



Axis Institute is the trading name of Manigram Pty Ltd
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Fees Payment Policy

Version Control

Date	Version	Changes made	Author
23 Nov 2018	v1.0	Released for approval	Compliance Officer
23 May 2019	V1.1	Updated policy and procedures in line with the National Code 2018	Compliance Officer
Jan 2021	V2.0	Reviewed and updated fee protection scheme	Compliance Officer

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1. Purpose

This policy aims to provide a documented process outlining student fees, information regarding such fees and the mechanisms for protection of pre-paid fees by Axis Institute in compliance with relevant standards and legislation.

2. Scope

This policy applies to:

- Fee-for-service overseas students both offshore and onshore
- Fee-for-service or government funded domestic students studying

This policy outlines the requirements and procedures pertaining to the payment of all course tuition and administrative fees.

3. Responsibility

The Director of Operations- accountable for the overall implementation of this policy.

Marketing Manager- responsible for accurate communication with the education agents, ensure marketing materials (print on website) refer to correct policy statements, students are well informed.

Finance Manager- responsible for monitoring the charges of fees in accordance with the policy and always comply with ESOS and SRTOs requirements.

4. Compliance/legislation

Clause/standard	Requirement
5.3 of standard 5 and Clause 7.2 of Standard 7 of the standards for Registered Training Organisations 2015	Each learner is properly informed and protected The RTO has effective governance and administration arrangements in place
Section 29 (3) of the <u>Education Services for Overseas Students (ESOS) Act 2000</u> Standard 2, Element 2.1.7, Standard 3 of the ESOS National Code 2018	Obligations in relation to account money Tuition Fees Formalization of enrolment and written agreements
Section 9 of the Corporations Act 2001 and Paragraph 51(xiii) of the <u>Commonwealth of Australia Constitution Act</u>	Authorised Deposit taking Institutions (ADI) or State Bank

5. Definition

Administration Fee	A non-refundable fee that is charged for providing services to students
Agreed Start Date/Course Commencement	The day on which the course was scheduled to start as per the student's Confirmation of Enrolment (COE), or a later date agreed between the college and the student for the start of the course.
Course Fees	The sum of the tuition fees and non-tuition fees (if any) received from the student.
Enrolment Fee	refers to the costs associated with processing the application.
Full fee paying student	A student enrolled in a course of study for which the College does not receive any Government funding in relation to the student's enrolment in that course of study
Institute Default	<p>Institute default occurs when:</p> <p>(i) either of the following occurs:</p> <ul style="list-style-type: none"> • the course does not commence on the agreed start date; • the course ceases to be provided at any time after it starts but before it is completed; and <p>(ii) the student has not withdrawn before the default day.</p> <p>If the course is not provided in full to the student because a sanction has been imposed on the provider.</p>
Late Fee	An additional fee charged to students who fail to meet a payment deadline by the due date.
Letter of Offer and student agreement	Letter of Offer is the letter sent by Axis Institute to the prospective student in response to a student's Application for Enrolment. Student Agreement is a contract that requires the prospective student to accept all the rules, student responsibilities, terms, conditions and policies of the college.
Materials Fee	refers to the associated materials (including copies, texts, equipment etc.) of each course
OSHC	is the acronym for Overseas Health Cover, which is medical health cover that international students must have while they are studying in Australia
Pre-paid tuition fees	the tuition fee received for a student by the College before the agreed starting day of the first study period.
Payment schedule	is the itemisation of payable Course Tuition Fees for particular study period due on or before the prescribed dates
Protected amount	Course fee received from the overseas students in advance before the commencement of the course.
Relevant student	Overseas students who have paid course fee but have not yet commenced their course
Tuition Fee	They are fees received by a provider (from or on behalf of an overseas student or intending overseas student) that are "directly related to the provision of a course that the provider is providing, or offering to provide, to the student". Tuition fees are typically compulsory fees for the delivery of the enrolled course and include items such as:

	<ul style="list-style-type: none"> • tutorials and tutoring sessions • Lectures • additional requisite training including practicums and practice hours • ancillary costs for fieldwork, excursions or laboratories • specialist materials that are mandatory and relate to the provision of the course
TPS	Tuition Protection Scheme- is a statutory obligation to report to the TPS Director and the Secretary about provider and student defaults.
Student Default	<p>A student default occurs when Axis Institute refuses to provide, or continue providing, the course to the student because of one or more of the following events:</p> <ul style="list-style-type: none"> (i) the course starts on the agreed start date, but the student does not attend the classes on that day (and has not previously withdrawn); (ii) the student withdraws from the course (either before or after the agreed start date); (iii) the student fails to pay an amount he or she is liable to pay to the college, directly or indirectly, in order to undertake the course; or (iv) student's misbehaviour
Unit repeat fee	If a student has been assessed at Not Yet Competent (NYC) in any Unit of Competency during a term, He/she will be given one opportunity to complete the re-assessment during regular classes within the specific term and based on the student's final assessment

