

**Policy Number & Name:** RTOPRO033 Student Fees and Charges

**Policy Area:** Crown College International – International Students Only

**Authorised by:** Finance and Resource Committee

**CRICOS Provider No**           **03582D**

**Organisation Definition:**

Crown Melbourne Limited trades as Crown Melbourne Limited, Crown College and Crown College International. For the purpose of this policy, any reference to Crown College, or the ‘college’ should be considered a reference to any these respective trading names.

**1. Policy**

1.1 This policy is designed to provide a clear documented process relating to all fees and charges associated to international students studying at Crown College International.

1.2 It defines the various types of fees and charges associated with study at Crown College International, penalties for non-payment and payment plans if applicable.

**2. Scope**

2.1 This policy applies to all international students who are commencing, have commenced or are continuing study with Crown College International.

2.2 International Students choosing to study at Crown College International are required to pay all Fees and Charges agreed to in the Student Letter of Offer and Agreement.

**3. Responsibility**

3.1 The Group General Manager – Learning & Development and the Group Manager, Operations are responsible for the setting and publishing of fees.

## **4. Procedures**

### **4.1 Fees and Charges**

4.1.1 Students are required to pay to Crown College International the following fees:

- i. Application fee
- ii. Course tuition fees
- iii. Materials fees if applicable to the course
- iv. Any other fees outlined in the Additional Fees Schedule.

4.1.2 Students must pay the Application Fee otherwise the application for enrolment will not be processed.

4.1.3 Application Fees are NON REFUNDABLE.

4.1.4 Students must pay all associated Course Tuition Fees as per the Letter of Offer and Agreement and Invoice provided to them, otherwise students will not be allowed to commence study.

4.1.5 When a student accepts an offer by Crown College International by paying the fees, a binding contract is created between the student and Crown College International. It is the student's responsibility to ensure they are able to pay their fees.

4.1.6 Invoiced tuition fees as per the Letter of Offer must be paid to Crown College International and receipt of payment must be confirmed before a Confirmation of Enrolment will be issued.

4.1.7 Course tuition fees must be paid in advance of the commencement of each study period (term) or in accordance with a signed payment plan (if supplied).

4.1.8 If a student is granted Credit Transfer the unit fee will be calculated on the individual unit cost and deducted from the total tuition fees.

4.1.9 Course Tuition Fees will not be transferred to another provider, should a Transfer of Provider request be approved.

4.1.10 A Refund of any fee will only be processed in accordance with the Refund Policy

4.1.11 If a student has been excluded or withdrawn and is later re-admitted, the student is liable for the fees that apply at the time of re-enrolment.

4.1.12 Fees are subject to change throughout the life of the course. Fee changes will be published with appropriate notice and will be made available on the website and relevant student documents.

## **4.2 Payment of Fees**

4.2.1 International students must pay all fees for the first study period (term) at least 3 weeks prior to the course commencement date.

4.2.2 All Fee payments must be made in Australian Dollars and can be paid by:

- i. Bank Deposit
- ii. Credit Card
- iii. SWIFT payment

4.2.3 International students will be provided with a documented payment plan at enrolment. Students are required to sign and agree to the payment plan for the duration of their study at Crown College International.

4.2.4 Invoices will be emailed to students using the most recent contact email details provided. It is the students responsibility to notify Crown College International of any change of details within 7 days..

4.2.5 Students with an approved monthly payment plan will receive an invoice of tuition fees via email on the first of each month, with fees due on the 15<sup>th</sup> of the month.

4.2.6 Students with an approved monthly payment plan will receive a reminder email on the 10<sup>th</sup> of the month to pay tuition fees by the 15<sup>th</sup> of the month.

4.2.7 Students with an approved monthly payment plan will receive notification of an overdue invoice 3 business days after the 15<sup>th</sup> of the month. Students are liable to pay the additional late payment fee.

4.2.8 Students with an approved term payment plan will receive an invoice of tuition fees via email on the 1<sup>st</sup> of the month of the commencing term, with fees due on the 15<sup>th</sup> of the month.

4.2.9 Students with any overdue invoice will be contacted by student services and a file note retained detailing any reasons given by the student for the non-payment of fees.

4.2.10 Students who have outstanding tuition fees greater than 4 weeks past the due date will be restricted from studies.

## **4.3 Payment Extension or Payment Plans**

4.3.1 Crown College International offers students the option to pay course tuition fees on a monthly basis. The monthly payment plan is approved and agreed at the time of enrolment.

- 4.3.2 The monthly payment plan facility is only available in relation to course tuition fees.
- 4.3.3 A payment plan is not available in relation to penalty charges, OSHC, or other services.
- 4.3.4 Other payment plans are determined on a case-by-case basis and will be approved by the Group Manager - Operations.
- 4.3.5 Should a student encounter unforeseen circumstances where payment of fees may be delayed, then the student may request an extension of fee payment by submitting a Fee Extension Request Form.
- 4.3.6 The Fee Extension Request Form must be received by Student Services prior to the fees 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.
- 4.3.7 If an extension is approved, then a revised payment schedule will be determined and agreed to by the student.

