

# International student fees & refund policy & procedure

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## 1. Policy

- 1.1 This policy and procedure applies to international students applying to and/ or studying at Gippsland Institute of Technology. Gippsland Institute of Technology employs effective Student information policy and procedure to ensure that all international students are informed of all study related fees and refunds terms, conditions and processes prior to enrolment.
- 1.2 The CEO is responsible for the implementation of this policy and procedure.
- 1.3 Gippsland Institute of Technology has a fair and reasonable course refund policy and provides this information to all international students' pre enrolment.
- 1.4 Gippsland Institute of Technology will notify the regulator of any significant changes to fee payment arrangements and tuition protection arrangements.
- 1.5 Gippsland Institute of Technology takes all reasonable steps to ensure we provide a course to International students once it has been confirmed.
- 1.6 In the unlikely event of Gippsland Institute of Technology being unable to fulfill its commitment to provide a course at the agreed date it will offer the International student a full refund of fees paid to date or re-schedule the course.
- 1.7 Gippsland Institute of Technology is a member of the Tuition Protection Service.
- 1.8 The Institute may amend tuition and other course related fees during the period of a student's enrolment. Any fee changes during the period of enrolment will not be applied to existing students. All students are required to pay tuition and other course related fees as indicated in the Written agreement between the student and the Institute.
- 1.9 This policy and procedure is implemented in compliance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015 Standard 7 and Financial Viability Risk Requirements 2011 and the National code of practice 2018 Part B standards 1, 2 and 3.

## Procedure

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### 2. Fees

- 2.1 Fees are collected in advance of course commencement and at the identified points during each course.
- 2.2 The tuition fees for each course are outlined below:  
  
AUR30620 Certificate III in Light Vehicle Mechanical Technology    \$14,000 (inc enrolment fee \$250)  
  
On enrolment \$7,000 is payable of which \$250 is a non-refundable enrolment fee. The remaining \$7,000 is payable one week prior to the commencement of term 3. Course duration 56 weeks – 4 terms.  
  
AUR40216 Certificate IV in Automotive Mechanical Diagnosis    \$4,500 (inc enrolment fee \$250)  
  
On enrolment \$2,250 is payable of which \$250 is a non-refundable enrolment fee. The remaining \$2,250 is payable one week prior to the commencement of term 2. Course duration 28 weeks – 2 terms.

## AUR50216 Diploma of Automotive Technology

\$5,500 (inc enrolment fee \$250)

On enrolment \$2,750 is payable of which \$250 is a non-refundable enrolment fee. The remaining \$2,750 is payable one week prior to the commencement of term two. Course duration 34 weeks – 2 terms.

Tuition fees indicated include the cost of learning materials and equipment e.g. textbooks and tools.

Other payment plans also available. Contact GIT for more information.

Other fees are charges that will apply if services are accessed by the student:

RPL Assessment per unit	\$400 per unit
Enrolment fee	\$250
Credit Transfer	No Charge
Issuance of first certificate/ statement of Attainment	No Charge
Re-submission of Assessment (after the permitted 3 attempts)	\$250
Issuance of replacement certificate or Statement of attainment	\$50
Re-submission of Assessment (after the permitted 3 attempts)	\$250
Re-training of a unit fee	\$250
Change of course fee	\$250
Course variation fee	\$150
Re-issue of overalls	\$50
Re-issue of course textbook	\$100

- 2.3 On enrolment a deposit fee of 50% of tuition fee is payable, including a \$250 enrolment fee. Initial fee deposits must be paid after course acceptance and prior to Gippsland Institute of Technology issuing a Confirmation of Enrolment (CoE). On going fee instalments are collected as per clause 2.2. of this procedure.
- 2.4 Gippsland Institute of Technology does not request more than 50% of course fees in advance. However, if a student wishes to pay more than 50% of course fees in advance then Gippsland Institute of Technology will accept this payment amount.
- 2.5 Fee information is provided to International students' pre enrolment in the International student handbook, Written agreement and Letter of offer.
- 2.6 Fees collected and placed in the organisation's bank account within 5 working days of collection.
- 2.7 All international students are provided with a receipt for fees paid.
- 2.8 All fee information is recorded against each International student. Fee information recorded:
  - Amount due for course
  - Amount paid to date for course
  - Balance due for course
  - Course cancellation/ refund information (where appropriate)
- 2.10 Course fees collected are not accessed until the International student commences their course.
- 2.11 Fees for additional services accessed e.g. replacement certificates are due at the time of the request for service.

