
Tuition Payment and Refund Policy

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1.0 Purpose

This policy sets out the provision of information regarding tuition fees and other charges; and refund scenarios for all EIT higher education courses. It outlines where a refund of tuition fees or charges related to study in an accredited course may apply for commencing and continuing students.

2.0 Scope

This policy is relevant to all EIT higher education students:

- enrolled in a fee-paying course; and
- that have paid tuition fees in advance; or
- paying tuition fees in installments.

This policy does not remove the right to take further action under Australia's Consumer Protection Laws nor does it prevent the student from pursuing other legal remedies.

All dollar amounts referred to in this policy are in Australian Dollars, unless otherwise specified.

3.0 Objectives

The objectives of this policy are to:

- Provide information on higher education fees and administrative charges that have been set by the Governance Board
- Ensure that additional charges cover costs whilst being compliant with legislation
- Provide transparent processes for refunds of tuition fees, where applicable



- Set out the circumstances where a full refund or a partial refund may apply
- Comply with relevant legislation

4.0 Implementation

The College Manager is responsible for implementation of this policy and ensuring that student fees are published in accordance with relevant legislation and the policy is distributed throughout the EIT higher education community.

Students are responsible for ensuring that they are familiar with this policy and EIT's tuition fees, charges and circumstances where a refund may apply before accepting an offer for admission into an EIT higher education course.

Staff of EIT who have access to information relating to fees applications must maintain the confidentiality of students' information in accordance with the *Privacy Policy*. The disposal of records relating to fees applications should be in accordance with the *Records Management Policy*.

The Course Coordinator, together with the Accounts Department, is responsible for the administration of student fees and charges. EIT will issue:

- An Enrolment Verification to all students for each study period which will include details of the unit name, unit code, census date, and commencement date.
- Invoices to the student's email address in accordance with enrolment and liability status of the student and in accordance with the published tuition fees.

5.0 Student Responsibilities

Students are responsible for:

- Providing accurate information regarding enrolment and fee payments
- Paying all fees by the due dates set by EIT

Failure to pay outstanding fees will result in cancellation of a student's enrolment.

6.0 Fees

Tuition fees can be defined as fees payable for tuition as officially published or provided by EIT. Tuition fees and other charges:

- are set each year by the Dean and will apply at the time that a letter of offer is issued
- are subject to annual review
- may be varied to accommodate the financial resources of the student and the student's country of origin
- are calculated based on the credit point value of that unit for tuition fees
- must meet legislative requirements regarding incidental fees and charges.

EIT has an established scale of tuition fees as follows:

- All essential learning resources (documents, software, kits, etc) required to complete the unit/course, excluding text books, are provided by EIT as a part of the standard tuition fee.

- Some text books may need to be purchased by the student in addition to the unit/course fee, but EIT will endeavour to keep this cost to a minimum.
- Where completion of a unit requires the student to pass an examination, the standard fee will include one attempt at the examination. If further attempts at the examination are required an additional fee may be levied to cover the cost of delivering the examination.

6.1 Publication of Fees

EIT has multiple fee structures and payment plans based on a prospective student's country of residence. There are many details to take into consideration therefore EIT requests that all potential students contact EIT directly through:

- Email
- Live Chat on EIT's website
- Phone

A Course Advisor will then be able to provide detailed and accurate fee information to every potential student.

Fees for future periods of study are indicative only and are subject to change.

7.0 General Terms and Conditions

The following terms and conditions apply:

- The Tuition Payment and Refund Policy must be provided to the student prior to any payments being made.
- If a student is enrolled in a unit beyond the Census Date, he/she is required to pay for the unit.
- Administrative fees and charges are not refundable under any circumstances.
- Full fees for CRICOS students' units must be received before the course commences and will be held in the name of Engineering Institute of Technology in accordance with the *Education Services for Overseas Students Act 2000* (ESOS Act).
- Fees are subject to change. However, fees detailed in a letter of offer issued before the date of change, will be honored by EIT for the units stated on the letter of offer.
- Students repeating units will be required to pay for such units prior to the commencement of the unit/s.

