

# YOUR SAFETY AND PEACE OF MIND IS OUR PRIORITY



## KNOW YOUR RIGHTS

Dolph Business School is an Australian registered training organisation (RTO) regulated by ASQA.

RTO No. 41480, CRICOS Provider No. 03642G.

You can find us on the

**Australian Government's National Register for VET:**

<https://training.gov.au/Organisation/Details/41480>

We are bound by, and you are protected under Australia's Consumer Protection Laws, Standards for RTOs 2015, and the National Code 2018. Please ensure you read our policies and procedures, our International Student Prospectus and the ESOS framework for International Students prior to your enrolment.

## CONFIRMATION OF ENROLMENT (CoE)

Your **CoE documents will be issued directly by Dolph Business School**. We will send you a copy of your CoE via post, and an electronic copy of your CoE to your e-mail address within 24-hours of processing your Acceptance of Offer documents and receipt of your first semester's fees. Please note, our Education Agents are not authorised to issue any CoE documents.



## PAYMENT OF FEES



For your safety and peace of mind, it is Dolph Business School's policy that you only remit payment for your fees directly to us after we issue you with an invoice. Please note, none of our Education Agents are authorised to collect any payment directly from you. **This is designed to protect you and strengthen the integrity of our enrolment and payment processes.**

## TUITION PROTECTION SERVICE (TPS)

The TPS is an initiative of the Australian Government designed to protect international students. Dolph Business School is covered by the TPS program to ensure you are guaranteed a refund if in the unlikely event that we are unable to deliver the course you have paid for. We want to assure you that **we will always strive to do right by you and will always put your best interests at the forefront of our operations.**