### 3. Refunds

- 3.1 Gippsland Institute of Technology has a fair and equitable refund policy.
- 3.2 The refund policy is made available to all international students' pre enrolment via the International student handbook and Written agreement.

- 3.3 The enrolment fee is non-refundable in all circumstances (except student withdrawal on or before the course commencement date due to visa refusal).

- 3.4 Gippsland Institute of Technology provides applicants a 7 day cooling off period. This means that if a student accepts an offer of a place and pays Gippsland Institute of Technology relevant course fees before the course start date, and then changes their mind (for any reason) before or on the course start date, a full refund of course fees paid to date (minus the \$250 enrolment fee) will be provided. Students must notify Gippsland Institute of Technology in writing within 7 days of paying Gippsland Institute of Technology any fees.
- 3.5 All International student refund details are placed in their file.
- 3.6 Students may nominate a person or organisation to receive receipt of any fee refund paid to the student by Gippsland Institute of Technology.

#### 4. Fees & refunds definitions

Tuition fees:	Fees paid by the student (or third party) to Gippsland Institute of Technology for training and assessment services provided by Gippsland Institute of Technology. Tuition fees do not include any other fees e.g. OSHC, enrolment fee etc.
Enrolment fee:	Fee paid by the student (or third party) to Gippsland Institute of Technology for the costs of processing a student enrolment application.
Course fee:	Course fee is the tuition fee paid plus the enrolment fee paid.
Reassessment fee	Students are permitted three attempts for each assessment task. The re-assessment fee is applied after the student has failed to demonstrate competence in an assessment task after three attempts.
Re attempt unit fee	Students who are judged Not Yet Competent in a unit may have to undertake all training and assessment activities again. This re- attempt unit fee will be applied in this situation.
Change of course fee:	This fee is applied if the student wishes to change their course after the issuance of a Confirmation of Enrolment.
Course variation fee:	This fee is applied if a student wishes to change the start date after issuance of the Confirmation of Enrolment or if the student wishes to suspend their studies for a period of time.
Provider default	<p>In the unlikely event that Gippsland Institute of Technology is unable to deliver your course in full, you will be offered a refund of all the unused tuition fees paid to date. The refund will be paid within 2 weeks of the day on which the course ceased being provided.</p> <p>Alternatively, you may be offered enrolment in a suitable alternative course by Gippsland Institute of Technology at no extra cost to you. Students have the right to choose whether they prefer a full refund of course fees, or to accept a place in another course.</p> <p>If you choose placement in another suitable course, we will ask you to sign a document to indicate that you accept the placement. If Gippsland Institute of Technology is unable to provide a refund or place you in an alternative course our Tuition Protection Service (TPS) is provided.</p>

Student default	If a student withdraws from a course or has their enrolment cancelled by Gippsland Institute of Technology (e.g. for not maintaining satisfactory course progress, breaching the Gippsland Institute of Technology Code of conduct, not paying fees).
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## 5. Calculating tuition fee refunds

Refunds will be calculated as follows:

Tuition fee per week x number of weeks unused course fees the student has paid for at point of withdrawal

The weekly tuition fee for the course will be identified by calculating:

Total course fee divided by number of weeks in the course. e.g. Total tuition fee \$1,250/ 10 weeks' duration = \$125 per week.

The number of weeks of course that have been paid for but remain unused will be calculated as follows:

The number of weeks course paid for minus the number of scheduled weeks of course completed at point of withdrawal from the course e.g. 10 weeks course paid minus 6 weeks course completed = 4 weeks unused course.

The amount refunded will be the course fee per week x the number of weeks' unused course at point of withdrawal e.g. Tuition fee of \$125 per week x 4 weeks unused course = \$500 refund paid to the student.