8.0 Enrolment and Payments

EIT allows students the option to pay their course fees upfront, or in instalments. These options are available in order to alleviate the financial stress on students.

With these payment options, however, EIT has some fairly exacting rules in place:

- To enroll in a course, the first payment is required by the 15th day of the month prior to the commencement of the start date of the course.

- A student is not permitted to enrol in an individual unit until the tuition fees due have been received.
- For those students paying by installments, payment dates will be set ahead of time and provided to the student prior to start of the course.
- Money that is paid by instalments, but which is not paid by the due date, will result in a student's suspension from the course, and may also result in:
 - Inability to access unit results
 - Online resources
 - Enrolling in further units
 - Accessing Records of Results
 - Graduating from EIT
- Reinstatement occurs only when the payment is received.
- If a failure to pay results in the student missing large amounts of course work, a transfer to another course may be necessary, or recommencing the unit/s in the next term.

9.0 Fees and Refunds for Individual Units

- A student is not permitted to enroll in a unit until the fees due have been received.
- For cancellations prior to 14 days before the start of delivery of a unit, a refund will be provided, less 10% of the fee.
- For cancellations between 7 and 14 days before the start of delivery of a unit, a refund will be provided, less 20% of the fee.
- For cancellations less than 7 days before the start of delivery of the unit, there will be no refund.
- For a unit that contains a formal examination assessment component, the unit fee includes one attempt at the examination for the unit. Students requiring two or more attempts at the examination will be required to pay the additional examination fee for each attempt.

10.0 Fees and Refunds for a Course (see following section, if it is without prior arrangements, about instalments)

- To enroll in a course the first payment is required on the 15th day of the month prior to the commencement of the start date of the program before the enrolment can be approved.
- Students are expected to attempt all units in the course as they become available. The attempt may be deferred to the next delivery time providing a request is made 14 days before the start of the Unit.
- A deferment may also be granted for health, or other appropriate personal reasons.
- For those students paying by installments, payment dates will be set ahead of time and provided to the student prior to start of the program.
- If an attempted unit has not been completed, through failure to participate or to complete the set assignments, then a new enrolment in that unit is required. The additional fee for this unit will be calculated from the proportion this unit makes to the course as a whole (by its point value).

- For a unit that contains a formal examination assessment component, the course fee includes one attempt at the examination for each unit. Students requiring two or more attempts at the examination will be required to pay the additional examination fee for each attempt.

11.0 Deferment

Students who wish to defer their studies after accepting an offer of admission, and before the commencement of the course, must

- Apply in writing by completing a *Deferment Application Form*
- Ensure that the reasons for the deferment request are provided, including evidence to support the application
- Include contact details
- Submit it to the Course Coordinator

Deferment may be permitted for up to two terms. Applications will be assessed, and if granted, tuition fees may be held in credit until the revised commencement date.

If a student subsequently notifies EIT in writing that he/she does not intend to take up the place, the tuition fees held in credit, will not be refunded.

CRICOS Students should be aware that deferring from a course may have significant visa implications and may contravene a student's visa conditions, which could lead to the cancellation of a student's visa. The Department of Immigration and Border Protection (DIBP) may also make other impositions.

11.1 Course Deferment after the Commencement of a Course

If a student needs to defer studies, but definitely intends to re-join a future course, then at the time of deferment the student must complete a Deferment Application form.

The student can re-join at the point where a subsequent class reaches the last unit in the course that the student successfully completed. Each unit will incur a fee, these students will be advised of this fee when they complete the unit enrolment application form. Students can only defer and re-join a course twice; thereafter it is treated as a full withdrawal. Any payments made in advance will be held by the EIT in readiness for re-joining.

12.0 Withdrawal

It is stated on the EIT enrolment forms that a "A fee equivalent to 1 monthly instalment will be retained as a cancellation fee for written cancellations received less than 14 days prior to the start date of the program." This applies to all payment options.

Students who decide to withdraw from one or more units of study, or the course must:

- Complete a *Withdrawal Application Form*
- Ensure that reasons for the withdrawal are provided
- Include contact details
- Submit an *Application for Refund Form*, if relevant
- Submit the form/s to the Course Coordinator.

