



## Student Fees and Refunds policy and Procedures

### 1. Policy

- 1.1 This policy and procedure applies to international students applying to and / or studying at Capital College ('the College'). The College employs effective Student information policies and procedures to ensure that that all international students are informed of all study related fees and refunds terms, conditions and processes prior to enrolment.
- 1.2 The CEO is responsible for the implementation of this policy and procedure.
- 1.3 The College has a fair and reasonable course refund policy and provides this information to all students' pre enrolment.
- 1.4 The College will notify the regulator of any significant changes to fee payment arrangements and tuition protection arrangements.
- 1.5 The College takes all reasonable steps to ensure we provide a course to students once it has been confirmed.
- 1.6 In the unlikely event that the College is unable to deliver your course in full, you will be offered a refund of all the unused tuition fees paid to date. The refund will be paid within 2 weeks of the day on which the course ceased being provided.
- 1.7 The College is a member of the Tuition Protection Service.
- 1.8 The College may amend tuition and other course related fees during the period of a student's enrolment. Any fee changes during the period of enrolment will not be applied to existing students. All students are required to pay tuition and other course related fees as indicated in the Written agreement between the student and the College.
- 1.9 This policy and procedure is implemented in compliance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015 Standard 7 and Financial Viability Risk Requirements 2011 and the National code of practice 2018 Part B standards 1, 2 and 3.

### Procedure

#### 2. Fees

- 2.1 Fees are collected in advance of course commencement and at the identified points during each course.
- 2.2 The tuition and other fees for each course are outlined below:

Course	Enrolment Fee	Materials Fee	Tuition Fee	Total Course Fee
BSB51918 Diploma of Leadership and Management	\$250	\$280	\$8,000	\$8,530
BSB61015 Advanced Diploma of Leadership and Management	\$250	\$280	\$8,000	\$8,530
ICT50118 Diploma of Information Technology	\$250	\$420	\$12,000	\$12,670
ICT60118 Advanced Diploma of Information Technology	\$250	\$420	\$12,000	\$12,670

**Please note** ICT60118 had an introductory limited offer of \$10,000 which is no longer available – A request has gone to alter the CRICOS website to the correct fee as above.

#### Other charges that will apply if services are accessed by the student:

Course variation fee	\$200
Issuance of replacement certificate or Statement of attainment -	\$50
RPL assessment fee (per unit)	\$600



## Student Fees and Refunds policy and Procedures

Re-attempt fee (per unit) -	\$500
Administration fee -	\$200
Re-enrolment requiring a new COE per unit	\$600 IT units \$667 Business units

All fees indicated are in Australian dollars.

- 2.3 Course fees are payable in advance per term. For courses with 4 terms, the course fees will be payable in equal amounts over four terms. For courses with 6 terms, the course fees will be payable in equal amounts over 6 terms.
- 2.4 On enrolment the value of Term 1 course fees is payable plus a \$250 non-refundable enrolment fee and non-refundable materials fee of \$280. Initial fee deposits must be paid after course acceptance and prior to The College issuing a Confirmation of Enrolment (CoE).
- 2.5 The College does not request more than 50% of course fees in advance. However, if a student wishes to pay more than 50% of course fees in advance then the College will accept this payment amount.
- 2.6 Fee information is provided to students' pre enrolment in the Letter of offer, via the student handbook and on the Website in this policy.
- 2.7 Fees collected and placed in the College's bank account within 5 working days of collection.
- 2.8 All students are provided with a receipt for fees paid.
- 2.9 All fee information is recorded against each student. Fee information recorded:
  - Amount due for course
  - Amount paid to date for course
  - Balance due for course
  - Course cancellation/ refund information (where appropriate)
- 2.10 Course fees collected are not accessed until the student commences their course.
- 2.11 Fees for additional services accessed e.g. replacement certificates are due at the time of the request for service.
- 2.12 For students whose COEs have finished but they wish to access a new enrolment and new COE to enable them to complete their course, each unit is charged at 1/12 of the course tuition fee for Business units and 1/20 for IT units.

### 3. Refunds

- 3.1 The College has a fair and equitable refund policy.
- 3.2 The refund policy is made available to all students' pre enrolment via the Student handbook and Written agreement. This policy is also available on the College website.
- 3.3 Both the enrolment fee and learning materials fee are non-refundable (except student withdrawal on or before the course commencement date due to visa refusal).
- 3.4 The College provides applicants a 7 day cooling off period. This means that if a student accepts an offer of a place and pays the College relevant course fees before the course start date, and then changes their mind (for any reason) before or on the course start date, a full refund of course fees paid to date (minus the enrolment fee) will be provided. Students must notify the College in writing within 7 days of paying the College any fees.
- 3.5 All student refund details are placed in their file.
- 3.6 Students may nominate a person or organisation to receive receipt of any fee refund paid to the student by the College.



## Student Fees and Refunds policy and Procedures

### 4. Fees & refunds definitions

Tuition fees:	Fees paid by the student (or third party) to the College for training and assessment services provided by The College. Tuition fees do not include any other fees e.g. OSHC, enrolment fee etc.
Materials fee:	Fee paid by the student (or third party) to the College for the costs of providing training and assessment materials to each student.
Enrolment fee:	Fee paid by the student (or third party) to the College for the costs of processing a student enrolment application.
Course fee:	Course fee is the tuition fee paid plus the enrolment fee paid.
Course variation fee:	This fee is applied if after course commencement, a student wishes to defer or suspend their studies for a period of time, and/or change their course and this requires a change of Confirmation of Enrolment date.
Administration fee:	Fees charged on refunded amounts to cover expenses such as bank fees, transaction fees and other applicable fees.
Provider default	In the unlikely event that the College is unable to deliver a course in full, students will be offered a refund of all the unused tuition fees paid to date. The refund will be paid within 2 weeks of the day on which the course ceased being provided.  Alternatively, students may be offered enrolment in a suitable alternative course by the College at no extra cost. Students have the right to choose whether they prefer a full refund of course fees, or to accept a place in another course. If the College is unable to provide a refund or place for a student in an alternative course our Tuition Protection Service (TPS) is provided.
Student default	If a student withdraws from a course or has their enrolment cancelled by the College (e.g. for not maintaining satisfactory course progress, breaching the College Code of conduct, not paying fees).

