

# Student Fees and Charges Policy

## 1 PURPOSE

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To provide a clearly documented process relating to fees and charges associated to overseas students studying at Pal Education. This policy has been developed in accordance with supports clause 5.3 of standard 5 and Clause 7.2 of Standard 7 of the standards for Registered Training Organisations 2015

To ensure each local or overseas student, or prospective student is properly informed and protected through the provision of comprehensive and relevant fee information

## 2 SCOPE

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This policy applies to all Students who are commencing, have commenced or are continuing study with Pal Education.

All students choosing to study at Pal Education are required to pay all fees and charges agreed to in the Letter of Offer and Acceptance (Written Agreement).

## 3 POLICY STATEMENT

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### 3.1 GENERAL RULES

- 3.1.1 Pal Education charge a variety of fees and charges for courses in relation to market demand.
- 3.1.2 Fees and charges are published and available online via Pal Education's website and marketing materials.
- 3.1.3 Students are notified in their Letter of Offer and Acceptance (Written Agreement) of all fees and charges, including that these are subject to change.
- 3.1.4 Payments including fee deposits are not accepted from students until Pal Education receives their signed and completed Letter of Offer and Acceptance (Written Agreement).
- 3.1.5 Tuition fees do not include placement fees or material fees.
- 3.1.6 Fees and charges are reviewed at least annually.
- 3.1.7 Any changes to fees and charges are updated on all electronic and print material including Letter of Offer and Acceptance (Written Agreement) and marketing/recruiting materials.
- 3.1.8 International education agents are notified of any changes to fees and charges and are supplied with updated materials.
- 3.1.9 Pal Education will not issue any qualification or award prior to the completion of payment of all fees and charges in full.

- 3.1.10 Course fees may be varied during the duration of a student's course. The course fees in the Letter of Offer and Acceptance will be quoted per semester, per unit cluster (or phase for AVI courses), or per unit. Once a student has signed a Letter of Offer and Acceptance, the fees for the first semester, or first unit cluster/phase, will be fixed. However, any subsequent semester or unit cluster/phase fees may be changed. Any fees changes will be communicated to the students in writing.
- 3.1.11 For students completing individual units of competency, the fees invoiced will remain the same until the delivery completion of the unit of competency. If the student is not able complete the unit of competency in the duration specified for the unit of competency, the student may be required to re-enrol into that unit and pay the most current fees.
- 3.1.12 Rescheduling of any course or unit of competency may incur variations in fees and charges such as an increase to be paid or an amount to be refunded.
- 3.1.13 Enrolling in a new course will incur any new fees.
- 3.1.14 Tuition fees will not be transferred to another educational institute.
- 3.1.15 Pal Education enrolment/application fee is non - refundable.
- 3.1.16 In the event a student abandons the course, all fees due are payable.

## 3.2 FEES AND CHARGES

- 3.2.1 Fees are payable as agreed with Pal Education and documented in the Letter of Offer and Acceptance of Offer. The balance of fees is to be paid on the basis of an instalment program (per semester or per unit cluster/phase) that is scheduled and agreed upon in the Letter of Offer and Acceptance of Offer.
- 3.2.2 Tuition fees will not be transferred to another educational institution.
- 3.2.3 Pal Education may restrict or withhold services or materials from learners if fees are overdue.
- 3.2.4 Students are required to pay the following fees:
  - a) Application/enrolment fee (non- refundable)
  - b) Course, as per letter of offer
  - c) Material Fees, as per letter of offer
  - d) Placement fees (if applicable), as per letter of offer
  - e) Overseas Student Health Cover (OSHC),
  - f) Accommodation (if applicable),
  - g) Airport Pickup, and
  - h) Any other fees outlined in the Letter of Offer and Acceptance (Written Agreement) and attached schedule of fees for students.
- 3.2.5 Applicants must pay the following fees in order to secure their enrolment at Pal Education:
  - a) A specified pre-payment tuition fees (this will be no more than 50% of the total course fees for overseas students)
  - b) Application/enrolment Fee
- 3.2.6 Payment particulars:
  - a) Students must pay the Application/Enrolment Fee, otherwise the application will not be processed.
  - b) Enrolment/ Application Fees are non-refundable.
  - c) Students must pay all associated Course Fees as per the Letter of Offer and Acceptance (Written Agreement) and Fee Schedule, otherwise students will not be allowed to continue study.