A withdrawal notice will not be effective until it is received by the Course Coordinator.

CRICOS students should be aware that withdrawing from a course may have significant visa implications and may contravene a student's visa conditions, which could lead to the cancellation of a student's visa. The Department of Immigration and Border Protection (DIBP) may also make other impositions.

Students who have paid in advance (payment option 1) can apply for a pro-rata refund of the fee paid.

The refund will consist of the balance after deductions for:

1. Units attended by the student up to the point where the Course Coordinator receives written notice of the student's request for withdrawal. The withdrawal declaration form must be received before the first topic of the unit is commenced otherwise the unit is deemed to have been attended and the full fee for that unit is due. Therefore it is important to submit the withdrawal declaration form as soon as the decision is made.
2. The value of any course reference manuals supplied by EIT in advance. This is determined by the Course Coordinator.

Students who have chosen to pay in instalments do not receive a refund on full withdrawal. Payment of all instalments is required up to and including the unit where the student provided the EIT with the completed withdrawal declaration form. As applies to students who pay in advance, the withdrawal declaration form must be received before the first topic is commenced, otherwise the unit is deemed to have been attended and the full fee for that unit is due. If paying by instalments there is no need for a deduction for materials as the course reference manuals are provided in batches in arrears.

13.0 CRICOS Students Changing to another Australian Higher Education Provider

CRICOS Students who leave EIT within six months of commencing studies will need a *Letter of Release* from EIT to enrol at another register higher education provider. CRICOS students will need to provide the following documentation:

- Letter of Offer from other registered higher education provider
- Original current visa and passport
- Current Australian address provided
- Current email address
- Reasons for requesting a Letter of Release

CRICOS students are bound by the conditions of their respective visas when changing their education provider. CRICOS students who change provider are regarded as students withdrawing after commencement of their course.

CRICOS students will be notified when their Confirmation of Enrolment has been cancelled. CRICOS students will need to take their Letter of Release to the nearest Immigration Office.

14.0 Application for Refund

Students who wish to apply for a refund must complete the *Application for Refund Form* and submit it to the Course Coordinator. The application must include other relevant forms associated with deferment or withdrawal from the course. The application forms must be signed and completed in full, and be accompanied by all relevant supporting documentation.

Students should apply for a refund within 14 days of an event that qualifies the student for a refund. If a student does not submit an *Application for Refund Form*, credit will be held towards future enrolment.

If a CRICOS student is granted permanent resident status during his/her studies at EIT, he/she is not eligible for a refund of fees for the current term of study.

Students will be notified of the refund application decision within 14 days of receipt of the application.

14.1 Eligibility

Students enrolled in an accredited higher education course are eligible for a refund of tuition fees under certain circumstances. Tables 1 and 2 outline the circumstances for refund eligibility.

Table 1: Refund Applies

Circumstances	Refund	Process
Withdrawal from a unit or course, or deferring enrolment in a course, more than 14 days before the commencement of the Term.	Yes. Full refund of unused tuition fees.	Complete a Withdrawal Application Form OR Deferment Application Form; AND an Application for Refund Form.
Withdrawal from a course received from the student less than 14 days before the commencement of the Term.	Yes. Partial refund of unused tuition fees.	A fee equivalent to 1 monthly instalment will be retained as a cancellation fee. Complete Withdrawal Application Form; AND an Application for Refund Form.
Withdrawal from a unit or course after the commencement of the Term.	Yes. Partial refund of unused tuition fees.	Complete Withdrawal Application Form; AND an Application for Refund Form. The refund will consist of the balance after deductions for: <ul style="list-style-type: none"> ○ Units attended by the student up to the point where the Course Coordinator receives written notice of the student's request for withdrawal. The withdrawal declaration form must be received before the first topic of the unit is commenced otherwise the unit is deemed to have been attended and the full fee for that unit is due. Therefore it is important to submit the withdrawal declaration form as soon as the decision is made. ○ The value of any courses reference manuals supplied by the EIT in advance. This is determined by the Course Coordinator.

