

Fee management policy

This policy is available:

1. In your pre-enrolment package (available from Administration/Student Support); or
2. From our website.

We are able to collect fees from students and provide or direct students to information clearly specifying:

1. Fees that must be paid to us
2. Payment terms and conditions including deposits and refunds
3. Learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
4. Learner's right to obtain a refund for services not provided by us in the event the:
 - arrangement is terminated early; or
 - we fail to provide the services.

Note: This fee management policy doesn't apply to students paying fees through VET Student Loans.

COURSE FEE

Courses fees are published on our website.

IH Sydney will ensure that all fees it may request from a student or prospective student in invoices or via other means are made clear to students prior to their enrolment and/or prior to the student otherwise incurring such fees.

That is, in accordance with the IH Sydney policies and procedures relating to student recruitment and written agreements, IH Sydney will ensure that all students are issued, prior to enrolment and prior to IH Sydney requesting any payment of monies, with documentation that includes:

- a. all tuition fees that are due for the student's requested enrolment
- b. all non-tuition that are due for the students' requested enrolment
- c. any other fees currently in place at IH Sydney that may reasonably be expected to be connected to the student's requested enrolment, including but not necessarily limited to administrative service fees, penalty and late payment fees, fees for resitting/resubmitting an exam or assessment, fees for educational support
- d. the terms and methods of payment, including any possible actions in the case that fees are not paid in accordance with the student's written agreement in terms of date, amount, or payment method.
- e. advice that IH Sydney has the right to vary the fees it charges at any time and without warning, but that no variance of fees will be made retrospective (i.e. students will only incur an increased or additional fee for services additional to and/or offered and accepted after those included in his or her written agreement)
- f. the due dates for and respective periods covered by any fees due for the student's requested enrolment
- g. the TPS conditions relating to payment of courses of more than 25 weeks, including that:
 - i. IH Sydney does not require payment of more than 50% of tuition fees prior to the student commencing the course
 - ii. the student/payee has the right to choose to make a payment of more than 50% of tuition fees prior to the student commencing the course
- h. appropriately detailed information describing the IH Sydney refund policy, including details of any non-refundable amounts and the processes via which a student can pursue a refund and to whom any refund due can be paid

- i. appropriately detailed information regarding what happens in the case of a Provider Default by IH Sydney including with respect to refunds of any prepaid, unused fees
- j. advice that the student is responsible for keeping a copy of all receipts of fees paid.

Other fees

Application fee

All courses attract an application fee of \$200.00 per student. This fee is not refundable.

Change to CoE

Any approved changes to downgrade a course after commencement of the course or to change the course date, a \$50.00 administration fee per CoE (up to \$200) will apply.

Any approved changes to upgrade a CoE to a higher qualification will incur a fee equal to the difference in the course fees.

Note: The application fee is not refundable

Change Campus

Students must pay \$50 fee to change campus called 'change of COE fee' (applies for students with OR without COE) and we apply the current price of the new campus

Change start date of course

Students must pay \$50 fee to change start date called 'change of COE fee' (applies for students with OR without COE)

If the new date is within one year of the original date, maintain the original offered price

1. If that price is lower, student pays lower price
2. If that price is higher, student pays higher price

Change of Course

Students must pay \$100 fee to change course called 'change of course fee' (applies for students with OR without COE) for

1. VET to VET course, and
2. VET to ELICOS course

Always apply the current price of the new course

1. If that price is lower, student gets a lower price on new course
2. If that price is higher, student must pay higher price on new course

Late fee payment

It is the student's responsibility to pay fees on time according to the payment plan agreed upon at time of course enrolment and any late fee payments will incur a late fee payment as per agreement.

Should a student require an extension for their fee payments, they must apply in writing to Administration/Student support, at least two weeks prior to fee being due.

Note: Should the payment not be made at the agreed date, the overdue account will be sent to a debt collection agency without any further notice. Matters which have been referred to the collection agency will not be handled by the institute and will be treated separately from any further accounts.

Any costs incurred in the collection of fees are the responsibility of the student. IH Sydney will not pay these fees.

A student with outstanding fees shall be suspended from undertaking any training and assessment services until such times as the outstanding arrears have been brought up to date.

Re-enrolment

If enrolment is cancelled by student request or because of non-commencement and then the student decides to re-enrol.

Student must pay \$200 fee to re-enrol called 'Enrolment fee' (applies for students with OR without COE)

Always apply the current price of the new course

1. If that price is lower, student gets a lower price on new course
2. If that price is higher, student must pay higher price on new course

Recognition of Prior Learning (RPL)/ Current Competencies (RCC)

The fee's associated with Recognition of Prior Learning are:

1. Application fee of \$500.00 per application is charged, irrespective of the number of units applied for.

When we receive your completed RPL Kit and the application fee, we will assess your application and provide you with a quote for the work to be completed.

At this time, you can continue the RPL application by paying the quoted fee or you may withdraw from the process.

The application fee is not refundable.

Assessment re-sit fee

A re-sit fee of \$100.00 will be charged if you:

1. Do not submit by the due date or
2. Miss an assessment for any reason that is not a Compassionate and Compelling Circumstance.

Replacement certificate or statement of attainment

In cases where a student has lost or misplaced their certificate or Statement of Attainment, a fee of \$50.00 will apply for a copy to be produced.

