

# Fees Payment and Refund Policy (Domestic Full Fee Students)



## 1.0 Policy Objective

The policy has been developed to:

- provide guidelines for the payment of fees by domestic full fee paying students
- implement and maintain a process for fair and equitable refund of fees paid by the domestic full fee paying students

## 2.0 Scope

- This policy applies to domestic full fee paying students, who have enrolled or intend to enroll at Ultimate Institute of Australia.

## 3.0 Responsibility

The CEO and Administration Manager are responsible for the implementation of this policy.

## 4.0 Definitions

**Domestic students:** Domestic students are:

- Australian citizens
- New Zealand citizens (including a diplomatic or consular representative of New Zealand, a member of the staff of such a representative or the spouse or dependent relative of such a representative)
- Holders of an Australian permanent visa
- Holders of an Australian permanent humanitarian visa

**Full fee paying students:** Full fees paying students are those who pay all of their tuition fees without any support/subsidy from the State and commonwealth Government or through VET FEE HELP loan assistance from the Australian Government

**Institute:** This refers to Ultimate Institute Australia

**Tuition fee:** The tuition fee for the delivery of VET unit of study

**Course material fee:** A non-tuition fee charged for the cost of providing course materials, textbooks, student guides and resource materials that are retained by the student as his/her personal property

**Withdrawal from the Course:** Withdrawal refers to a student's cancellation of enrolment for a VET unit of study

## 5.0 Payment of Tuition Fees

- a. A tuition fee for a VET unit of study must be paid in full in advance on or before the commencement of the unit of study which will not exceed \$1500. The tuition fees include tuition, tutorials and lectures, campus facilities; it does not include textbooks, workbooks or guides.
- b. A late payment fee of \$50 per week may be levied on students who pay their fees after the due date or as specified on the invoice.
- c. Ultimate Institute Australia will not charge tuition fees in excess of \$1500.
- d. Tuition fees can be paid to Ultimate Institute Australia by cash, EFTPOS, bank draft, credit card

# Fees Payment and Refund Policy (Domestic Full Fee Students)



or direct deposit into the Ultimate Institute Australia bank account.

- e. The Institute does not accept liability for any fees paid to an agent or third party in relation to an application for enrolment.
- f. The Institute reserves the right to engage any third party to recover any outstanding fees payable to the Institute. The cost to the Institute of engaging a third party to recover such outstanding fees will be charged to the student.

## 6.0 Special Consideration

- a. An application for special consideration needs to be made to the Chief Executive Officer along with the reasons and circumstances of the financial hardship. The application should mention the future date for the payment of full fees or a request for a payment plan.
- b. If special consideration is granted, a confirmation in writing will be sent to the student confirming the future date for the payment of full fees or outlining the payment plan for the payment of fees.

## 7.0 Refund

1. All refund requests are conditional on the following:
  - a. The Institute must have received funds in order for any refunds to be made available (i.e. cheques are cleared, telegraphic transfers have been received).
  - b. Any debts owed to the Institute must be paid in full or the outstanding amounts will be deducted from the refund.
2. When Ultimate Institute is unable to start or deliver the course:
  - a. In the event that the Institute is unable to start or deliver the course, the student can choose to accept either:
    - i. A refund of tuition fees, which will be issued to the student within 28 days.
    - ii. Or be placed in an alternative course with another provider. If the student chooses this option, they must sign a new written agreement to indicate they have accepted the placement.
  - b. If the student chooses to receive a refund of tuition fees, the Institute will calculate the unspent portion of tuition fees paid to date (i.e. tuition fees the student has paid for, but which has not been delivered). The refund will be paid within 28 days after cessation of the course.
3. Student withdraws from the VET unit of study:
  - a. If a student withdraws from a VET unit of study **on or before** the commencement date of that unit of study 100% of tuition fees paid for that unit of study will be refunded to the student. Student must withdraw in writing and apply for a refund with Ultimate Institute by completing Refund Application Form.
  - b. If a student withdraws from a VET unit of study **within** 14 days after the commencement date of that unit of study 50% of tuition fees paid for that unit of study will be refunded to the student. Student must withdraw in writing and apply for a refund with Ultimate Institute by completing a Refund Application Form.

# Fees Payment and Refund Policy (Domestic Full Fee Students)



- c. No refund is applicable if the student withdraws from a VET unit of study **after** 14 days of the commencement of the unit of study.

## 4. Special circumstances:

Where a student withdraws from the course because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, 100% of all the unspent fees paid will be refunded.

## 5. Refund procedure

- a. The student must complete a Refund Application Form to apply for a refund and attach all evidence and supporting documents. Such documents may include, but are not limited to:
  - i. a completed Withdrawal and Cancellation of Enrolment Form provided by the Institute
  - ii. proof of extenuating circumstances of a compassionate nature
- b. Refunds will be made within 28 days of the student's written notification being received by the Institute; in the case of Ultimate Institute not delivering the courses refunds will be paid within 28 days.
- c. The Chief Executive Officer or the officer nominated by him must approve all student refunds.
- d. Refunds will be paid in Australian dollars to the student or to the person nominated by the student on the refund application.
- e. Details of refunds provided will be maintained in the student's file.

## 6. Student's Rights to Appeal

- a. Any student who is refused a refund by the Institute may appeal within 14 days in writing to the Student Administration Manager.
- b. The Institute's appeal process does not restrict the student's right to pursue other legal avenues.
- c. This agreement, and the availability of complaints and appeal processes, does not remove the right of the student to take action under Australia's consumer protection laws.

## 8.0 Related Documents

Refund Application Form

Withdrawal and Cancellation of Enrolment Form

## 9.0 Approval

This policy and procedure has been endorsed by the CEO and the management of the Ultimate Institute of Australia.

## 10.0 Review history

Revision	Date	Description of modifications
1.0	March 2016	Policy created and approved
1.1	August 2016	Policy updated and approved