#### **4.4 Late Payment**

- 4.4.1 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:
  - i. \$200 per overdue invoice
- 4.4.2 All outstanding student debts must be settled before all final assessments are undertaken. Final results will be withheld until full payments including any late penalty charges have been received.
- 4.4.3 International Students will not be allowed to continue in further units of study or courses until all outstanding debts are settled.
- 4.4.4 If fees remain unpaid more than 4 weeks past the due date or if the agreed payment plan arrangements are consistently broken, Crown College International will commence proceedings to cancel the student enrolment.
- 4.4.5 In the event a student is advised their enrolment will be cancelled, the student shall have 20 working days to access the Complaints and Appeals process.
- 4.4.6 International students are required to demonstrate to the Australian government sufficient funds to cover their studies in Australia. As such, financial hardship is not considered grounds for appeal.

## 4.5 Restrictions

4.5.1 The following restrictions may be applied to a student's enrolment due to overdue fees:

- i. Students will be unable to attend scheduled classes where this may result in the students having to repeat missed learning and assessment;
- ii. Students will be unable to enroll in subjects;
- iii. Students will be restricted from attending Crown College International services and events;
- iv. Withholding of academic transcripts, Statements of Attainment, letters of completion and certificates.

## 4.6 Additional Fees

4.6.1 If a student:

- i. Attended less than 70% of the scheduled classes for a unit and did not achieve competency in that unit; or
- ii. Received a 'not competent' result in a unit; or
- iii. Has received a 'not competent' result in a practical cookery assessment

Then the student will be charged an additional fee to re-sit the unit of competency or re-sit the assessment as per additional charges below.

4.6.2 Additional fees will be charged as follows:

Description	Cost in AUD
Uniform Fee (required for Commercial Cookery & Patisserie)	\$250
Knife set (required for Commercial Cookery & Patisserie)	\$500
Application Fee (non-refundable)	\$200
Re-issue of Confirmation of Enrolment	\$50
Re-issue of Letter of Offer	\$50
Re-issue of Student ID Card	\$10
Re-issue of Transcript of Results	\$50
Re-issue of Transcript of Results (if sending overseas)	\$75
Re-issue of Certificate	\$50
Re-issue of Certificate (if sending overseas)	\$75
Re-issue of Statement of Attainment	\$50
Re-issue of Statement of Attainment (if sending overseas)	\$75
Re-sit of Unit Fee (calculated on each individual unit cost)	Up to max. \$1500
Re-sit of Theory Assessment Fee	\$200
Re-sit of Practical Assessment Fee	\$500
Late payment of invoice Fee	\$200
Recognition of Prior Learning (per unit)	\$1500
Credit Transfer	NIL

#### **4.7 Overseas Student Health Cover**

- 4.7.1 It is a condition of international student visas, that the Australian Government requires the student to have Overseas Student Health Cover for the duration of their time in Australia.
- 4.7.2 Crown College International is able to arrange OSHC through BUPA as the preferred provider and will provide the associated fees and charges on the Letter of Offer, or;
- 4.7.3 The student is free to arrange OSHC themselves.
- 4.7.4 Students will not be able to obtain a valid Student VISA, if they do not have proof of OSHC.
- 4.7.5 Refunds for OSHC are to be directed to the OSHC provider.

#### **4.8 Tuition Protection**

- 4.8.1 In accordance with the ESOS Act, Crown College International ensures the security of Student Fees through membership to the Australian Government's Tuition Protection Service (TPS) which is a placement and refund service for international students.
- 4.8.2 In the event that Crown College International ceases to provide a course of study in which a student is enrolled the student will be entitled to a choice of the following:
  - I. An offer of a place in a similar course of study with another provider without the requirement to pay the second provider any student contribution or tuition fee for any replacement units (this is known as the "Course Assurance Option"; OR
  - II. A refund of the student's up-front payments for any unit of study that the student commences but does not complete because Crown College International ceases to provide the course of study of which the unit forms part (this is known as the "Tuition Fee Repayment Option")
- 4.8.3 Crown College International will meet the tuition assurance requirements of the ESOS Act 2000 through membership of the Tuition Protection Services – <http://tps.gov.au/Home>
- 4.8.4 If Crown College International ceases to provide a course of study, and is not in a position to refund the tuition fees, Crown College International will advise the TPS Director within three business days of the default or intention to default and will have 14 working days to satisfy its tuition protection obligations to current students. At the end of 14 working days, Crown College International will have a further 7 working days to advise the TPS Director of the outcome.

## 5. Related Documents

RTOPRO034 Refund Policy  
Fees Extension Request Form  
Student Letter of Offer and Agreement  
Agreed Payment Plan

## 6. Policy Publication

All policies and procedures that are applicable to prospective students and enrolled students (domestic or international) and all relevant organisation employees/contractors are made available on request at all times, and form part of the induction and orientation for employees/contractors and students and are made available via the website (where appropriate), student administration/management systems, learning management system and internal electronic systems.

## 7. Definitions

**Application Fee** is a non-refundable fee that is charged for providing the administration and service of processing the student application. This fee is in addition to Tuition Fees and additional charges.

**Tuition Fee** is a compulsory academic fee payable by students for courses offered at Crown College International. The Tuition Fee does not include materials or any other additional charge or cost.

**Tuition Protection Service (TPS)** is a protection scheme for international students whose provider cannot fully deliver a course for which the student has paid. The TPS ensures that students are able to either:

- a) Complete their studies in another course with or without another education provider, or
- b) Receive a refund of their unspent tuition fees

## 8. Amendment Schedule

Table detailing any amendment made to the policy between review dates:

Date	Modification	Version	By
22.5.2017	Updated formatting and numbering system	2.0	Vanessa Hoppe
23.3.2018	Updated National Code 2018	3.0	Vanessa Hoppe
17.10.2018	Payment of fees, additional charges and late payment updated	4.0	Vanessa Hoppe

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