

Non-Academic

Fee and Refund Policy

Version Control and Modification History Table				
Date	Version	Modification	Approval Authority	Approved & Published Date
12/11/18	1.0	New Fee Policy and incorporation of existing Fee HELP Refund Policy and Non-Fee HELP Refund Policy	Mr Gerald Lipman, Chief Executive	12 November 2018



1 POLICY STATEMENT AND PURPOSE

The purpose of this Policy is to detail the requirements for payment of fees, the actions taken in relation to overdue fees and the refund policy for both Fee Help and Non-Fee HELP students.

2 SCOPE

This Policy applies to all ICHM students.

3 DEFINITIONS

Fee HELP Is an Australian Federal Government loan scheme that assists eligible fee paying students pay all or part of their tuition fees. More information is available at <https://www.studyassist.gov.au/help-loans-and-csps/fee-help>

Fee HELP student Includes all students eligible for Fee HELP irrespective of whether or not they have elected to access Fee HELP. Eligibility rules for Fee HELP are available at <https://www.studyassist.gov.au/help-loans-and-csps/fee-help>

4 POLICY DETAILS

4.1 Fees

ICHM determine and set fees and scholarships on a yearly basis for the following year. Fees and scholarships can change from year to year. The initial letter of offer to a student will include details of the fees for the first year of study and will note that fees in later years may be different. Scholarship amounts set for all years of the course will be confirmed in the letter of offer.

Fees are due on or before the 'Payable by', the payment due, the date shown on the invoice as due date. All fees are payable in Australian dollars.

Payments can be made via the following payment methods:

- Credit card payment via Visa or Mastercard
- Cheque or bank draft made payable to ICHM ESOS TRUST ACCOUNT
- Bank transfer to:
 - o ICHM ESOS TRUST ACCOUNT
 - o Branch number (BSB) 085-070
 - o Account number 654703258
 - o SWIFT NATA AU 3305A
 - o All bank transfers must include the students full name and invoice number of the payment in the transfer description

- A copy of the bank transfer form must be emailed to ICHM at admissions@ichm.edu.au
- All or part of tuition fees and/or accommodation can be paid over 2 or 3 instalments on a payment plan. Admissions will issue a payment plan contract with terms and conditions on request. Any amounts not included in a payment plan are due on or before the payment date
- Uniform fees must be paid up front and cannot be included on a payment plan.

4.2 Overdue fees

Students will be contacted by ICHM in relation to overdue fees to arrange immediate payment.

Where the student is not able to be contacted and/or the payment remains outstanding for one week past the payment due date ICHM may, at its discretion, suspend the student from all classes until payment is received.

Where payment remains outstanding for 2 weeks or more after the payment due date ICHM may, at its discretion, inform the student of its intent to cancel their enrolment.

Where ICHM intends to cancel the enrolment of an international student, ICHM will inform the student of the intent to cancel their Confirmation of Enrolment (COE) and report the student to the Department of Home Affairs. In accordance with Standard 9.4.1 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 the intent to report and cancellation of enrolment with ICHM will be on the basis of non-payment of fees.

Students can appeal a decision intention to cancel their enrolment in accordance with the Non-Academic Grievance Policy & Procedure which is located <http://www.ichm.edu.au/admissions/rules-policies-procedures>. The appeal would be at the second stage of the College Administered Three Stage Process. The student would be required to submit an appeal within 20 working days of receipt of the email indicating the intent.

4.3 ICHM initiated refunds

Where a student is not accepted by ICHM, or is not granted a visa to study in Australia, there will be a full refund of moneys paid to ICHM, except the amount of any non-refundable GTE assessment paid.

Where a course is cancelled, the student will receive a full refund of fees paid to ICHM paid within 14 days from the date of cancellation.

4.4 Student initiated refunds – Non-Fee HELP students

Where a student wishes to withdraw prior to course commencement, the New Student Fee / Accommodation Securing Fee will not be refunded, even if the student failed to fulfil the conditions in a conditional or provisional offer.

Where a student wishes to withdraw from a course after Course Commencement Date, they must advise the Principal in writing. The date the correspondence is received by the Principal is the effective date.

A withdrawal received on the date the course commences will receive a 60% refund of the total tuition and/or accommodation fees payable for the semester, less any unpaid amount.

After the Course Commencement Date, the refund will reduce by 6% of the total tuition and/or Regency International House accommodation fee for each week commenced or completed. After 10 weeks there will be no refund.

Payments made for uniforms are refundable until Course Commencement Date. Thereafter no refund will be made.

4.5 Student initiated refunds – Fee HELP students

It is a policy of FEE-HELP that students can withdraw from a unit of study and obtain a full refund of their tuition fees until the Census Date. Please refer to the FEE-HELP booklets to read the details. The Census-Date is not less than 20% through the unit of study. Where a student wishes to withdraw from a unit of study they must advise the Principal in writing. The date the correspondence is received by the Principal is the effective date. Where the student wishes to withdraw after the Census Date, there will be no refund.

Where a FEE-HELP student wishes to withdraw prior to course commencement, the Accommodation Securing Fee will be refunded. Where a student wishes to withdraw from Regency International House after Course Commencement Date, they must advise the Admissions department in writing. The date the correspondence is received by the Admissions department is the effective date. A withdrawal received on the date the course commences will receive a 60% refund of the Accommodation fees payable for the semester, less any unpaid amount. After the Course Commencement Date, the refund will reduce by 6% of the total Regency International House accommodation fee for each week commenced or completed. After 10 weeks there will be no refund.

Payments made for uniforms are refundable until Course Commencement Date. Thereafter no refund will be made.

4.6 Refund due to misconduct

If a student is suspended or expelled from ICHM there shall be no refund of fees.

4.7 Visa cancelation

Where a student's visa is cancelled for reasons other than misconduct, the refund under "Student Initiated Refund – Non-Fee Help" will apply.

4.8 Timing of payments

Where a payment to the student is applicable under this Policy, ICHM will pay the amount due within 4 weeks of the refund being confirmed.

4.9 Student appeals against a decision in related to refunds

Students who wish to dispute a decision related to this policy should do so in writing to the Principal under the Non-Academic Grievance Policy.

4.10 General

This Policy and the availability of complaint and appeal processes do not remove the right of the student to complain to the [Office of the Training Advocate](#) or the right to take action under Australia's consumer protection laws.

International students also have the right to complain to the [Commonwealth Ombudsmen](#).

5 QUESTIONS IN RELATION TO THIS POLICY

If you have any questions regarding this policy please contact the Admissions Office.

ICHM Admissions Office
137 Days Road, Regency Park
SA 5010, Australia
Email: admissions@ichm.edu.au
P: (61 8) 8228 3636
Cricos Provider No. 02914G

6 RESPONSIBILITIES AND AUTHORITIES

The Director Finance and Administration is authorised to consider and approve all refunds.

The Director Finance and Administration is authorised to advise the Principal of a student's suspension from class for overdue payment. The Director Finance and Administration will advise the Chief Executive of the decision to suspend prior to the suspension taking affect.

The Director Finance and Administration will make a recommendation to the Chief Executive for approval in relation to providing a student with a notice of intent to cancel enrolment and report a student to the Department of Home Affairs. Once approved by the Chief Executive the Director Finance and Administration will email the notice of intent to the student (both personal and ICHM email address).

7 REVIEW

The Director Finance and Administration is responsible for the review of this policy on a 3 yearly basis.

8 APPROVAL

<i>Fee and Refund Policy</i>	
Policy Owner	Director Finance and Administration
Version Number	1.0
Approval Authority	Chief Executive
Approval Date	12 November 2018
Next Review Date	November 2021