

FEE, CHARGES AND REFUND POLICY AND PROCEDURES

1.1 PURPOSE

The purpose of this policy is to outline Spring Hill College's approach towards practical and fair management of fee charges and refunds.

The information provided to students is designed to ensure that all details relating to fees and charges are known prior to enrolment and comply with relevant legislation, regulations and standards. This policy will result in a fair and equitable refund policy for students at Spring Hill College.

This policy and associated procedures meet the requirements of Clauses 5.3 and 7.3 and Schedule 6 of the Standards for RTOs 2015 and Standards 2 and 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, as well as the ESOS Act 2000 and the ESOS (Calculation of Refund) Specification 2014.

1.2 SCOPE

This policy relates to students of Spring Hill College and applies to all staff and management of Spring Hill College.

1.3 POLICY STATEMENT

In compliance with Standard 3, this policy administers the following institutional standards as part Spring Hill College's operational and organisation standards:

- Spring Hill College's written agreements with the students contain the amounts that may or may not be repaid to the student (including any course money collected by education agents on behalf of Spring Hill College.
- Spring Hill College's written agreements with students clearly state the process for students to make an application for a refund.
- Spring Hill College's written agreements contain a plain English explanation of what happens in the event of a course not being delivered.
- Spring Hill College's written agreements contain the statement, "This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws".

Every year, all fees and charges are reviewed and any modifications to the fees are reflected in the corresponding documentation. New fees and charges will generally only apply to incoming students.

1.4 SUPPLEMENTARY FEE AND CHARGES

Students, at any time, may request additional documentation outside of the ordinary documentation that would be provided. Students may incur a fee for the administration required to provide these documents. Types of documents that can be requested are:

Description	Cost
Administration Fee/ Enrolment Fee (Non-Tuition Fee)	\$500 (Cert III – Advanced Dip)
Re-enrolment Fee (non-refundable)	\$200
Deferment Fee	Nil
Suspension Fee	\$300 per week
Transfer fee	Nil
Re-Issue of statement of attainment/ Qualification	\$50
Plagiarised Re-Assessments	\$200
Reassessment fee - students have two (2) resubmissions for any assessment within the unit before a full reassessment	\$200 – to be completed during the next term break
Fee for non-submission of an assessment by the due date	\$50 each submission (paid before allowing access)
Fees for overdue payment of course fees	\$50 per week until outstanding fees are cleared
Credit transfer	Nil
RPL – Application fee	\$250
RPL – Per unit fee	\$500
EzyPay – Insufficient funds for Direct Debit transaction	\$9.90 per attempt
<i>Note: Credit Card surcharges will apply for Mastercard and VISA. Spring Hill College does not accept AMEX or American Express.</i>	

1.5 FEE PROTECTION - TUITION PROTECTION SERVICE

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study.

The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees

SHC can assure you of the security of your international student fees through our compliance with the Education Services for Overseas Students Act 2000 (ESOS Act), Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012, Education Services for Overseas Students (TPS Levies) Act 2012 and Education Services for Overseas Students (Registration Charges) Amendment (Tuition Protection Service) Act 2012 under the Overseas Student Tuition Protection Scheme (TPS) through the commonwealth managed fund known as Overseas Student Tuition Fund (OSTF). For more information about the TPS, please refer to the TPS website: <https://tps.gov.au/StaticContent/Get/StudentInformation>

The Fund (OSTF) is established under the Act to protect the interests of overseas students on student visas or intending overseas students, who are studying or about to study in Australia. Under the legislation, the TPS Director or a delegate will be responsible to place you in a suitable alternative course or, if this is not possible, you will be

eligible for a refund as calculated by the TPS Director.

1.6 REFUND APPLICATION

Refunds of the fees will only be granted in accordance with the refund policy set out below. Enrolment fees (or the equivalent amount taken out of paid tuition fees, if original enrolment fee was waived), are non-refundable under any circumstances, except in the unlikely circumstances where Spring Hill College is unable to provide the course.

