

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

1. Policy Objective

The policy has been developed to:

- provide guidelines for the payment of fees by domestic full fee paying students who do not access VET student loan scheme or other government funding
- implement and maintain a process for fair and equitable refund of fees paid by the domestic full fee paying students

2. Scope

- This policy applies to domestic full fee paying students, who have or intend to be enrolled at RGIT and its partner providers

3. Responsibility

The Operations Manager and the Chief Financial Officer (CFO) are responsible for the implementation of this policy.

4. 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 Student loan assistance from the Australian Government.

ASTAS: Australian Student Tuition Assurance Scheme, a tuition assurance arrangement, to protect student tuition fees in the event that the RGIT ceases to provide a course of study in which a student is enrolled. RGIT has its ASTAS with ACPET.

Tuition fee: The course fee for the delivery of VET unit of study including course materials fees.

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

5. Payment of Tuition Fees

- a. A course fee for a VET unit of study must be paid in full in advance on or before the commencement of the unit of study, unless a payment plan is made with the Institute or students have accessed or applied for VET FEE HELP loan assistance from the Australian Government. The course fees include tuition, tutorials and lectures, campus facilities, a set of textbooks and workbooks and student identification card.
- b. The schedule of fees for each VET unit of study and census dates are available from RGIT website www.rgit.edu.au/fees
- c. Students are required to pay for their own uniforms (Hospitality courses) and equipment (Computer or laptops for Business, Information Technology and Accounting Courses).
- d. A late payment fee of \$50 may be levied on students who pay their fees after the due date or as specified on the invoice.
- e. RGIT Australia will guarantee the assurance of tuition fee prepaid excess than \$1500 through ACPET ASTAS.
- f. Tuition fees are payable to RGIT Australia by a bank draft or credit card or direct deposit into the RGIT Australia Bank account
- g. The Institute does not accept liability for any fees paid to an agent or third party in relation to an application for enrolment.
- h. 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.

Special Consideration

- a. It is recognized that a student may face financial hardship on or before the census date for the payment of tuition fees and as such they may request for a special consideration.

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- b. An application for the special circumstances needs to be made to the Chief Financial 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 the payment plan.
- c. If special consideration is granted, a confirmation in writing will be sent to the student stating the future date for the payment of full fees or outlining the payment plan for the payment of fees.

6. 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 to the Institute must be paid in full or the outstanding amounts will be deducted from the refund.
2. **Institute is unable to start or deliver the course**
 - a. In an unlikely event that the Institute is unable to start or deliver the course, the student can choose to accept either:
 - i. a refund of course fees, which will be issued to the student within 14 days.
 - ii. or be placed in an alternative course with the Institute or 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 course fees, the Institute will calculate the unspent portion of tuition fees paid to date (i.e. tuition the student has paid for, but which has not been delivered by the Institute). The refund will be paid within 14 days after cessation of the course.
 - c. If the Institute is unable to provide a refund or place the student in an alternative course, the ACPET ASTAS will provide the student with options for suitable alternative courses (if any such courses are available), or if this is not possible, the student will be eligible for a refund as calculated by the ACPET ASTAS.

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3. Student withdraw from the course

- a. If a student withdraws from a VET unit of study **on or before** the course commencement date of that unit of study 100% of tuition fees paid for that unit of study will be refunded to the students. Student must withdraw in writing and apply for a refund with RGIT (or respective partner provider) by completing Refund Application Form.
- b. If a student withdraws from a VET unit of study within 14 days after the course commencement date of that unit of study 100% of tuition fees paid for that unit of study will be refunded to the students. Student must withdraw in writing and apply for a refund with RGIT (or respective partner provider) by completing Refund Application Form.
- c. No refund is applicable if the student withdraws from a VET unit of study **after** 14 days after the course commencement date that 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 Course Withdrawal Form provided by the Institute
 - ii. proof of extenuating circumstances of a compassionate nature
- b. Refunds will be made within 28 days (20 working days) of the student's written notification being received by the Institute and in the case of Institute's not delivering the courses refunding will be paid within 14 days.
- c. The Chief Financial Officer or the officer nominated by him must approve all student refunds.

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- 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 Manger.
- 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.

7. Review history

Revision	Date	Description of modifications
1.0	June 2015	Original
2.0	January 2018	Minor update