### Refund terms and conditions

Student withdraws from the course after fees have been paid but before the course commences due to visa refusal	Full refund of tuition fees paid less enrolment fee
Student withdraws after course commencement due to visa refusal	Refund unused tuition fees paid less enrolment fee
Student withdraws from the course before course commencement (non-visa refusal)	90% of tuition fees paid refunded less enrolment fee
Student withdraws from the course on or after the course commencement date.	Refund unused tuition fees paid less enrolment fee
Student in breach of visa conditions and/ or conditions of enrolment as per Written agreement and has enrolment cancelled by Gippsland Institute of Technology	Refund unused tuition fees paid less enrolment fee
Provider default - the provider is unable to offer the course in full	% of unused tuition fees paid refunded or enrolment in another suitable course at Gippsland Institute of Technology or Tuition Protection Service (TPS)
Student notifies Gippsland Institute of Technology in writing that they wish to cancel their enrolment within 7 days of accepting an offer and paying course fees. Only applicable pre enrolment. (Cooling off period).	Full refund of course fees paid minus enrolment fee

The Enrolment fee is non-refundable in all circumstances (except provider default)



Any refunded amount will have an amount deducted for any applicable transaction fees, bank charges and currency exchange fees. Transaction fees, bank charges and currency exchange rates will be applied at the rate charged to Gippsland Institute of Technology.

## 6. Tuition protection Service

- 6.1 Gippsland Institute of Technology is a member of the Tuition Protection Service (TPS). This means that the fees paid to Gippsland Institute of Technology are safeguarded if Gippsland Institute of Technology defaults on delivering the courses students are enrolled in.
- 6.2 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 course fees
- 6.3 In the unlikely event that Gippsland Institute of Technology is unable to deliver the course you have paid for and does not meet our obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid course fees, the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.
- 6.4 Prior to a student enrolling fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the scheduled duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course.
- 6.5 There is no obligation on the student or Gippsland Institute of Technology until the Written Agreement is signed by all parties, funds have been cleared by Gippsland Institute of Technology bank and an official receipt is issued by Gippsland Institute of Technology.

## 7. Applying, processing and payment of refund applications

- 7.1 Refund applications must be made in writing to Gippsland Institute of Technology. Verbal requests are not accepted. The Student refund application form is available from Gippsland Institute of Technology reception or by email [contactus@git.vic.edu.au](mailto:contactus@git.vic.edu.au). Student refund application form must be used as the written application.
- 7.2 Students must contact Gippsland Institute of Technology and request a copy of the Student refund application form. This will be sent to the students e-mail address or given to them personally.
- 7.3 The Student refund application refund form must be submitted to Gippsland Institute of Technology along with supporting documentation by email to [contactus@git.vic.edu.au](mailto:contactus@git.vic.edu.au).
- 7.4 International students requiring assistance with completing the form may contact [contactus@git.vic.edu.au](mailto:contactus@git.vic.edu.au) for assistance.
- 7.5 Refunds will be processed within 14 days of receipt of a written application and will include a statement explaining how the refund was calculated.
- 7.6 Refunds are made in the same manner fees were paid. e.g. If a Student paid fees through credit card, the refund amount will be credited to the credit card; and the same for other methods of payments.
- 7.7 All international students will be notified in writing of the Gippsland Institute of Technology outcome of their application along with reasons why it was declined (if appropriate).

- 7.8 International students have the right to access the Gippsland Institute of Technology Complaints and appeals policy and procedure if they wish to appeal the decision. Complaints and appeals must be lodged within 20 working days of receiving notification of the decision.

- 7.9 The Written agreement and the availability of the Complaints and appeals policy and procedure, does not remove the right of the students to take action under Australia's Consumer Protection Law.

## 8. Provider default

- 8.1 The following circumstances may be the cause of Gippsland Institute of Technology not providing the course in full:
- If the offered course does not start on the scheduled starting date or an alternative agreed starting date
  - If the course ceases to be provided after the course starts but before the course is completed
  - If a course is not provided fully to the International student because Gippsland Institute of Technology has a sanction imposed by the National VET Regulator.
  - If Gippsland Institute of Technology ceases trading

## 9. General

- 9.1 While Gippsland Institute of Technology emphasises the value of pastoral care and seeks to make appropriate and useful services available to international students, whether an International student avails himself/ herself of these services is a matter of individual choice.
- 9.2 International students who breach the Gippsland Institute of Technology Code of Conduct or terms and conditions of the Written agreement may be excluded from their course. Gippsland Institute of Technology will review each case on its individual merits when deciding whether to pay a refund in such circumstances.
- 9.3 International students who are withdrawn from their course and have their enrolment cancelled due to cheating or plagiarism are not entitled to refunds of unused fees paid to date.

## Documents to be employed in conjunction with this policy and procedure

- International student handbook
- Written agreement
- Letter of offer
- Enrolment form
- CoE
- Student files
- Refund application form

## Revision history

Creation/ Revision Date	Comment	Created/ Revised by
1/11/20	Policy and procedure created	CEO

