

Fees and Refunds Policy and Procedure

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Australis Institute of Technology and Education (AITE) (hereafter referred to as Institute) staff and students may provide feedback about this document by emailing policy@australisinstitute.nsw.edu.au

1 PURPOSE

This policy and procedure establish an accountable and transparent framework to ensure that all prospective and current students are fully aware of the fees associated with the enrolment and outline the circumstances under which student refunds will be made and provide guidance to staff, students and others on the administration and management of student refunds.

2 SCOPE

This policy and procedure apply to applicants seeking a place at the Institute and to current and former students at the Institute, both domestic and International Students.

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3 POLICY STATEMENT

Fees and Charges

- 3.1 Marketing materials such as Institute's website, course flyer and prospectus have the information of all fees associated with a course, including tuition fees, materials fees for that course and any other associated charges.
- 3.2 A student offer and acceptance documents have the information of all fees associated with a student enrolment, including tuition fees, materials fees for that course, admission fee and any other associated charges.
- 3.3 Students must pay all fees and charges incurred during the study directly to the Institute to its' nominated account.
- 3.4 Students can access other charges involved during their course of study in the "Fee schedule" document which may change time to time. The current document will be made available on the institution website. The students will be charged as per that document.
- 3.5 The Institute collects fees in advance for services not yet provided to the students at the time of formalising enrolment (Initial fee deposit for confirmation of enrolment) and various intervals throughout the course following the payment schedule.

Fees in Advance

- 3.6 The Institute does not accept payment of more than \$1,000 from each domestic student before the commencement of the course. Following course commencement, the Institute may require payment of additional fees in advance from the student but only such that, at any given time, the total of the paid amount is attributable to tuition or other undelivered services, does not exceed \$1,500.
- 3.7 The Institute accepts any amount from the international student before the commencement of the course. Still, it does not mandate to pay more than 50% of the total course fee before the course commencement for any courses which are more than six months in duration.

Terms of Payment

- 3.8 Initial fee deposit requested in the offer letter should be paid by the student to receive a confirmation of enrolment.
- 3.9 Students must pay as per remaining fee as per the payment schedule in their student agreement or payment schedule agreed and signed on a later date.
- 3.10 Students must ensure to pay their scheduled fees in full by the due date; otherwise, the Institute may cancel their enrolment.
- 3.11 If a student has difficulties in paying fees by the due date, they should seek a payment plan or payment extension by contacting student support before the due date. Failure to do so will incur late payment fee, as per the fee schedule.

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- 3.12 Where a student is more than seven (28) days overdue with payments, the Institute reserves the right to suspend the training services for that student until payment is made to bring the fees up to date.
- 3.13 Reinitiating a suspended training service will incur reenrolment fees, as per the fee schedule.
- 3.14 For long-term outstanding amounts (more than 90 days), the Institute uses the services of a debt recovery agency to ensure the collection of all monies due.
- 3.15 Students will not be issued with any documentation including the AQF certification documentation or offered any of the services by the Institute without paying the outstanding fee and any accumulated late payment fee

Refund of Enrolment Fee

- 3.16 At any circumstances, the student is not eligible for a refund of the enrolment fee.
- 3.17 If the enrolment fee is waived at the time of enrolment and student applied for a refund of fees later, students will be charged an administrative fee as per Fee Schedule from their eligible refund.

Refund of Material Fee

- 3.18 Material Fee paid in full will be refunded where,
- The student withdraws from the course before the course commencement.
 - If the student visa was refused (international student only) and the refusal was a reason for the student's failure to start the course on the agreed starting day or withdrawing from the course on or before the agreed starting date.
 - At the discretion of the CEO, when other exceptional or extenuating circumstances have prevented the student from commencing their studies.
- 3.19 Any other circumstances student is not eligible for a refund of material fee.

Refund of Tuition Fee – Domestic Students

- 3.20 Fees paid will be refunded in full where:
- the course does not start on the start date as per the Letter of Offer.
 - a student cannot commence the course because of severe illness or disability; or there is a death of a close family member of the student (parent, sibling, spouse, or child)
 - The written notice of withdrawal received from a student is more than 14 days before the course commencement.
 - At the discretion of the CEO, when other exceptional or extenuating circumstances have prevented the student from commencing their studies, including political, civil or natural events.
- 3.21 Unspent fees (fees in advance) will be refunded where:
- The course ceases to be provided, or a sanction has been imposed on the provider at any time after it commences but before it is completed.