6. Policy

6.1 Fees payment policy

- 6.1.1 Axis Institute Implements Fees Payment Policy in accordance with SRTOs 2015 and the ESOS National Code 2018.
- 6.1.2 Axis Institute will implement various fees (mostly non-refundable) to facilitate its operational activities. These fees will be reviewed and changed as and when needed. All the recent fees will be available on the website.
- 6.1.3 Prospective international students must pay an Enrolment Fee, OSHC (Overseas Student Health Card), Course tuition fee and materials fee (also non-tuition fees) as outlined in the letter of offer in order to secure their enrolment at the College.
- 6.1.4 Axis Institute will not accept any fees from the students until the Offer of Acceptance and Student Agreement is acknowledged and signed. The Student Agreement will clearly specify the study period/unit of study for which the fee has been charged.
- 6.1.5 Axis Institute will not collect prepaid fees in excess of one-thousand five-hundred dollars (\$1500) unless the college takes a fee protection measure

such as membership with an approved Tuition Assurance Scheme, as required by clause 7.3 of the Standards for RTOs 2015.

- 6.1.6 Under ESOS Legislation, Axis Institute does not require students to pay more than 50 percent of their tuition fee before the start of the course. However, students, or the person responsible for paying the tuition fees, may choose to pay more than 50 percent of their tuition fees before they start their course. An option to this effect has been included in the [Enrolment Form](#) and Offer and Student Agreement.
- 6.1.7 Axis Institute may approve an extension of time to pay tuition fees only under exceptional or compelling circumstances.
- 6.1.8 Axis Institute may provide a flexible fee payment option to enable student to pay their liabilities in a timely and convenient manner.
- 6.1.9 Fees paid by the students during enrolment is reflected on PRISMS as they are accepted and placed in a protected account.
- 6.1.10 In case of payment defaults, Axis Institute may take any appropriate action for debt recovery. Further, according to the Deferment, Temporary Suspension and Cancellation Policy, College may cancel a student's CoE for non-payment of outstanding fees. If a student is dissatisfied with this decision, they have twenty (20) working days to appeal, in accordance with the College's Complaints and Appeals Policy.

6.2 Fees protection policy

- 6.2.1 Axis Institute shall maintain a separate bank account where it will hold course fee payments (**protected amount**) from overseas students who have not yet commenced their course (**relevant students**).
- 6.2.2 The bank account will be maintained at an authorised deposit-taking institution (ADI) or a state bank. ADI and state banks are defined under Section 9 of the [Corporations Act 2001](#) and/or Paragraph 51(xiii) of the [Commonwealth of Australia Constitution Act](#).
- 6.2.3 The protected amount will be not available for the payment of a debt to any creditor of the provider (other than the overseas students who have pre-paid tuition fees).
- 6.2.4 The protected amount must not liable to be attached or taken in execution of a court order for payment to a creditor (other than the overseas students who have pre-paid tuition fees).
- 6.2.5 The protected amount can be withdrawn in only below situation:
 - refund a relevant student when a provider defaults,
 - refund a relevant student when that relevant student defaults, as per a written agreement,
 - refund a relevant student, as per a written agreement, but where the agreement was not signed,
 - refund a relevant student who has had their visa refused,

- pay for an alternative course when a provider defaults and they have made arrangements for a relevant student to study at a different institution,
- to pay a [Tuition Protection Scheme \(TPS\) Director](#) where that Director has refunded a relevant student.

6.2.6 Once a student commences their course, they are no longer defined as a relevant student. At this point, the held protected amount may be reduced by the amount the student has paid in tuition fees, as these no longer represent a part of the protected amount.

6.2.7 The college will continue its participation in Tuition Protection Scheme (TPS) that students are not disadvantaged in case of defaults.