Cooling-off period

The decision to enrol in any training must be the right decision for your career aspirations and hopes for the future. To assist you in making the right decision, we allow the following cooling off periods:

Full Fee Paying Domestic Student

ten (10) day cooling off period immediately after the completion of the pre-course review.

International Student

2 day cooling off period immediately after the completion of the pre-course review.

At the end of your cooling off period, you will receive a notification of enrolment and a reminder of your cancellation and fee obligations and the cost involved.

Cancellation

Cancellations made by you prior to your course commencement must be made in writing by you and is deemed to take effect on receipt of your written notification.

A Cancellation Fee of \$250.00 applies.

Refer to refund for detail on any refund applicable.

Deferral

Students must pay \$350 deferral deposit after approval for their deferral is given (applies for students with or without COE)

This is not an admin fee, the \$350 is put towards student's next term's tuition fees.

Withdrawing from a course

If you leave and/or abandon your course before the scheduled termination date and time, for whatever reason, no refund will be given and a \$250 Admin fee applies to all refunds.

Transfer

Alternative commencement date

We reserve the right at our discretion to transfer a course to another date and venue and this action will in no way waive the terms and conditions stated herein.

In the event of us having to cancel a course, without offering any acceptable alternative, then you shall be entitled to a refund of unused tuition fees paid and no further liability shall be incurred by us.

Transfer to another provider

Where a learner seeks to transfer their enrolment to another provider, the learner shall not be entitled to a refund of any course fee's paid.

The learner seeking to transfer to another provider must also ensure they have paid all outstanding alternate assessment fee and late payment fee's, prior to the release being granted.

No additional charge will be made to facilitate the transfer.

Postage

If a student requires the Certificate to be posted to them (anywhere in the world) by mail they must pay the \$30 postage fee called 'Certificate Postage'

Student Card

1. The first Student Card we issue is free.
2. If a student requests their certificate to be re-issued they must pay the reissue fee of \$5.

Fee protection

Fee payments are protected by:

Full Fee Paying Domestic Student

We do not collect fees totalling more than \$1,500.00 at any one time.

International Student

The Tuition Protection Service.

Where we are unable to provide services for which you have paid, you will:

1. Be placed into an equivalent course such that the new location is suitable to you; and you receive the full services for which you have prepaid at no additional cost; or
2. Be paid a refund of any prepaid fees for services yet to be delivered above the prepaid fee amount.

Note: IH Sydney Training Services maintains a separate bank account to keep pre-paid tuition fees separate from day-to-day operating expense accounts. If a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the Tuition Protection Service.

Refund

All applications for a refund of monies paid to us are to be made to Administration/Student services on the refund application form. The refund application form is to be accompanied by any evidence you wish to present to support your application.

Refund application forms are available from the administration team.

| If the application for a refund is received: | Refundable amounts | Refund details |
|---|--|---|
| More than 28 days (4 weeks) prior to the enrolment date of the course. | 100% of the total course fee will be refunded, less a \$300 admin fee | The refund will be made once the payment is cleared and within 28 days (or 4 weeks) of receiving a completed "Refund Application Form". |
| Less than 28 days (4 weeks) before the enrolment date of the course. | 80% of the total course fee will be refunded, less a \$300 admin fee | The refund will be made once the payment is cleared and within 28 days (or 4 weeks) of receiving a completed "Refund Application Form". |
| Less than 14 days (2 weeks) before the original course date. | There is no refund of tuition or any fees for cancellation | Not applicable |
| After the course commencement date | No refund provided | Not applicable as the course has commenced. |
| In the event IH Sydney is unable to offer the course or the course is cancelled. | Full refund of all unused course fees will be reimbursed in accordance with the provisions of sections 27 and 29 of the Education Services for Overseas Students Act 2000. | The refund will be made once the payment is cleared and within 28 days (or 4 weeks) of receiving a completed "Refund Application Form". |

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| <p><i>If the Australian government refuses a student visa.</i></p> | <p>1. Onshore student. 2. Offshore student.</p> | <p>1. Unused Tuition fee/s will be refunded. 2. Full refund of all course fees.</p> <p>*Note The refund will be made once the payment is cleared and within 28 days (or 4 weeks) of receiving a completed "Refund Application Form" and certified evidence of the rejected visa application from the Department of Home Affairs.</p> |
| <p>1. There will be no refund on enrolment fee, accommodation arrangement fee and airport pickup service fee, if not used</p> | | |
| <p>2. A refund will only be made back to the original payment account/card that the funds were received from as Cash refunds will not be issued.</p> | | |

No refund

There is no refund of fees or any prepaid amount for:

1. any poor and/or non – attendance
2. poor behaviour
3. you provided false or misleading information.
4. you failed to comply with the requirements of their visa by Dept. of Home Affairs (DHA).
5. you failed to comply with the conditions of the RTO; or
6. you have transferred to another provider.

Note: You will not be able to commence training until such times as the initial fee payment has been received by us.

Payment of refund

Where a refund is granted, refunded monies will only be paid to the registered student.

Timeframe for refund

All applications for refund shall be determined within 10 working days.

Appeals

Students who are not satisfied with the outcome of the refund process may access our complaints and appeals process.

No fee services

Any services provided by Student support are provided free of charge to the student accessing such services and includes referrals to external services. Where possible such external services will be a not for profit or international student services specific organisation.

Any investigation into a complaint or appeal is also at no cost to the student.

This document should be read in conjunction with:

1. Student handbook; and
2. Enrolment terms and conditions.