

# Fees, Charges & Refund Policy

## Policy

Information regarding fees must be clearly expressed and in a language that clients understand. All fees and charges must be included in this information; including such fees and charges as RPL charges, and any additional charges imposed for learners who do not successfully complete their programs. Clear policy information ensures both the client and RTO are protected.

## Purpose

To specify the conditions under which EIM International Training will apply its Fees Charges and Program Costs to the client, and to specify the conditions under which EIM International Training may apply and approve a refund. EIM International Training applies this policy consistently and fairly to any student enrolled in a program at EIM International Training.

## Refund if Course Cancelled by EIM International Training

If EIM International Training cancels a Fee for Service (FFS) course before the course or student commences, EIM International Training must refund the fees paid for the course.

## Refund if Enrolment Cancelled Before Course Starts

For both off-shore and on-shore students where your visa is refused before you start your course, you are entitled to a full refund of your tuition fees including holding deposit, less an administrative fee of no more than five per cent or \$500 (whichever is the lesser amount) and Enrolment Fee. All refund requests due to Visa refusals must be accompanied by a copy of the Department of Home Affairs issued notification of "Refusal of Application for a Student Subclass 500 Visa."

Where withdrawal is notified in writing and received by EIM International Training 28 days or more before the nominated start of the course, 100% of the tuition fee less holding deposit, enrolment fee and agent fee if applicable will be refunded.

Where withdrawal is notified in writing and received by EIM International Training less than 28 days before the nominated start of the course, 75% of the tuition fee less holding deposit, enrolment fee and agent fee if applicable will be refunded.

## Refund if Enrolment Cancelled After Course Starts

Where withdrawal is notified and received by EIM International Training on or after the nominated course start date or after the course starts, no refund of tuition fees will be paid.

If a student wishes to transfer to another provider less than 6 months into their 'principal course', they will require a release and as such will be required to have paid 6 months of tuition based on the existing payment instalment agreement signed at induction before that release can be actioned.

## Refunds will not be granted if:

1. The Department of Home Affairs excludes a student from continuing a course.
2. A student withdraws after the course start date
3. EIM International Training reports a student to The Department of Home Affairs for any reason, or suspends or expels said student from the college at any time.
4. A student does not start on the nominated course commencement date, and has not previously withdrawn from the course.

5. A student submits falsified evidence of eligibility for a course (i.e. IELTS certificate or school certificates) and upon initial assessment does not meet entrance criteria.
6. EIM International Training has to temporarily close due to extenuating circumstances such as fire, cyclone or flooding (natural disaster), or to ensure safety due to circumstances outside their control.
7. Days are lost due to the late commencement of a course, public holidays or absences during the course.

## **Material Fees and Other Charges**

EIM International Training will not refund material fees and other charges considered to be supplied to and or used by the student.

## **Transfers of Enrolment**

This section applies to students currently enrolled in a course at EIM International Training who wish to transfer into another program/course offered at EIM International Training.

1. Transfers will only be approved within three months of the course/program commencement date.
2. If a student chooses to transfer to a course of lesser value than that of the original course, the course fees will remain the same and will not change to reflect the new course.
3. If the new course is of greater value than a student's current course, the student will need to pay the additional Course Fees to match the value of the new course.
4. Course Fees will not be refunded as a result of a course transfer.
5. Please refer to the Schedule of Administrative Fees for course transfer fees.
6. Course transfer fees are non-refundable.

## **Refused Applications for Refunds**

1. If a person's application for a refund is refused, EIM International Training must give the person written notice of the reasons for refusal.
2. The person may, within 14 days after written notice is given, apply to the EIM International Training CEO or Group General Manager for a reconsideration of the refusal.

## **Effective Date**

This policy applies to all refunds on/ after 4th January 2021.

## **Related Legislation & Regulations Legislation**

Financial Administration and Audit Act 1977

Standards for National VET Regulator (NVR)

National Vocational Education and Training Regulator Act 2011

Financial Viability Risk Assessment Requirements 2011

The Education Services for Overseas Students (ESOS) Act 2000

National Code of Practice for Providers of Education and Training to Overseas Students 2018

## **Related Documents**

Schedule of Administration Fees

Schedule of Course Fees

Program Application form