



Education Access Australia

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Fee and Refund Policy

Fee and Refund Policy

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Fee and Refund Policy

Purpose

The Institute ensures that all applicants and students are fully aware of the fees and charges associated with the enrolment in a course. This policy also provides the guidelines for eligibility and assessment of refunds to the students.

Scope

This policy applies to all current and prospective students.

Objective

To ensure the protection of all fees and aim to provide clear and accessible information to students about fees, charges and refund guidelines prior to and throughout their enrolment and/or other involvement with the institute.

Policy Details

Students seeking to enrol in a course with the institute are clearly advised of all fees and charges associated with the course, including the tuition fees, admission fees, materials fees, any other charges and conditions of refunds.

Process and Procedure

Fees and Charges

Students seeking to enrol in a course with the institute are advised of all fees and charges associated with a course, including tuition fees, admission fees, materials fees and any other charges on the marketing materials such as institute's website, course flyer and prospectus.

The following fee information will also be provided in the Letter of Offer and Acceptance of Agreement for each student.

- The total amount of all required fees, including tuition fees, admission fees, materials fees and any other charges that a student may incur dependent upon the situation (e.g. re-assessment fees, late payment fees) will be listed on the Letter of Offer for each student.
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and enrolment fees.
- Any fees and charges for additional services.

Fees in Advance

- The institute collects fees in advance for services not yet provided to students at various intervals throughout the course in accordance with the payment schedule.
- The Institute will accept payment:
 - From Domestic students** - no more than \$1,000 from each individual student prior to 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 amount required to be paid which is attributable to tuition or other services yet to be delivered to the student, does not exceed \$1,500.
 - From International students:** There is no limitation applied on the initial amount or additional fees charged. Students need to pay as per the payment schedule.

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Terms of Payment

- Fees must be paid as per the payment schedule integrated with the Letter of Offer or payment plan agreed and signed on a later date by each student.
- Students must ensure to pay their scheduled fees are paid in full by the due date otherwise their enrolment may be cancelled.
- If a student has difficulties in paying fees by the due date, they should seek a payment plan or payment extension by contacting student administration before the due date. Failure to do so will incur late payment fee, as per the fee schedule.
- Where a student is more than seven (7) days overdue with payments, the institute reserves the right to suspend training services for that student until payment is made to bring the fees up to date.
- Reinitiating a suspended training service will incur administrative fees, as per the fee schedule and depend on the availability of a training place.
- For long-term outstanding amounts (more than 28 days), the institute uses the services of a debt recovery agency to ensure the collection of all monies due.

Students can access other charges involved during their course of study in the “Fee schedule” document, available on the institution web site. This document will be updated from time to time and the student will be charged as of that time.

Refund

Enrolment fee is not refundable once it is paid. If, at the discretion of EAA, the enrolment fee is waived at the time of application, and a refund in full is to be paid later, \$250 will be deducted from the total refund amount for administrative costs and other incidentals.

Refund of Material fee (Books, Resources, Uniform and toolkit fee where appropriate)

- Material Fee paid in full will be refunded where,
- The student withdraws from the course 14 days prior to the course commencement.
- If 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, or withdrawing from the course on or before the agreed starting date.
- At the discretion of the CEO, when other special or extenuating circumstances have prevented the student from commencing their studies
- Any other circumstances student is not eligible for a refund of material fee.

Refund of Tuition Fees

Domestic Students Refund:

Fees paid will be refunded in full where:

- the course does not start on the start date as per the Letter of Offer, or
- a student cannot commence the course because of severe illness or a disability; or there is death of a close family member of the student (parent, sibling, spouse or child), or
- The written notice of withdrawal received from a student is more than 14 days prior to the course commencement or
- At the discretion of the CEO, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.

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; or

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

Student is not eligible for a refund of tuition fee where:

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

International Students Refund:

Fees paid will be refunded in full where:

- the course does not start on the starting date as per the agreed start date; or
- a student cannot commence the course because of severe illness or a disability; or there is death of a close family member of the student (parent, sibling, spouse or child); or
- if 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; or
- at the discretion of the CEO, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.

Fees paid will be refunded in partial where:

- The written notice of withdrawal is received from a student, more than 28 days prior to the course commencement - \$1,500 or 30% of the fees paid which ever higher will be retained by the institution and the balance will be refunded; or
- The written notice of withdrawal is received from a student less than 28 days and more than 14 days prior to the course commencement - \$2,500 or 50% of the fees paid which ever higher will be retained by the institution and the balance will be refunded.

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; or
- If a student was refused a student visa after the student commenced the course and that refusal was a reason for student to withdraw from the course, tuition fee for the weeks in default period (unspent tuition fees) will be refunded; or
- If there is no written refund agreement with the student and the student withdraws from the course

Student is not eligible for a refund of tuition fee where:

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

* Unspent fees = (Total tuition fee/No of Academic weeks) x weeks in default period (no of remaining paid academic weeks)

If a student claim refund for the reason other than above circumstances identified, it will be decided in a fair and ethical manner at the discretion of the CEO.

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Refund of OSHC, Airport Pickup and Accommodation charges

- If students' refund application has been approved prior to course commencement, Education Access Australia will refund the Overseas Student Health Cover (OSHC) amount paid by students to the RTO. If students have commenced their studies and require a refund of OSHC, students will be required to apply to OSHC provider directly for reimbursement of amount paid.
- If students refund application has been approved prior to course commencement, the RTO will refund any amount, which has not been paid to an accommodation provider, Accommodation Placement Fee and Airport Pickup. In other circumstances, where the money has been paid, students are required to apply directly to the accommodation provider and Airport Pickup service providers for a refund. The RTO does not take responsibility and is not liable for the refund policies of those service providers.

Payment of refunds

- 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 10 working days of receiving the application.
- Where a student does not agree with the refund decision, student may access the institute's Complaints and Appeals process.
- Refunds will be processed within 14 days from the date the decision was made. Refunds will be paid in Australian dollars to the person who made the original payment.
- 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 and the student can decide whether to accept this offer or not. If student agrees to accept the arrangement, institute will not be liable to refund the money owed for the original enrolment.

Roles and Responsibilities

Manager Student administration is responsible.

Related Forms

- Refund Application
- Letter of Offer
- Acceptance of Agreement
- Fee Schedule

Associated Documents

- Student Handbook