



## National Code Standard 3 and Outcomes Standard 2.1

### **Information - Fees Policy**

#### **Overview**

1. The College imposes tuition and other fees (e.g. resources fees) for the training services it provided. The charges imposed reflect demand for services as well as the costs involved in providing training services.
2. Tuition fees are charged for all courses. 'Tuition fees' refers to the whole amount of published course fees.
3. For international students, the tuition fees and other fees are those set out in the Letter of Offer issued to the student once an enrolment form has been received.

#### **Pre-paid Fees – International Students**

*The Education Services for Overseas Students Act 2000 (ESOS) defines tuition fees as meaning:*

“(a) means fees a provider receives, directly or indirectly, from:

- (i) an overseas student or intending overseas student; or
- (ii) another person who pays the fees on behalf of an overseas student or intending overseas student;

“that are directly related to the provision of a course that the provider is providing, or offering to provide, to the student”;

#### ***“Limit on amount of initial pre-paid fees that may be received***

*S 27 of the ESOS Act 2000 states:*

*“(1) A registered provider must not receive, in respect of an overseas student or intending overseas student, more than 50% of the student’s total tuition fees for a course before the student has begun the course.*

*(2) Subsection (1) does not apply if:*

*(a) either of the following choose to pay more than 50% of the overseas student’s, or intending overseas student’s, total tuition fees for a course before the student has begun the course:*

- (i) the student;*
- (ii) a person who is responsible for paying those fees; or*

*(b) the course has a duration of 25 weeks or less.*

#### ***Limit on when remaining tuition fees may be required***

- (1) “Once an overseas student begins a course, the registered provider for the course must not require any of the remaining tuition fees for the course to be paid, in respect of the overseas student, more than 2 weeks before the beginning of the student’s second study period for the course”*

#### **Fee Payments**

4. International students may choose to pay more than 50% of the total tuition fees prior to the commencement of their course if they so wish.
5. Fees for full time courses may be paid by instalment upon application by a student or prospective student. Such applications are considered by the National Manager in utmost discretion.
6. If an instalment application is agreed to by the College, a note is made in the student file and instalments must be paid on time in line with the regulations. Failure to do this may result in interest being charged on the overdue amount. The amount of the interest will be advised by the College from time to time.
7. All fees paid in advance are held in the College bank account until such time as they become due per the terms outlined in the written agreement with the student. Overseas students’ fees paid in advance are protected by the College’s participation in the Tuition Protection Service and compliance with ESOS requirements.

## **Submission of Fees**

8. All fees and charges, including tuition fees, are payable in advance for such periods as the College advises and are not refundable except as set out in the College's Refund Policy.
9. The minimum initial payment upon acceptance by a student of an offer of a place in a course is an amount equal to the first semester fees plus any other fees (such as administration fee and OSHC) listed on the Letter of Offer. For example: for a two-year course, the initial payment required would be 25% of the total tuition fees due. For a one-year course, the initial payment required would be 50% of the total tuition fees due.
10. Facsimile copies of signed agreements are acceptable by the College.
11. The College will not accept student fees prior to a student's acceptance of a Letter of Offer. Acceptance of an offer may be by return of the signed Student Agreement (attached to the Letter of Offer) or by payment of tuition fees.
12. The College will contact any students or agents who submit tuition fees with their International Student Enrolment and Agreement Form and advise that payment cannot be processed until a Letter of Offer is issued and accepted by the student. A record of any such action taken will be kept on the student's file. If, despite contacting the student in these circumstances, the student does not enter into a written agreement with the College within 60 days of receipt by the College of the cleared payment, then the payment will be returned to the student.
13. Fees may be paid to the College either by cheque, international bank draft, cash, credit card or directly into the College's bank account as nominated on the International Student Enrolment and Agreement Form.

## **Issue of Qualifications**

14. Except in its utmost discretion, the College will not issue a qualification to students who have successfully completed their course until all outstanding fees have been paid.
15. The College reserves discretion to issue qualifications to students where course moneys are outstanding. For example this may be where a satisfactory payment plan has been agreed to by the College.

## **Refunds**

16. Students should refer to the College's refund policy for information regarding applications and processing of refunds.

## **Fee Disclosure - General**

17. The College provides the following fee information to each student:
  - 14.1. the total amount of all fees including course fees, administration fees, materials fees and any other charges;
  - 14.2. payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
  - 14.3. the nature of the guarantee given by the College to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
  - 14.4. the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment, and
  - 14.5. the College's refund policy.
18. The information listed above may be provided to students in their written agreement with the College or, if necessary, by written notice to students where the fee information is not available at the time that the written agreement is entered into.