

## Fees and Refund Policy

### Fees

Tuition fees are listed in the current course brochure and on the website. All fees are GST free and charged in AUD. Fees can be paid by cash, credit card, EFT or by cheque made payable to the Digital Orthodontic College. Surcharges apply between 1-3% depending on card type. This is calculated at time of payment online. The Digital Orthodontic College may update fees and charges from time to time. In such cases, participants will be given ample notice of any changes in fees.

### Payment Options

There are two ways to pay the course/tuition fees for the dually accredited (AU & UK) course 10905NAT Graduate Diploma of Digital Orthodontic Treatments -

- (1) An upfront payment in full - Upon receipt you will have access to the ENTIRE course content immediately via our e-learning portal, webinars, discussion forum and online library. We do not provide an upfront payment discount.
- (2) A payment plan with monthly instalments – This is paid as initial payment deposit for enrolment and administration, followed by monthly instalments of \$1500.00 each as the course progresses, and in advance of delivery of the next section of the course (course is drip fed).

If you should wish to switch, at any time from delivery of the course by instalments to receiving the balance of the course, then that may be done at any time by selection and by payment of the outstanding balance of the course fee at that time. Any outstanding balance must be paid at course completion or 18 months, whichever comes first. A qualification award will not be issued until this is paid.

**Fees include** all learning materials, assessments, administration including access to the college's e-learning portal, webinars, discussion forum and online library as stated in the brochure. However, you will need to provide your own: digital camera, photographic retractors and mirrors; dental bonding materials and orthodontic instruments; a working laptop with access to video conferencing tools and relevant office suite software; and access to a clear aligner doctor portal

The Digital Orthodontic College may suspend or cancel enrolment if fees are not paid within 7 days of due date. A late fee of \$50 may also be added for any instalment that is paid >7days after the due date.

Additional fees and charges may include:

- |  |                                 |
|--|---------------------------------|
| • Recognition of Prior Learning (RPL)        | \$3000 plus 75% of tuition fees |
| • Late completion of course/re-enrolment fee | \$3000                          |
| • Re-issue of qualification certificates     | \$24                            |

The Digital Orthodontic College will issue qualification certificates within 30 days of successful completion of the course content and assessments. Re-issue of Qualification certificates, Statement of Attainment certificates or Records of Results attract a fee of \$24.

### Refunds

**For any cancellations within 14 days of tuition fee payment, a non-refundable administration fee of \$1,500 applies.** A refund of the remainder of the course fee is not available unless we receive a written notice of the cancellation and it's given **prior to activation** of the e-learning portals and learning materials. **Once access to e-learning portal has been established and its use is evident, any payments made are not refundable for change of mind.**

To apply for a refund, students must complete and submit via email the **Refund Request Form**, within the 14 days after fee payment and prior to e-learning access setup.

A student is not entitled to a refund if the student has had their enrolment cancelled if they are in breach of the disciplinary policies outlined in the Participant and The Digital Orthodontic College Rights and Responsibilities.

If a payment has been made and The Digital Orthodontic College terminates the training and assessment arrangement early or fails to provide the agreed services, a student will be entitled to a full refund of the fee paid if the training to which the payment relates has not yet commenced or a proportionate refund if it has commenced. The refund will be made within three weeks (21 calendar days) and will be transferred into the student's nominated bank account.

If The Digital Orthodontic College is required to provide a refund or partial refund of fees, in accordance with this Policy, or otherwise, and is unable to do so due to insolvency or potential insolvency, then the Director of Best Orthodontic Seminars and Sessions Pty Limited (ACN 618 065 400) will personally guarantee the payment of such refund.

### **Deferral / Failure of Course Completion within 18 months**

If the student has not received a competency result by 18 months from the date of enrolment (date of e-learning access set up) or wishes to defer graduation to a date beyond 18 months, then they will incur an additional re-enrolment fee of AUD \$3000. The re-enrolment fee will provide additional 12 months access to all training materials online.

An extension of up to three months may be given in extenuating circumstances, usually without charges. This is negotiated on case- by-case basis and upon a written request via email listing the reasons for the deferral.