

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
11/10/19	1.1	Removed reference to the Office of the Training Advocate	Mr Gerald Lipman, Chief Executive	14 October 2019
20/11/19	2.0	Re-crediting FEE-HELP; non payment of fees appeal process and information regarding tuition protection insurance	Mr Gerald Lipman, Chief Executive	20 November 2019
31/3/2020	2.1	Revision to titles and new TPS arrangements	Natalie Simmons, CEO	31 st March 2020

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
 - o 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.

Fees are not charged for reassessment of assessment items and/or applications for Recognition of Prior Learning.

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 can be found on the ICHM website. The appeal would be at the second stage of the formal process. The student would be required to submit an appeal within 20 working days of receipt of the email indicating the intent. Where a student appeals a decision, the student will be allowed to return to classes during the period that the appeal is considered.

4.3 ICHM initiated refunds for International Students

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 monies paid to ICHM, except the amount of any non-refundable GTE assessment paid.

In the unlikely event that ICHM is unable to deliver the program, the Australian Government's Tuition Protection Service (TPS) will assist the student in finding an alternative course or to get a refund if a suitable alternative is not found. For further information about the TPS, please go to <https://tps.gov.au>

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 units of study 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 unless ICHM has assessed that the student has compassionate and/or compelling circumstances.

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 Tuition Protection Scheme (TPS) for Domestic FEE-HELP eligible students

In the unlikely event that ICHM is unable to deliver the program, the Australian Government's TPS will assist the student in finding an alternative course or where continuation of study is not possible, students may be entitled to receive a loan re-credit for units of study commenced but not completed. For further information about TPS, please go to <https://tps.gov.au>

4.7 Refund due to misconduct

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

4.8 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.

4.9 Refunds due to deferral

Where an international student wishes to defer units of study prior to course commencement, all fees paid will be rolled over to the following semester.

Where an international student wishes to defer units of study after course commencement, the refund under “Student Initiated Refund – Non-Fee Help” will apply.

Where a Fee Help student wishes to defer units of study prior to course commencement, all fees paid will be rolled over to the following semester.

Where a Fee Help student wishes to defer units of study after course commencement, the refund under “Student Initiated Refund –Fee Help student” will apply.

4.10 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.

4.11 Refund Process

Students seeking a refund must apply in writing to the Chief Executive Officer.

Refunds are paid in Australian dollars and will only be made if ICHM has already received cleared monies in its bank account.

Refunds may be paid to a third party (i.e. person or organisation other than the student) at the student’s request; or where the payment was made by a third party and ICHM is required by Australian Law or by agreement to refund the original payer.

4.12 Student appeals against a decision in related to refunds

Students who wish to dispute a decision related to the offer pack/written agreement should do so in writing to the Chair of the Non-Academic Grievance committee.

The Non-Academic Grievance policy provides access to an internal and external grievance and resolution process whereby you have the opportunity to appeal any decision related to any grievance you may have with respect to the offer pack/written agreement. The full policy may be accessed on the ICHM website.

4.13 General

This Policy and the availability of complaint and appeal processes do not remove the right of the student 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 Chief Executive Officer is authorised to consider and approve all refunds.

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

The Finance Officer will make a recommendation to the Principal 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 Principal, the Principal will email the notice of intent to the student (both personal and ICHM email address).

7 REVIEW

The Chief Executive Officer is responsible for the review of this policy on a 3-yearly basis.

8 APPROVAL

FEE AND REFUND	
Policy Owner	Chief Executive Officer
Version Number	2.1
Approval Authority	Chief Executive Officer
Approval Date	31 March 2020
Next Review Date	31 March 2023