6.3 Fees and Charges (Non-Refundable)

Table-1: Admin and services charges

Description	Form type/Contact office	Amount \$AUD
Application fee (Non-refundable)	Application form/Online	\$250
Interim transcript	Online request form	1 st copy free, thereafter \$50
Student ID card	Reception	1 st copy free, thereafter \$20
Change of commencement date/deferral of the course	Enrolment Variation form	\$250 or; Free to the applicants due to delayed visa processing, and caused by serious medical illness
Change of course	Enrolment Variation form	\$250
RPL application and information collection	RPL/Credit transfer application form	\$250 administration fee
Credit transfer	RPL/Credit transfer application form	\$250 administration fee
Early Termination request	Enrolment Variation form	No additional fees
Qualification and final transcript	Online request form	1 st copy free, Thereafter: \$50
Statement of attainment	Online request form	1 st Copy free. Thereafter: \$50
Express service for certificates	Reception	\$20 for the next day, \$50 same day Extra \$10 for the express post
Refund Attraction Fee	Tuition fee refund application	\$250
Re-assessment (Theory)	Reception	\$150 per unit (up to 3 attempts)

Re-sit Practical Assessment	Reception	\$150 per day required
Appeal of assessment / re-assessment	Reception	No charges
Printing and photocopy	Reception	Free for 300 pages per course. Thereafter: \$20
Leave request	Enrolment Variation form	\$50 unless special circumstances
Late payment of fees	Accounts Department	\$50 per week
Replacement of textbook and/or learning materials	Written application	As applicable
Accommodation Placement Fee	Admissions Team	\$250
Airport Pickup fee	Admissions	\$250
Leave of absence	Admissions team	Commercial cookery \$600 for missed practical classes; and \$200 per week

Note: All administrative charges are subject to change and reviewed annually

MATERIAL FEES

This fee will vary according to the course being undertaken.

Material Fee: covers the cost of materials and other incidentals.

For Hospitality Management courses the material fee covers the cost of materials and other incidentals. This material fee does not include the knife tool kit or uniforms.

7. Payment procedure

- 7.1 Axis Institute will review and update its marketing collateral, student prospectus, handbook, website information and all policies and procedures to disseminate compliant information to its stakeholders.
- 7.2 Upon accepting the offer and signing the student agreement, student will receive an invoice from the college to pay an initial deposit directly to the college.
- 7.3 The amount received before the commencement of the course (also called as **protected amount** will be deposited in directly deposited into designated bank accounts (as mentioned in clause 6.2.2 of this policy) within **five (5)** business days of the College receiving payment of tuition fees, a requirement under 29 (2) of the ESOS Act.
- 7.4 Students will be automatically enrolled in all study periods/units until completion of the course and will be expected to pay the tuition fees due,

on time and in accordance with the fee payment plan mentioned in the Student Agreement.

- 7.5 If the student tuition fee is outstanding after the due date or any date mentioned in the invoice, a final notice and/or email will be issued within two (2) weeks of the original invoice due date.
- 7.6 If a student fails to make the payment of the outstanding fees even after a final notice and/or email is issued, cancellation of enrolment will be initiated and student will have a right to Appeal with the college within 20 days. Students will not have access to:
- (a) College's library services, learning management system, classroom, computer system including internet and other resources and services
 - (b) enrolment records, results and academic certificates; and
 - (c) attend any classes which may result in students having to repeat missed work and units.

7.7 Payment methods

Payments can be made to Axis via three (3) options:

Payment Option 1– Bank Transfer

Domestic Bank Transfers (within Australia). Direct deposit or Electronic Bank Transfer. Transfer fees directly into Axis Institute Australia's bank account notifying Axis Institute of student ID number and name on the transaction description to track payment.

Account Name: Axis Institute
Branch Number: 064 183
Account Number: 10274291
Bank Name: Commonwealth Bank of Australia
Bank Address: 66 Eagle St Brisbane, QLD
4000
Swift Code: CTBAAU2S

Payment Option 2 – Card

Credit Card through e-way offers many unique benefits to international students, including:

- enabling a secure transfer from almost any country, and in many cases, in your home currency;
- Offering a range of different payment methods; and
- Providing payment tracking from the minute you make the payment to when we receive your payment.
- Students can come and pay in person through EFTPOS and Credit to Brisbane, Sydney and Adelaide Campus.

Fees and charges:

- International credit card payments – \$35 flat fees apply.
- International bank transfer – please refer to your bank for these details as

Axis does not deal with any third party fees.

Payment Option 3 – Direct Debit through EZYPAY

Initial deposit needs to be paid up-front. Thereafter the student can sign Direct Debit to ensure the payments are made on time and no financial penalties are incurred.

Fees and charges:

- No surcharge is to be paid by student.
- If the student does not have enough funds in the bank account provided, there will be a late penalty charge added to the EZYPAY.

Download the form here: <http://queensford.edu.au/downloads/>

8. Complaints and Appeals

Axis Institute's Complaints and Appeals Policy and procedure and associated forms are easily available from the college reception and website.

9. Associated documents

- Student Handbook
- Letter of Offer and Student Agreement
- Refund policy and procedure
- Complaints and Appeals Policy and procedure
- Website contents and information
- Fees payment extension request form