The refund will be paid to international students according to the following circumstances:

Circumstance	Refund due
Spring Hill College cancels course before commencement	Full refund of all fees.
Spring Hill College cancels course following commencement	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the default date).
Spring Hill College has not provided an Offer Letter or Student Agreement that meets the requirements of the National Code 2018.	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the default date).
Student withdraws up to four (4) weeks before course commencement.	Application fee not refunded. Refund of all other fees and charges.
Student withdraws less than four (4) weeks before course commencement.	Application fee not refunded. Refund of 90% of all other fees and charges.
The student does not commence on the agreed start date and has not previously withdrawn.	No refund. Fees for the entire term are to be paid.
Student withdraws after commencement.	No refund. Fees for the entire term are to be paid.
The student's enrolment has been cancelled due to disciplinary action.	No refund. Fees for the entire term are to be paid.
Student breaches a visa condition.	No refund. Fees for the entire term are to be paid.
The student supplied incorrect or incomplete information, causing Spring Hill College to withdraw from the course offered before commencement.	No refund. Fees for the entire term are to be paid.

Important Notes

- Incidental fees are all other fees apart from Tuition Fees and Enrolment Fees. For example, airport pickup and costs for excursion food and transport, provided students have the choice of making their own arrangements for purchasing these items from an alternative supplier. ONLY the unspent amount will be returned. If the cost of the service or material has already been incurred this will NOT be refunded.
- Fee refunds for special circumstances (illness, family circumstances) may be agreed upon, on an individual basis, at the discretion of the Campus Manager.
- If a student withdraws and there is a refund due for their OSHC, then they must apply direct to the OSHC provider for any refund due. This will be subject to the provider's refund policy.

All date calculations are based on the date the form is received by SHC, not the date the student completed the form (if different).

If the total fees paid do NOT include an enrolment administration fee, then SHC reserves the right to deduct the administration fee to cover expenses.

Refund guidelines in the event that a course is not delivered by SHC

SHC will provide a refund of unspent course fees paid in advance where:

- The course does not start on the agreed starting day.
- The course ceases to be provided at any time after it starts but before it is completed; or
- The course is not provided in full to the student because a sanction has been imposed on the registered provider under part 6 (ESOS Act)

In the unlikely event that SHC is unable to deliver your course in full, you will be offered a refund of any unspent fees received by SHC, in respect of the course. The refund will be paid to you within four (4) weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment on an alternative course. You have the right to choose whether you would prefer a refund of unspent course fees, or to accept a place on another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

Upon enrolment, the signed statement of fees and availability of complaints and appeals process does not remove the rights of the student to take action under Australia's consumer law.

- If a student withdraws from his or her course and would like a refund, or to have fees reduced, they need to make a request in writing and submit a completed refund/remittance form.
- Applications for refunds must be received within 21 days of cancellation.
- Assessing refund requests will be based on the cost of the services Spring Hill College provided to the student.

1.7 REFUND REQUEST

Where a student believes that they have grounds for a refund, students should submit a written Application for Refund Request Form to the admin, stating valid reasons for their refund application.

The admin will in turn:

- present the application to Campus Manager.
- provide the student a written copy of the Campus Manager's decision and the breakdown of any money refunded.
- advise the student of their right to appeal the decision of SHC.

Refunds are at the discretion of Campus Manager.

1.8 PAYMENT OF REFUNDS

The refund will be paid to the same person or body from whom the payment was received on behalf of the student, unless the student gives direction to pay someone else. Refunds will not be paid to agents.

RTO may, at its absolute discretion, refund to the student some or all course money where it determines that there are extenuating or compassionate circumstances.



1.8.1 Refund Approvals

All refunds must be approved by the Campus Managers. Exemptions to any of the abovementioned cases may only occur where the student has extenuating, or compassionate grounds as determined by the Campus Managers. "This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws".

1.8.2 Non-Payment Of Fees and Debt Collection for All Students

Students are required to pay all their course fees as they become due (as per the conditions outlined in the enrolment documentation). If fees are not paid on time, staff will attempt to make contact with the students to arrange an appointment with the Campus Manager and they will be given the opportunity to discuss any compassionate and compelling circumstances and get their fees up to date. Should staff be unable to establish contact with the student, a week after fees were due, Spring Hill College will charge a late fee of \$50 per week until owing fees are cleared and will send a Notification of Intention to Report for outstanding fees, which may lead to cancellation of the student's enrolment. Ongoing delays in payment Spring Hill College fees may result in cancellation of enrolment.

1.8.3 Refund Procedure

If your request for a refund is approved:

- We'll let you know our decision in writing along with any refund or adjustment notice.
- All refund requests are to be authorised by the Campus Manager and applications processed within four (4) weeks of the application being received.
- Refund request is to be entered into the student management system and copies of evidence are stored within the student's file.



Document Control			
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