



Policy:

Ingress Training Academy ensures that all international students fees are collected in accordance with the requirements of the ESOS Framework and the Standards for RTOS 2015 and that refunds are processed as outlined in this policy.

This policy ensures consistency, fairness and transparency for international students enrolled into an Ingress Training Academy course of study. It also guides staff in all operational areas to give sound advice to international students of their rights and obligations. Ingress Training Academy are made aware of the Fees, Charges and Refunds Policy before a student accepts enrolment through the Letter of Offer, at orientation and the Student Handbook.

Procedure for collecting fees and cancellation of enrolments:

It is a student's responsibility to pay all tuition fees owing by the relevant due dates as per their payment schedules. Tuition fee payment schedules are issued to students prior to the commencement of each study period, or immediately after enrolment if this occurs after the study period has commenced.

All fees must be paid as per the agreed payment plan schedule. Students who have requested and agreed to a payment plan must make payments as per instalment due dates on the payment plan. ***Students who fail to pay by the instalment due date will incur a late payment fee of \$100 as per the payment plan terms and conditions.***

As per Standard 9.3.2 Ingress Training Academy may suspend or cancel a student's enrolment including, but not limited to the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement".

As per Standard 9.4.2 the student has the right to appeal through Ingress Training Academy's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals process), within 20 working days.

Non-payment of fees

Students will be notified immediately of their cancellation of enrolment with advice regarding possible reinstatement.



Ingress Training Academy Pty Ltd

RTO Code: 41506 CRICOS Code: 03699B

International Student Fee Policy

A student whose enrolment is cancelled will retain their fee liability and will not be permitted to re-enrol in a subsequent teaching period until such time as the debt is paid in full or agreement has been reached between the student and the Student Administration about the arrangements for repayment. Once any outstanding fees are paid, a student whose enrolment has been cancelled may apply for reinstatement in his/her course. A reinstatement fee may apply.

If enrolment cancellation occurs the student will not be eligible to attend classes, sit assessments or to graduate and the Department of Immigration and Border Protection (DIBP) will be notified.

A cancellation comment will be recorded on the student's record and this will remain in place as a permanent record.

Payment of tuition fees

- a. Fees must be paid in advance.
- b. New students are required to pay fees for their first study period of enrolment by the date specified in the Letter of Offer from the college.
- c. **All other fee payments are due on the 29th of each month as per their Letter of Offer.**
- d. Payment of all tuition fees and charges is a condition of enrolment and must be made in full by the due date.

Payment extension or payment by instalments

In exceptional circumstances, special payment arrangements may be made for students experiencing difficulties with payment. These arrangements will take account of students' financial and other circumstances. Written requests for special payment arrangements together with relevant documentation will be considered by the Principal Executive Officer or nominee.

Extension of payment will be advised in writing and will not be granted automatically. International students who are granted a payment plan will be charged an initial fee for the administration of the plan. Any payments not met by the agreed dates may also incur a late payment charge.