

FAQ

STUDENT SUPPORT RELATED FAQS

1. Where can I update my contact details when they have changed (email address, mobile number, or home address)?

Please fill in an Address Change form (found in the Student Support Form, under the Downloads tab of our website).

2. How do I apply for leave?

You will be required to come to the campus and discuss with the Student Support Officer to apply for leave. Students are permitted to go on Holiday during the College break. When the course is in session, students are not allowed to go on leave unless it is compassionate or compelling reason and attendance must be more than 80%.

3. What should I do if I want to cancel/withdraw my enrolment?

You will need to fill in a Withdrawal form (found in the Student Support Form, under the Downloads tab of our website). You will then be prompted for an interview, which may be over the phone or in-person. It is important to fill in the form as soon as you can as the interview will determine whether a course cancellation/withdrawal is possible, with consideration to your student visa requirements.

4. How do I know if I am eligible to a refund of my fees?

There are some fees that are non-refundable (for example, material fees, enrolment fees, etc). Please refer to your Offer Letter/Handbook for full information about non-refundable fees. To find out if you are eligible for a refund of your tuition fees upon course withdrawal, please refer to the Refund Policy in your Offer Letter or your Handbook. You can also consult with a member of our Accounts Department by emailing accounts@vibecollege.edu.au.

5. How do I request for a variation of my enrolment (extension, course change, deferral, transfer to another provider, etc)?

You will be required to come to the campus and discuss with the Student Support Officer your enrolment variation request as there are many factors (Student Visa requirements, course calendar, course progression, etc) that will be considered before a decision is made.

6. Where should I go to make a complaint/appeal?

You may first make an informal complaint by approaching our Head of Student Support (please email info@vibecollege.edu.au, with the subject line "Informal Complaint/Appeal, and it will be forwarded to the appropriate person). A member of the Student Support team will then request you for a meeting to discuss your complaint/appeal, to try to reach a resolution. If you would like to make a formal complaint, please submit a Complains & Appeals form (found in the Student Support Form, under the Downloads tab of our website).

STUDENT PAYMENT RELATED FAQS

1. How do I make payment for my tuition fees?

There are 2 ways to make payment:

- In-person with debit/credit card via our EFTPOS machine (please note that a surcharge of 2.5% applies to credit card payments)
- Via bank transfer

2. How do I find out what my tuition fee instalment plan is?

Your tuition fee instalment plan is outlined in Page 3 of your Offer Letter.

3. Is it possible to apply for an extension for my instalment payment?

You can email accounts@vibecollege.edu.au to apply for an extension. Approvals of extensions are highly dependent on your payment history. If you have an extenuating circumstance, please also include this in your extension request.

ADMISSIONS RELATED FAQS

1. What documentation am I required to submit to apply to Vibe College?

These are the main documentation you will need to submit upon Application:

- 2 forms of identification (Passport + 2nd form of identification)
- Completed Application Form
- Resume
- Personal Statement
- Previous Academic certificates and transcripts

Where applicable, additional documentation will be required. Please get in touch with a member of our team to find out by emailing info@vibecollege.edu.au.

2. What are the costs of the courses at Vibe College?

To find out course prices and initial deposits, please get in touch with your contact Officer at Vibe College, or email info@vibecollege.edu.au.

3. What is the processing turnaround timeframe for Applications and CoE requests?

Generally, 2 – 3 business days for each. However, we may receive high volumes of requests during some periods of the year. Please feel free to email your contact Officer at Vibe College if you would like to receive an update.

4. Where do I find my LLN test results?

You will receive an email with your test results. If it has been 5 – 7 business days that you have completed the test, please feel free to email your contact Officer at Vibe College for an update.

COURSE COMPLETION RELATED FAQS

1. Does Vibe College have a Graduation Ceremony?

Yes, we hold our Graduation Ceremonies annually. Event announcements are made on our social media and via email.

2. How do I collect my Certificate/Statement of Attainment?

Please fill in a Certificate/Statement of Attainment Request form. When your request has been approved (approved for Accounts Department check, and Academic Department check), you will be contacted for collection. Please note that only your first copy is free-of-charge, and any subsequent copies incur charges.

3. Can I have my Certificate/Statement of Attainment mailed?

Yes, you can. Once you have submitted a Certificate/Statement of Attainment Request Form, and you have been contacted for collection, please inform the officer that has contacted you that you would like to have it mailed. Postage costs apply, please inquire.

4. Can I get a Completion Letter?

Yes, you can. Please submit a Completion Letter request (found in the Student Support Form, under the Downloads tab of our website). You will be sent a soft copy when it is approved and ready.