Circumstances	Refund	Process
<p>EIT withdraws the offer of enrolment.</p> <ul style="list-style-type: none"> if the student fails to meet the entry requirements, such as the stated level of English. based on incorrect or incomplete information provided by the applicant. 	Yes. Full refund tuition fees.	Complete an <i>Application for Refund Form</i> .
Initial visa application is rejected.	Yes. Full refund tuition fees.	Complete an <i>Application for Refund Form</i> .
Visa application is delayed due to no fault of the student, and commencement of the program is delayed. (This does not include the student's own actions or inactions).	Yes. Full refund of tuition and admin fees.	Complete an <i>Application for Refund Form</i> .
Visa application is refused.	Yes.	Complete an <i>Application for Refund Form</i> . If a student's visa is refused (except in circumstances described under 47D(5) of the <i>ESOS ACT 2000</i>), refunds are calculated as per 47E (4) of the <i>ESOS ACT 2000, Education Services for Overseas Students (Calculation of Refund) Specification 2014</i> .
EIT default (unable to deliver the course). EIT may offer students a place in an alternative course at EIT or another registered provider. In such circumstances there will be no additional cost to the student, and a refund will not be paid.	Yes. Full refund of tuition and admin fees.	EIT will refund the tuition fees in full to the student within 4 weeks, including administrative fees. No refund will be given if the student accepts an alternative course.

Table 2: Refund May Apply Under Special Circumstances

Circumstances	Refund	Process
Withdrawal from a unit or course due to Special Circumstances beyond the control of the student. See Guidelines for Special Circumstances in the section in this Policy.	Possibility	A student may submit a request for special circumstances if eligible, or may lodge an appeal.
EIT cancels a student's enrolment due to reasons of unsatisfactory progress, misconduct, lack of attendance or a student has provided fraudulent or misleading information.	No	A student may submit a request for special circumstances if eligible, or may lodge and appeal.
EIT cancels a student's enrolment due to non-payment of tuition fees or other fees and charges.	No	A student may submit a request for special circumstances if eligible, or may lodge and appeal.
After submitting a formal complaint in accordance with the Student Complaints, Grievances and Appeals Policy.	Possibility	Complete and submit a <i>Student Complaint Form</i> , together with relevant evidence; AND an Application for Refund Form. Tuition fees may be refunded in full or in part, depending on the outcome of the grievance process.

14.2 Special Circumstances

Special Circumstances may apply if EIT makes an assessment that the special circumstances comply with the guidelines. The student must have:

- been enrolled in the unit after the census date
- not successfully completed the requirements of the unit
- submitted a written application for special circumstances together with a *Withdrawal Application Form* and supporting evidence.

14.3 Guidelines

The special circumstances:

- were beyond the student's control, which is reasonably considered as not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible and;
 - were unusual for the student; and
 - made it impractical for the student to complete the requirements of the course/s; and
 - did not occur until on or after the commencement date for the course/s; or
 - where the circumstances occurred or existed before the Commencement date, worsened or changed, such that their full effect was not apparent to the student until after that date.
- would make it impractical for a student to complete the requirements of the course/s and may include (but are not limited to):
 - medical circumstances that have changed to such an extent that the student is unable to continue studying, or new medical circumstances arose.
 - family/personal circumstances such as death, significant medical issues, unforeseen financial difficulties, or other circumstances that are unreasonable to expect a person to continue their studies.
 - employment related circumstances the employment status or arrangements have changed so that the student is unable to continue their studies and this change is beyond their control.
 - program related circumstances where the Institute has changed the course offered, and the student is disadvantaged by either not being able to complete the course, or not being given credit towards other courses or programs.
 - extenuating circumstances of reasonable significance that interfere with the student's ability to meet a program's requirements. For example, carers' responsibilities, legal commitments, military service, accidents or natural disasters.

Special circumstances do not include:

- lack of knowledge or understanding of this policy or government legislation; or
- failure to follow correct procedures; or
- academic ability that was less than expected.

Special circumstances are granted at the discretion of EIT.