### Refund terms and conditions

Student withdraws from the course after fees have been paid but before the course commences due to visa refusal	Full refund of tuition fees paid less enrolment fee, material fee and administration fee
Student withdraws after course commencement due to visa refusal	Refund unused tuition fees paid less enrolment fee, material fee and administration fee
Student withdraws from the course before course commencement (non-visa refusal)	90% of tuition fees paid refunded less enrolment fee, material fee and administration fee
Student withdraws from the course on or after the course commencement date.	Refund unattended terms (after date of receipt of signed withdrawal form) paid, enrolment fee, material fee and administration fee. Once a term commenced, tuition fees for the term will not be refunded
Student in breach of visa conditions and/ or conditions of enrolment as per Written agreement and has enrolment cancelled by the College	No refund of current term tuition fees paid or enrolment fee
Provider default - the provider is unable to offer the course in full	% of unused tuition fees paid refunded or enrolment in another suitable course at the College or Tuition Protection Service (TPS)



## Student Fees and Refunds policy and Procedures

Student notifies the College in writing that they wish to cancel their enrolment within 7 days of accepting an offer and paying course fees. Only applicable pre-enrolment. (Cooling off period). Full refund of course fees paid minus enrolment fee

Any refunded amount will have an amount deducted for applicable transaction fees and currency exchange fees. Transaction fees and currency exchange rates will be applied at the rate charged to the College.

The College may amend tuition and other course related fees during the period of your enrolment. Any fee changes during the period of enrolment will not be applied to existing students. All students will be required to pay tuition and other course related fees as indicated in the Written agreement between the student and the Institute.

### 6. Tuition protection Service

- 6.1 The College is a member of the Tuition Protection Service (TPS). The (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. This means that the fees paid to The College are safeguarded if the College defaults on delivering the courses students are enrolled in.
- 6.2 In the unlikely event that the College is unable to deliver a course a student has paid for and does not meet it's obligations to either offer the student an alternative course that they accept or pay a refund of unspent prepaid course fees, the TPS will assist the student in finding an alternative course or to get a refund if a suitable alternative is not found.
- 6.3 Once a student has completed enrolment, fees will not be subject to change for the scheduled duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course.
- 6.4 There is no obligation on the student or the College until the Written Agreement is signed by all parties, funds have been cleared by the College bank and an official receipt is issued by the College.

### 7. Applying, processing and payment of refund applications

- 7.1 Refund applications must be made in writing to the College. Verbal requests are not accepted. The Student refund application form is available from the College reception or by email to [info@capital.edu.au](mailto:info@capital.edu.au).
- 7.2 Refunds will be processed within 14 days of receipt of a written application and will include a statement explaining how the refund was calculated.
- 7.3 Refunds are made in the same manner fees were paid. e.g. If a student paid fees through credit card, the refund amount will be credited to the credit card; and the same for other methods of payments.
- 7.4 All students will be notified in writing of the College outcome of their application along with reasons why it was declined (if appropriate).
- 7.5 Students have the right to access the College Complaints and appeals policy and procedure if they wish to appeal the decision. Complaints and appeals must be lodged within 20 working days of receiving notification of the decision.
- 7.6 The Written agreement and the availability of the Complaints and appeals policy and procedure, does not remove the right of the students to take action under Australia's Consumer Protection Law.



## Student Fees and Refunds policy and Procedures

### 8. Provider default

8.1 The following circumstances may be the cause of the College not providing the course in full:

- If the offered course does not start on the scheduled starting date or an alternative agreed starting date
- If the course ceases to be provided after the course starts but before the course is completed
- If a course is not provided fully to the student because the College has a sanction imposed by the National VET Regulator.
- If the College ceases trading

### 9. Debt

- 9.1 On enrolment students receive a list of due dates for their payments. Students receive reminder invoices 2 weeks prior to the due date.
- 9.2 Overdue payment reminders are sent out 7, and 14 days after the due date.
- 9.3 If a student indicates they are unable to pay immediately, they will be offered the opportunity to go on a payment plan. Payment plans attract a small bank charge.
- 9.4 If after the 3<sup>rd</sup> reminder at 21 days, the student does not make a payment or contact the College to make other arrangements, on day 22 of being overdue the student will receive a cancellation letter for outstanding debt and will be offered 20 days to appeal the decision.
- 9.5 If there is no payment, no appeal or contact by the student, their COE will be cancelled and their debt will be sent to the debt collectors. All associated debt collection fees will be added to the students outstanding debt.

### 10. General

- 10.1 While the College seeks to make appropriate and useful services available to students, whether a student avails himself/ herself of these services is a matter of individual choice.
- 10.2 Students who breach the College Code of Conduct or terms and conditions of the Written agreement may be excluded from their course. The College will review each case on an individual basis deciding whether to pay a refund in such circumstances.
- 10.3 Students who are withdrawn from their course and have their enrolment cancelled due to cheating or plagiarism are not entitled to refunds of unused fees paid to date.

### Revision history

Document Name	Student Fees and Refund Policy & Procedure
Date Created: 05/2019	Review Date: 14/5/20, 17/09/20                      Version No. V3 Approved: CEO
File/path name:	Administration/documents/Student Policies and Handbooks