

Fees Policy

Purpose

The purpose of this policy is to provide guidelines to all staff responsible for monitoring and administering any matters or procedures relating to fees within their area of responsibility. This policy and procedure ensure that ELC employees adhere to all legislative and regulatory requirements with respect to fees charged to students.

Policy

ELC has a commitment to being transparent in providing information on fees to all stakeholders. Records will show all client financial transactions. ELC will ensure that records are kept of all electronic transfers on the student database. ELC will ensure payment collections are compliant with the National Code 2018, ASQA Standards for Registered Training Organisations 2015, and the Education Services for Overseas Students Act 2000. This includes but is not limited to, adhering to the requirements of payment limits and quarantining of prepaid tuition fees are set out by the TPS legislation, the requirements for refunds of monies paid as set out in the National Code 2010, and Australian consumer rights and protection legislation.

Payment methods

Fees can be paid via bank cheque, cash, bank transfer, debit card, direct deposit, or via the online International Student Payment platforms Flywire or Nexpay. Fees can also be paid via credit cards but a surcharge will be added to the amount owed.

Payment of fees

All courses at ELC require payment of a deposit to confirm enrolment. In most circumstances, this deposit is non-refundable as set out in the enrolment Terms and Conditions. The student's Letter of Acceptance (LoA) will state the amounts owed and due dates for each payment instalment.

- Where a course is less than 25 weeks, ELC will require students to pay the full cost of the course prior to course commencement
- Where a course is 25 weeks or longer ELC does not require international students to pay more than 50% of course fees prior to course commencement. However, ELC provides students with the opportunity to pay more than 50% of their tuition fees prior to course commencement if they wish. Where a student chooses not to pay more than 50% upfront, they will be required to adhere to the payment schedule outlined on their LoA as a condition of their enrolment.

Payment default

Students are required to pay all tuition fees as a condition of their enrolment. In cases where a student faces hardship fulfilling their payment obligations, they may contact our accounts department ahead of their payment due date to discuss their situation and possible options. Students who fail to make payments by their due dates will be asked to make payments and issued an 'Intention to Report Letter'.

Protection of fees paid in advance

ELC pays into the Tuition Protection Service (TPS) provided by the Australian Government and protects the fees that are paid in advance by international students. All pre-paid course fees are held in a trust account, separate from ELC's day-to-day operating expense accounts. Fees are only drawn when a student commences their studies. In case a refund is payable before the student commences, the refund can be made in a timely way without impact on the financial operations of the business or recourse to the Tuition Protection Service (TPS).

Additional fees

Any and all non-tuition fees are covered in the terms and conditions of enrolment. ELC will not raise any charge or fee to an enrolled student where that fee or charge has not been first set out in the terms and conditions and/or made clear in writing at the time of the student's enrolment, except where that fee or charge is for a service or product that was not or could not be reasonably expected to be included in the services or products originally purchased by the student.

Changes to fees

ELC publishes its fees annually. While a student's LoA states the tuition fees owed on instalment plans and these are guaranteed for the student's entire course, other administration fees may change from one year to the next. These include but are not limited to:

- Missed assessment fee
- Re-submission fee
- Re-assessment week fee
- Course amendment fee
- Re-issue certificate fee
- Re-issue transcript of results fee
- Re-issue statement of attainment fee
- Postage fee

These fees may change reasonably from one year to the next and new administrative fees may be introduced as required. If a student requires any of these services, the fee that will be charged is the applicable fee for the year the request is made, not the fee listed when the student originally enrolled.

Refund of fees

The ELC Letter of Acceptance and Conditions of Enrolment stipulate the conditions under which a refund may be given, the amount of the refund applicable in each case, and the manner in which the refund will be paid. No refunds of tuition fees will be made after course commencement, except where set out in the Terms and Conditions of Enrolment and where required under Australian consumer law.