14.4 Supporting Documentation

Students should ensure that their supporting documentation complies with EIT's requirements and is:

- in English, or has been translated and certified as an official translation from an official authority
- an original document or a certified copy
- an original medical certificate that details the condition, where medical circumstances apply
- a statutory declaration, where relevant
- a detailed account of the circumstances or events that are relevant to the application, including specific dates, and demonstrates how it meets the Special Circumstances section of this policy
- a true and honest representation of the circumstances
- other documentation requested by EIT

14.5 Overseas Student Health Cover (CRICOS Students Only)

Overseas Student Health Cover (OSHC) may be refunded if a CRICOS student is unable to complete the program. CRICOS students are responsible for contacting the OSHC provider directly to apply for the OSHC refund. In making an application to the OSHC provider, CRICOS students must provide the following information: full name; date of birth; OSHC membership number; reason for the refund; evidence of transferring to another education provider, or the date of departure from Australia.

15.0 Payment of Refunds

Refunds will be made within 28 days of submission of a complete *Application for Refund Form*. Incomplete forms or applications without sufficient supporting documentation may cause delays in processing refunds.

Refunds will be paid:

- in Australian dollars.
 - If the tuition fee was paid by credit card within the last 12 months, then under Australian banking regulations the refund must be credited to the credit card from which the fee was initially paid.

- directly to the person who entered into the contract with EIT as the registered provider, unless written permission has been given to make the payment to another person. someone else.
 - Note that the Australian legislation does not allow for a refund to be paid to an agent Education (Overseas Student) Registration 1998 7 (2) (b).
- within 4 weeks after receipt of a written application.

The Course Coordinator will record the transaction in the Student Records Management System.

16.0 CRICOS Student Default

EIT will notify the Department of Education and Training Secretary and the Tuition Protection Scheme (TPS) Director of a CRICOS student default within five (5) working days of the default occurring.

17.0 Appeals

Students may seek a review of any decision related to a refund application, by submitting an appeal to the Course Coordinator within 28 days of receiving the notice. The appeal must be accompanied by supporting documentation.

The Dean will consider appeals relating to refunds. Students will be notified of the decision within 28 days of receiving the application. If students are not satisfied with the reviewed decision, then they can make an appeal to the Governance Board or seek an external review, as set out in the *Student Complaints, Grievances and Appeals Policy*.

18.0 Definitions

Admission: The process for admitting an applicant into a course at EIT, following a successful application and acceptance of the offer of a place in the course.

Applicant: A person who applies for a place in a course at EIT. An applicant becomes a student upon enrolment.

Census Date: The last date in the study period for students to withdraw without incurring financial liability for tuition fees.

Commencement date: The official date the financial liability for courses is set and tuition fee is due. Commencement dates are determined for each Term and are published on EIT's website.

Course: A single course leading to an Australian higher education award.

Course Entry Requirements: The entry requirements that an applicant must satisfy to be admitted into a particular course, that are additional to the general entry requirements.

Deferment: An agreement to allow an applicant to defer taking up the place they have been offered until a later time.



DIBP: Department of Immigration and Border Protection.

CRICOS Student: A student studying in Australia and holding an Australian student visa

Letter of Release: A letter that formally advises a student that they have been granted a release from EIT and may enrol at their intended education provider.

Offer: The offer of a place in a course to a successful applicant.

Student Default: A student fails to start or finish a course with a provider.

Tuition Fee Deposit: Portion of tuition fees, as outlined in a letter of offer, paid by a CRICOS student prior to enrolment in a program of study.

Tuition Fee: The fees for enrolment in a course determined by EIT, and advised in both the Student Agreement, and the Letter of Offer attached to the Student Agreement, as being the tuition fees for the course (per term).

Unit: A discrete unit of study, where a combination of units make up a course of study.

Withdrawal: A formal procedure where a student decides to discontinue a course without the intention of returning or discontinues a unit with the intention of enrolling in it at a later date.

19.0 Related policies and procedures

The following policies and procedures are related to this policy:

- Admissions Policy
- Credit Transfer Policy
- Privacy Policy
- Records Management Policy
- Student Complaints, Grievances and Appeals Policy
- Student Complaints, Grievances and Appeals Procedure

20.0 Accountabilities

The Academic Board is responsible for review and approval of this policy.

The policy is to be implemented via induction and training of staff and distribution to students, potential students and EIT's community via the website, other publications and at student orientation.