student may be reassessed. Each reassessment will incur a fee of \$500.
- 13) After issuance of an original Academic Transcript, Statement of Attainment or Parchment on completion of a program or part thereof, all additional requests will incur a charge of AUD\$20 per Academic Transcript or Statement of Attainment, and AUD\$40 for each additional Le Cordon Bleu Parchment.

FEE REDUCTION

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

REFUNDS

Le Cordon Bleu Australia Pty Ltd Default

- 15) If a student is unable to complete a Le Cordon Bleu Australia program due to a default by Le Cordon Bleu Australia Pty Ltd, i.e.
 - The program fails to start on the agreed starting date;
 - The program ceases after start and before completion;
 - The program ceases because of sanctions imposed upon LCBA under relevant State or Federal legislation

Affected students are 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). Refunds, if awarded, will be paid within two weeks of the date of the default.

Student Default

- 16) Where a student is unable to commence a Le Cordon Bleu Australia Pty Ltd 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 2002, as amended and the National Code 2007.
- 17) No refunds will be made where a student withdraws from, or fails to commence or complete a LCBA program, including where such withdrawal or failure to commence or complete results from the following:
 - a) Changes to the student's visa status;
 - b) Visa cancellation;
 - c) The student transfers to another provider after commencing a LCBA program

WITHDRAWAL

- 18) If an applicant withdraws from a LCBA program by providing at least 28 days written notice prior to program commencement, 85% of respective prepaid tuition fees paid will be refunded. If the student has an approved application for an alternate LCBA program, prepaid tuition fees may be transferred in full to the alternate LCBA program. Applicants who provide less than 28 days; are not entitled to refund or transfer of funds.

DEFERRING COMMENCEMENT

- 19) If an applicant defers commencement of a LCBA program for which and Acceptance of Offer form has been signed, by providing 28 days written notice of deferral prior to original course commencement, respective tuition fees or deposits paid, will be held for up to 12 months for the original commencement date, to be applied in full to the deferred program.
- 20) All reasonable effort will be made to accommodate applicants on a later course of their choice. If subsequent course fees are greater than those of the course originally selected, applicants must pay the difference in cleared funds to LCBA six (6) weeks prior to the subsequent course commencement.
- 21) If students fail to enroll in courses with the 12 month deferral period, held funds are forfeited and applicants must reapply to LCBA if they wish to continue (refer Deferral, Withdrawal, Suspension and Cancellation policy see www.lecordonbleu.com.au)

PAYMENT

- 22) 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 LCBA in full.
- 23) Fees incurred by LCBA in order to collect overdue amounts, will be passed on to students.

APPLICATION AND ENROLMENT CONDITIONS

- 24) 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.
- 25) 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)
- 26) All students are bound to comply with the terms and conditions set by the Professional Industry Placement department, to ensure that they are eligible to undertake Industry Placement, which are subject to change from time to time. These terms and conditions will be provided in writing at commencement of the program, and any changes will be advised in writing throughout the program, and will apply from the publicised effective date.
- 27) The student is obliged to notify Le Cordon Bleu Australia Pty Ltd of any change of address while enrolled in a course.
- 28) 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 however 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.
- 29) 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.
- 30) 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.

- 31) 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.
- 32) It is a condition of enrolment and responsibility of the student to ensure they hold appropriate medical insurance cover.
- 33) 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.
- 34) 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 the time of printing, but subject to change without notice. For the current version see www.lecordonbleu.com.au