

TUITION PAYMENT, WITHDRAWAL, DEFERRAL 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 full-fee paying students enrolled in EIT vocational education and training (VET) and professional certificate of competency courses.

2.0 Scope

This policy is relevant to all EIT students and staff in regards to EIT VET courses and Professional Certificate of Competency courses as full-fee paying students. This policy does not apply to students using a VET Student Loan.

3.0 Introduction

3.1 EIT has an established scale of fees as follows:

3.1.1 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, students can either pay for the course upfront or in equal 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.
- For professional certificate of competency courses students are required to pay for the course upfront.

3.1.2 The fee is set by the Dean in consultation with the VET College Manager and other relevant stakeholders. It may be varied to accommodate the financial resources of the student and the student's country of origin.

3.1.3 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.

3.1.4 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 Tuition Fee Payments and Conditions

4.1 EIT allows full-fee paying students the flexibility of multiple payment options. These options are available in order to alleviate the financial stress on students. With these payment options, the following conditions apply:

- For professional certificate of competency courses the full course fee must be paid prior to the start date of the course
- For diploma, advanced diploma (excluding ESI programs) and graduate certificate courses a minimum of the first fee instalment is to be received prior to the start date of the course. Students can only begin the course if a minimum of the first fee instalment 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, may result in a student's suspension from the course.
- AQF accredited courses have census dates for each unit/module. Once a unit/module census date has passed the student is financially liable for tuition fees for that unit/module.
- 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
- If a student defaults on their instalments three times throughout the course they may be charged an administration/dishonour fee which is payable before a student's enrolment can be reactivated. This fee may be charged for every late payment thereafter; and
- 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.

5.0 Withdrawal Prior to the First Census Date/Course Start Date

5.1 For AQF accredited VET courses, if a student withdraws from their course prior to the first unit/module census date then a full refund of any fees already paid will be refunded to the student. Students are

asked to complete the 'Course Withdrawal and Deferral Application' form and must return this to EIT prior to the first unit/module census date.

- 5.2** For Professional Certificate of Competency courses, if students withdraw before the course start date then a full refund of any fees already paid will be refunded.

6.0 Withdrawal After the First Census Date/Course Start Date

- 6.1** For AQF Accredited VET courses if a student wishes to withdraw completely from a course once the course has commenced, and after the first unit/module census date has passed, they are asked to complete the 'Course Withdrawal and Postponement Application' form.
- 6.2** Students who have paid upfront, in advance, can apply for a pro-rata refund of the fee paid.
- 6.3** Any refund due will consist of the balance after deductions for any units/modules which the student remained enrolled in past the census date. Once a unit/module census date has passed the tuition fee for that unit/module has been incurred and is non-refundable.
- 6.4** Refund calculations for students who have chosen to pay in monthly instalments will depend on the number of units/modules the student remained enrolled in past the census date and how many monthly instalments the student has already paid. Depending on how many monthly instalments have been paid the student may owe additional fees to pay for the tuition fee balance for any units/modules already, or currently being, studied and for which the census date has passed.
- 6.5** Alternatively, if the student has paid more than the tuition fees currently due for the units/modules that have already, or are currently being studied, and for which the census date has passed, then the balance of the overpayment will be refunded to the student. Once a unit/module census date has passed the tuition fee for that unit/module has been incurred and is non-refundable.
- 6.6** For Professional Certificate of Competency courses there is no refund of tuition fees after the start date of the course has passed.

7.0 Course Deferral/Postponement after the Commencement of a Course

- 7.1** If a student wishes to defer their enrolment after a course has started and the first unit/module census date has passed, with an intention to re-join a future intake of the same course, then at the time of deferral the student must complete and return a 'Course Withdrawal and Postponement Application' form.
- 7.2** The student can re-join a future intake of the same course once that intake 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 the course. Students can only defer and re-join a course twice; thereafter it is treated as a full withdrawal and the student would need to reapply for entry to the course and any applicable credit would need to be assessed in accordance with EIT's Credit and Recognition of Prior Learning Policy.
- 7.3** When deferring an enrolment, students must ensure they are aware of, and complete their course within, the maximum completion timeframes allowable for their course – refer to EIT's Admissions Policy for maximum completion timeframes.

- 7.4** Any student that has made an upfront payment in advance for their course/unit/module will be entitled to a pro-rata refund upon deferral, consisting of the balance of tuition fees already paid after deductions for any units/modules which the student remained enrolled in past the census date. Once a unit/module census date has passed the tuition fee for that unit/module has been incurred and is non-refundable.
- 7.5** Refund calculations for students who have chosen to pay in monthly instalments will depend on the number of units/modules the student remained enrolled in past the census date and how many monthly instalments the student has already paid. Depending on how many monthly instalments have been paid the student may owe additional fees to pay for the tuition fee balance for any units/modules already, or currently being, studied and for which the census date has passed.
- 7.6** Alternatively, if the student has paid more than the tuition fees currently due for the units/modules that have already, or are currently being studied, and for which the census date has passed, then the balance of the overpayment will be refunded to the student. Once a unit/module census date has passed the tuition fee for that unit/module has been incurred and is non-refundable.
- 7.7** Students studying a professional certificate of competency course are unable to defer their course and must follow the process for course withdrawal instead.

8.0 Definitions

Please refer to the EIT Glossary that can be found [here](#) for all definitions used in this document.

9.0 Related Documents

- Admissions Policy.VET
- Assessment Validation and Student Progress Procedure.VET
- Assessment, Validation and Student Progress Policy.VET
- Award Nomenclature and Testamur Policy.VET
- EIT01 Training and Assessment Policy
- EIT01.3 Support Learners Policy
- EIT04 Accurate and Accessible Information Policy
- EIT05 Learners are Informed and Protected Policy
- EIT06 Complaints and Appeals Policy
- EIT07 Governance and Administration Policy
- Fair Treatment and Equal Opportunity Policy.DS
- Privacy Policy.DS
- Recognition of Prior Learning Policy.VET
- Records Management Policy.DS
- Student Code of Conduct.DS
- Student Complaints, Grievances and Appeals Policy.VET
- Student Complaints, Grievances and Appeals Procedure.VET
- Student Consultation Policy.VET
- Student Support for Online Learning and ICT Infrastructure Procedure.VET

- Student Support Policy.DS
- Student Support Procedure.DS
- Students at Risk Policy.VET
- Students at Risk Procedure.VET
- Tuition Protection Policy.DS

10.0 Related Legislation

The following legislation is relevant to this policy, however not all are mandatory for education providers:

- [Fair Trading Act 2010 \(WA\)](#)
- [Privacy Act 1988 \(Cwth.\)](#)
- [Standards for Registered Training Organisations \(RTOs\) 2015 \(Cwth.\)](#)

11.0 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 and EIT's community via the website and other publications.