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## Tuition Payment and Refund Policy

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### 1.0 Purpose

This policy sets out the provision of information regarding student fees and refund scenarios for students enrolled in EIT vocational education and training (VET) courses.

### 2.0 Scope

This policy is relevant to all EIT students and administrators involved with EIT VET courses.

### 3.0 Introduction

The EIT has an established scale of fees as follows:

- A designated fee for a student to enrol in a complete course. Students are provided with multiple payment options which vary between courses.
  - For diploma, advanced diploma and graduate certificate courses, option one is to pay for the course upfront, option two is to pay in monthly instalments.
  - For ESI courses, students are charged a fee per unit and payment for each unit is due 2 weeks before the start of each unit.
- The fee is set by the Dean and is approved by the Governance Board. It may be varied to accommodate the financial resources of the student and the student's country of origin.
- All essential resources (documents, software, kits, etc) required to complete the unit/module/course are provided by EIT as a part of the standard fee.
- Where completion of a unit/module 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.



#### **4.0 Fees and Refunds for a Course**

To enrol in a Diploma, Advanced Diploma or Graduate Certificate course (excluding ESI programs), the equivalent of the first installment for the course must be paid and received by EIT prior to the start date of the course.

For ESI courses the first unit fee must be paid and received by EIT prior to the start date of the course.

Enrolments will only be finalized once payment has been received.

Students are expected to attempt all units/modules in the course as they become available. The attempt may be deferred/postponed to the next delivery time providing a request is made in writing to the relevant Learning Support Officer (LSO) prior to the commencement of the Unit/Module.

A deferment/postponement may also be granted for health, or other appropriate personal reasons.

If an attempted unit/module has not been completed, through failure to participate or to complete the set assignments, the student will be contacted and provided with counseling by the relevant LSO and a decision is made on how to assist the student. This may be by providing the student with additional time to complete a Module/Unit, additional assistance from the instructor to assist the student through the Unit/Module or a transfer to a later intake. Should the decision be to transfer the student to another intake the student's payment installments are immediately stopped and the money the student has already paid is transferred to the future intake.

For a unit/module 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.

#### **5.0 Course Deferment/Postponement after the Commencement of a Course**

If a student needs to suspend studies, but definitely intends to re-join a future course, then at the time of postponement the student must complete a Course Withdrawal and Postponement Application form.

The student can re-join at the point where a subsequent class reaches the last unit/module in the course that the student successfully completed. A transfer fee may apply at the time that the student re-joins. Students can only postpone and re-join a course twice; thereafter it is treated as a full withdrawal.

Any student that has made an upfront payment in advance for their course will be entitled to a pro-rata refund upon postponement, EIT will not hold any advance fees in credit. The refund will consist of the balance after deductions for the units/modules attended by the student up to the point where the LSO receives written notice of the student's request for postponement. The Course Withdrawal and Postponement Application form must be



received before the first topic of a unit/module is commenced otherwise the unit/module is deemed to have been attended and the full fee for that unit/module is due.

Students who have chosen to pay in monthly instalments do not receive a refund of fees paid on postponement. Payment of instalments is required up to and including the unit/module in which the student provided EIT with the completed Course Withdrawal and Postponement Application form. As applies to students who pay in advance, the Course Withdrawal and Postponement Application form must be received before the first topic of a unit/module has commenced, otherwise the unit/module is deemed to have been attended and the full fee for that unit/module is due.

### **6.0 Withdrawal Prior to Course Commencement**

It is stated on the EIT enrolment forms that a “fee equivalent to 1 monthly instalment will apply for written cancellations received less than 14 days prior to the commencement date of the course.” This applies to all payment options.

For ESI courses, a fee equivalent to the cost of the first unit will apply for written cancellations received less than 14 days prior to the commencement date of the first unit.

### **7.0 Withdrawal from a Course**

If a student decides to withdraw from a course they will be required to complete a Course Withdrawal and Postponement Application form. Once this form is received, the LSO will then withdraw the student from the course and liaise with the finance department to complete any refunds due to the student.

Students who have paid upfront in advance can apply for a pro-rata refund of the fee paid.

The refund will consist of the balance after deductions for the units/modules attended by the student up to the point where the LSO receives written notice of the student’s request for withdrawal. The Course Withdrawal and Postponement Application form must be received before the first topic of a unit/module is commenced otherwise the unit/module is deemed to have been attended and the full fee for that unit/module is due.

Students who have chosen to pay in monthly instalments do not receive a refund of fees paid on withdrawal. Payment of all instalments is required up to and including the unit/module in which the student provided EIT with the completed Course Withdrawal and Postponement Application form. As applies to students who pay in advance, the Course Withdrawal and Postponement Application form must be received before the first topic of a unit/module has commenced, otherwise the unit/module is deemed to have been attended and the full fee for that unit/module is due.

### **8.0 Payments and Conditions**

EIT allows students the flexibility of multiple payment options, as described in this policy. 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:



- For Diploma, Advanced Diploma (excluding ESI programs) and Graduate Certificate courses the first fee instalment is to be received prior to the start date of the course. Students can only begin the course if payment has been received.
- For ESI courses, the first unit fee must be paid and received by EIT prior to the start date of the course. Students can only begin the course if payment has been received.
- Fees that are paid by instalments, but which are not paid by the due date, will result in a student's suspension from the course. Reinstatement occurs when payment is received.
- If a student defaults on their instalments three times throughout the course they may be charged an administration fee. This fee may be charged for every late payment thereafter.

If a failure to pay results in the student missing large amounts of the course work, a transfer to another intake may be necessary. This will facilitate re-entry to the course at the point where the study was terminated. A transfer may incur a fee.

### **9.0 Related policies and procedures**

The following policies and procedures are related to this policy:

- EIT01 Training & Assessment Policy
- EIT01.3 Student Support 2015
- EIT05 Learners are Informed and Protected Policy
- EIT07 Governance and Administration Policy
- Admissions Policy.VET
- Student Consultation Policy.VET