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- b) If there is no written refund agreement with the student and the student withdraws from the course

3.22 The student is not eligible for a refund of tuition fee where:

- a) The student does not commence the course as per the agreed commencement date without reasons outlined above.
- b) Student withdraws from the course within 14 days before course commencement or after the course commencement.
- c) If the student defers his / her course commencement date and then applies for a refund
- d) The Institution terminates the student enrolment due to the student's misbehaviour or failure to comply with the Institution's policies.

Refund of Tuition Fee – International Students

3.23 Fees paid will be refunded in full where:

- a) the course does not start on the starting date as per the agreed start date.
- b) a student cannot commence the course because of severe illness or disability; or there is a death of a close family member of the student (parent, sibling, spouse, or child)
- c) if the student was refused a student visa and the refusal was a reason for the student's failure to start the course on the agreed starting day for the course
- d) at the discretion of the CEO, when other exceptional or extenuating circumstances have prevented the student from commencing their studies, including political, civil or natural events.

3.24 Fees paid will be refunded in partial where:

- a) The written notice of withdrawal is received from a student, more than 28 days before the course commencement the Institution will retain \$ 1,500 or 30% of the fees paid whichever higher and the balance will be refunded.
- b) The written notice of withdrawal is received from a student, less than 28 days and more than 14 days before the course commencement the Institution will retain \$ 2,500 or 50% of the fees paid whichever higher and the balance will be refunded.

3.25 Unspent fees (fees in advance) will be refunded where:

- a) The course ceases to be provided, or a sanction has been imposed on the provider any time before completion.
- b) If the student visa was refused after the student commenced the course and that refusal was a reason for withdrawal from the course
- c) If there is no written agreement which covers associated fees and refund conditions with the student and the student withdraws from the course

3.26 The student is not eligible for a refund of tuition fee where:

- a) The student does not commence the course as per the agreed commencement date without reasons outlined above
- b) Student withdraws from the course within 14 days before course commencement or after the course commencement

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- c) If the student defers his / her course commencement date and then applies for a refund
- d) The Institution terminates the student enrolment due to the student's misbehaviour or failure to comply with the Institution's policies.

3.27 In the case clause 3.26d, the student will be eligible to claim refund on future courses yet to be commenced as per clauses 3.23 to 3.25

Refund of OSHC, Airport Pickup and Accommodation charges

- 3.28 If the student cancelled his or her enrolment before course commencement, the Institute refunds in full the OSHC charges. In other circumstances, where the money has been paid, the Institute will not be responsible for the refund and the student may have to apply directly to the OSHC provider.
- 3.29 If the student applied for a refund before course commencement, the Institute refunds any amount, which has not been paid to an accommodation provider and the airport pickup service provider. In other circumstances, where the money has been paid, the Institute will not be responsible for the refund and students are required to apply directly to the service provider for the refund.

Refunds not included elsewhere

- 3.30 If a student, either domestic or international, claims a refund for a reason other than above circumstances identified in this policy, it will be decided fairly and ethically at the discretion of the CEO.

Payment of Refunds

- 3.31 To apply for a refund, Students must complete the Refund Application Form and submit together with the supporting evidence to the Institute. Students will be notified of the outcome of their Refund Application in writing within ten working days of receiving the application.
- 3.32 Refunds will be processed within 14 days from the date the decision was made. Refunds will be paid in Australian dollars to the account nominated by the student in the application form.
- 3.33 Where there is an organisation paid the fees and or charges on behalf of the student, the student must nominate that organisation approved bank account and provide a letter of approval from the organisation.
- 3.34 Instead of refunding the fees, the Institute may offer the student a place in an alternative course or part of a course within the Institute or with another provider as an alternative. The student can decide whether to accept this offer or not. If the student agrees to accept the offer, the Institute will not be liable to refund the money owed for the original enrolment.

4 PROCEDURE

Payment of Initial Deposit

- 4.1 A prospective student should pay the initial deposit mentioned in the offer letter to secure a place with the Institute. The Institute will only issue a Confirmation of Enrolment, once the initial deposit is paid, acceptance agreement signed and submitted together with requested evidence and documents in the offer letter.

