

Fees Refunds and Charges Policy & Procedure

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Purpose

The purpose of this policy and procedure is to outline the approach of the HORIZON INTERNATIONAL COLLEGE to managing fees and refunds and to demonstrate how fees paid in advance are protected by the college .

This complies with Clauses 5.3, 7.3 and Schedule 6 of the Standards, as well as National Code of Practice 2018 Standards 2 and 3.

Definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

DET means Department of Education and Training

ESOS Act means Education Services for Overseas Students Act 2000

National Code 2018 means The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018

PRISMS means Provider Registration and International Students Management System

Provider default means where the provider fails to start providing the course to the student at the location on the agreed starting day or after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

HORIZON INTERNATIONAL COLLEGE Default HORIZON

INTERNATIONAL COLLEGE will default if:

- it is unable to fulfil its obligations to start or complete a course
- The course stops being provided after it starts and before it is completed
- The course is not provided fully to the student because the HORIZON INTERNATIONAL COLLEGE has had a sanction imposed.

Student Default:

A student defaults if:

- They breach HORIZON INTERNATIONAL COLLEGE registration terms and conditions • They breach student visa requirements
- They cancel their registration after course start date
- They don't pay their fees
- They breach Australian Law

Policy

1. Protection of fees paid in advance

HORIZON INTERNATIONAL COLLEGE protects fees paid in advance by international students. For international student fee protection is ensured as follows:

- All course fees will be held in a separate bank account that can only be drawn down when the student commences. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system
- HORIZON INTERNATIONAL COLLEGE does not require international students to pay more than 50% of course fees prior to course commencement and/or more than \$1500 in total at any one instalment. ▪ After signing and returning the Student Agreement, students are required to pay registration fees and the first tuition fee instalment to a total of A\$1,500
- Then as per the Fee Instalment Schedule as detailed on the student agreement, students are required to pay (in advance of training) a maximum of \$1,500 per instalment until the full amount has been paid
- HORIZON INTERNATIONAL COLLEGE pays into the Tuition Protection Service (TPS) provided by the Australian Government. The TPS provides assurance that in the event of provider Default the TPS will assist the student with refunds and finding alternative providers

2. Fees and refund information

Prospective and current students are advised of the fees associated with a course on the relevant Course Outline and on the Student Agreement. In compliance with Clause 5.3 of the Standards, this is provided prior to admission.

For international students, fee information is always provided prior to enrolment as per the requirements of The National Code 2018 Standard 3. Fee information provided to international students includes:

- All relevant fee information, including fees that must be paid and payment terms.
- Refund information and conditions relating to these.
- The learners rights as a consumer including any cooling off period.

Refund information is outlined in the Student Agreement and in the Student Handbook.

Fees will only be collected once a signed copy of the signed Student Agreement is received by HORIZON INTERNATIONAL COLLEGE.

Circumstances and the potential for changes to fees over the duration of a course,

3. Inclusions in course fees

Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course in which they are enrolling. Course fees will itemise tuition, as well as nontuition fees.

- Course fees include the required learning materials for the course and tuition fee. Any optional textbooks and materials that may be recommended by the trainer and assessor but are not required for a course, are not included in course fees and will be an additional cost should the student wish to purchase such materials. They are not compulsory requirements.
- Course fees include the issuance of a Testamur and Record of Results and/or Statement of Attainment. For additional copies or re-issuing of any of these documents an additional fee is applicable. This fee is currently **\$50** per request.
- Please note: Course fees do not include Overseas Student Health Cover (OSHC) or optional extras such as airport pick up or accommodation. These requirements are a student's responsibility and will incur an additional cost according to the provider selected.

4. Late payments

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

HORIZON INTERNATIONAL COLLEGE reserves the right to suspend the provision of training and/or other services 14 days after the fees were due until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

Following the appropriate intervention support, International students who do not pay their fees will be reported to DHA via PRISMS under student default.

5. REFUNDS

Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to HORIZON INTERNATIONAL COLLEGE using the *Refund Application Form* outlining the details and reason for their request.

When the refund is approved, HORIZON INTERNATIONAL COLLEGE will:

- Issue a statement detailing how the refund was calculated
- Issue the refund within 28 days of receipt of the *Refund Application Form*.