- d) Course fees cannot be paid in Full at the start of the course, but can be paid in advance of accordance with the schedule outlined in the Enrolment Agreement.
- e) Course Fees will not be transferred to another provider, should a Transfer of Provider request be approved.
- f) A Refund of any fee will only be processed in accordance with the Refund Policy.

### 3.3 FEE INCREASES

- 3.3.1 Students are informed on the Letter of Offer and Acceptance of Offer that tuition fees may increase during their period of enrolment at Pal Education.
- 3.3.2 Fees during the enrolment period as tabled under 4.2, may be subject to increase. Notices will be placed throughout the Pal Education campus(es) notifying students if any of these fees are to increase. Students will be provided with four weeks' notice of the intention to increase any of these fees.

### 3.4 PAYMENT METHODS

- 3.4.1 All Fee payments must be made in Australian Dollars and can be paid by:
  - Cash,
  - Direct or SWIFT Deposit,
  - Credit/Debit Card,

### 3.5 PAYMENT EXTENSION

- 3.5.1 Should the student experience financial difficulties or encounter unforeseen circumstances where payment of fees cannot be made, then the student may request an extension of fees by submitting a Fee Extension Request Form.
- 3.5.2 The Fee Extension Request Form must be received prior to the fee due date. If the form is not received by the due date, then the student will be subject to late payment fees, regardless of whether an extension has been granted.
- 3.5.3 Applying for a fee extension does not guarantee that an extension will be granted.
- 3.5.4 If an extension is approved, then a revised payment schedule will be determined.

### 3.6 LATE PAYMENT

- 3.6.1 Should a student not pay the required fees by the due date and has not submitted and had approved a Fee Extension Request Form, then the following late payment fees apply:
  - 10% on any outstanding amount greater than \$500 AUD
  - 20% on any outstanding amount less than \$500 AUD
- 3.6.2 Should a payment plan be entered into, the due date is the date of the agreed instalment due date, should a student fail to pay 2 or more instalments then the overdue fees will apply to each instalment that is late.

### 3.7 CANCELLATION

3.7.1 The failure to pay any owed fee or late payment may result in the cancellation of the student's enrolment.

3.7.2 In the event that a final notice to cancel CoE, the student shall have 20 days to access the Complaints and Appeals process.

### 3.8 TUITION ASSURANCE

In accordance with the ESOS Act, Pal Education ensures the security of Student Fees through membership to the Tuition Protection Service.

Note: CEO of Pal Education provides full authority to RTO Manager to deal with all matters relevant with compliance and RTO management.

## 4 SCHEDULE OF FEES

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### 4.1 APPLICATION/ENROLMENT FEE (NON-REFUNDABLE)

A non-refundable application fee of \$250.00 applies.

### 4.2 FEES DURING THE ENROLMENT PERIOD

Repeat of unit, or unit cluster/phase	As per Unit cost as outlined in scheduled fees
RPL assessment (per unit of competency)	As per Unit cost as outlined in scheduled fees
Administration fee for cancellation	\$250
Cancelation fee	Free
Reissue of CoE	Free
Replacement Diploma / Certificate	\$50
Bank dishonor fee	Free
Additional statement of attainment (one statement of attainment will be provided free of charge each term)	\$50
Reassessment/ Catch Up	Free as long as student kept enrolling in the course
Re-enrollment	\$100
Replacement ID card	\$15
Academic support class (per two-hour class)	Free
Moderation on appeal (per assessment task per unit)	Free
“One-on-one” mentoring (per hour)	Free
LLN skills assistance (per hour)	Free