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- 4.2 The payment can be made through an Electronic Fund Transfer to the nominated account, Credit Card or Bank Cheque on the Name of the Institute

Payment Schedule

- 4.3 The student should pay the balance fee as per the payment schedule devised in the acceptance agreement.
- 4.4 Student can revise the payment schedule devised in the agreement for the current course during the orientation time.

Payment of subsequent fees and other charges

- 4.5 A payment reminder letter will be emailed to students prior to the due date.
- 4.6 Payment of subsequent fees and other charges can be made through an Electronic Fund Transfer to the nominated account, Credit Card or Bank Cheque on the Name of the Institute
- 4.7 If a student has difficulties in paying fees by the due date, they should seek a payment plan or payment extension by contacting student support before the due date
- 4.8 Students defaulting payment without approval will be charged late payment fee as per the schedule.

Managing Overdue payments

- 4.9 The student will be issued with a warning letter demanding the outstanding as soon as practicable.
- 4.10 The Student default with payment schedule more than seven days without approval will be issued with an Intention to Report Notice (ITR) for Non-payment of Fees.
- 4.11 Students failed to pay the outstanding amount together with the late payment fee or appeal the decision within 20 working days will be reported to PRISIM for Non-Payment of Fees where student enrolment will be cancelled.
- 4.12 Students who want to re-enrol within twenty-one days will be able to re-enrol using the re-enrolment form and paying the outstanding amount and a re-enrolment fee. It is up to the Institute to decide on re-enrolling the students.
- 4.13 Students who want to re-enrol after twenty-one days should pay the outstanding money and re-apply for enrolment which will be treated as a new enrolment.

Refund application

- 4.14 Students who are cancelled and eligible for a refund should fill the refund application form and submit to the student services together with the supporting documents.
- 4.15 The Institute evaluates the refund application and informs the outcome within ten working days.

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- 4.16 Students who are eligible for a refund will be paid within twenty-one days from the date of the decision.
- 4.17 If a student is eligible for a refund due to provider default, the Institute will process the refund as soon as practicable. Still, not more than 28 days from the default occurred where the student doesn't need to apply for a refund.
- 4.18 Where a student does not agree with the refund decision, the student may access the Institute's Complaints and Appeals process.

5 RESPONSIBILITIES

Compliance, monitoring and review

RTO Manager is responsible for ensuring compliance with this policy

Records management

Staff must maintain all records relevant to administering this policy and procedure in a recognised institute recordkeeping system which forms part of the student record

6 DEFINITIONS

Terms	Definitions
Material fee	Textbooks, Printed Resources, Uniform and toolkit fee where appropriate
OSHC	Overseas Student Health Cover
Unspent fees	(Total tuition fee/No of Academic weeks) x weeks in default period (no of remaining paid academic weeks)

7 RELATED LEGISLATION AND DOCUMENTS

Related Forms

- Refund Application Form

Related Documents

- Offer Letter
- Acceptance Letter
- Student Handbook
- Fee Schedule

Related Legislations

- Education Services for Overseas Students Act 2000
- National Code 2018
- Standards for Registered Training Organisations (RTOs) 2015

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8 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Chief Executive Officer
Approval Date	27 th July 2021
Policy Administrator	Chief Executive Officer
Next Review Date	1 st July 2022

Approval and Amendment History	Details
Amendment details	This policy is rewritten to make the refund process clear and align with standard as part of the Policy review process.
Notes	

9 APPENDIX

Fee Schedule Document

Correct as the day of publishing this document. For up-to-date information, visit Fee schedule document published in our website.

No	Item	Cost (AU \$)
1	Enrolment Fee	\$ 250.00
2	Re-enrolment Fee	\$ 500.00
3	Administration Fee	\$ 250.00
4	Late Payment Fee	\$ 10.00 per day
5	On-demand Reassessment fee - Theory	\$ 200.00 per Unit
6	On-demand Reassessment fee - Practical	\$ 250.00 per unit
7	Repeat a Unit	\$ 250.00
8	Credit Transfer application	\$ 500.00
9	Re-issuance of AQF certifications	\$ 100.00 per each document
10	Issuing Record of Result during the course	\$ 50.00
11	Issuance of a Reference Letter	\$ 25.00
12	Re-issuance of a payment receipt or Reference Letter	\$ 10.00
13	Re-issuance of Student ID Card	\$ 50.00
14	Withdrawal Fee	\$350
15	COE variation Fee	\$150