International Students

- Visa refused prior to course commencement: Full refund
- Withdrawal at least 5 weeks prior to agreed start date: 90% refund • Withdrawal at least 3 weeks prior to agreed start date: 70% refund
- Withdrawal less than 2 weeks prior to agreed start date: No refund
- Withdrawal after the agreed start date: No refund
- Visa cancelled due to actions of the student: No refund
- Visa extension is refused: Return of unused tuition fees
- Withdrawal from study – current students: For refund of unused tuition fees, *Notification of Withdrawal* form must be received by HORIZON INTERNATIONAL COLLEGE 4 weeks prior to start date of the following term(s)

HORIZON INTERNATIONAL COLLEGE may consider written requests for refunds due to exceptional circumstances, as indicated in Section 6, and may increase the refund amount.

A. Other circumstances where no refund (0%) will be provided

International Students

- If a student is refused a visa and the reason for the refusal is:
 - Did not start the course at the location on the agreed starting day or o Withdraws from the course at that location or
 - Did not pay the course fees due
- HORIZON INTERNATIONAL COLLEGE terminates a student's enrolment because of a failure to comply with college policies, unsatisfactory academic progress or attendance
- If a student is in breach of their student visa conditions
- If a student has supplied incorrect, false or misleading information.

6. Outcomes of refund decisions

Following receipt of the *Refund Application Form* HORIZON INTERNATIONAL COLLEGE within 28 days will provide the outcome of the refund assessment in writing to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice. Students will also be advised that they may appeal the refund assessment following HORIZON INTERNATIONAL COLLEGE Complaints and Appeals Policy and Procedure.

Procedures

1. Student fees

Procedure	Responsibility
A. Invoices All students should pay their enrolment fee upon application and term fees one week prior to course commencement. Raise an invoice for the amount in line with the payment schedule for the relevant course.	Marketing Officer
- Students should pay each term's course fees by course commencement date. - Keep a copy of the invoice on the student's file.	
B. Fee instalment invoices - Charge fee instalments in line with the relevant payment schedule for the course. - Students should pay by scheduled payment date as mentioned in the Student Agreement. - Keep a copy of the invoice on the student's file.	Marketing Officer
C. Receiving payments - Payments may be made by EFTPOS, cash (not encouraged), direct bank transfer or credit card. - Record payments against the relevant invoice on MYOB - Provide the student with a receipt.	Accounts Officer
D. Managing overdue fees - Send out statements monthly to students to show outstanding fees. - Send payment reminders to students where payments are more than 14 days overdue.	Accounts Officer

2. Refunds

Procedure	Responsibility
E. Processing refunds – provider default - Automatically issues a refund within 28 days to students who have enrolled and paid their enrolment fee and term fee and the course is cancelled prior to commencement. - Automatically issues a refund to students within 28 days where the course has commenced but is cancelled. - Notify students to whom refunds are automatically issued in writing and issue refunds. Record on file. - All other students who withdraw from their course and seek a refund are to make a request for a refund in writing. - Assess refund as per this Policy. - Calculate the relevant refunds. - Operations Manager approves refund assessment. - Notify the student in writing of the outcome of the refund assessment and make payment of refund where applicable. - Keep a copy of the refund assessment on the student's file.	Administration Officer /Operations Manager

F. Processing refunds – student default (international students) - Students who withdraw from their course and seek a refund are to make a request for a refund in writing. - Assess refund as per this Policy. - Calculate the relevant refunds. - Operations Manager approves refund assessment. - Notify the student in writing of the <i>Student Refund Outcome Letter</i> of the refund assessment and make payment of refund where applicable. - Process student default refunds within 28 days of receipt of written application. - Keep a copy of the refund assessment on the student's file.	Administration Officer / Operations Manager
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Document Control

Institution	HORIZON INTERNATIONAL COLLEGE
Policy Name	Student support service P&P
Policy Governance	PEO/CEO
Reference to Standards	Standard for RTOs 2015 (Clauses 5.3, 7.3 and Schedule 6) National Code of Practice 2018 Standards 2 and 3.
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