

# Fees and Refund Policy



## Purpose

The policy provides a platform upon which decisions can be made, by responsible staff engaging with potential and current students course fees and refunds ensuring are provided accurate, timely and sufficient information regarding fees and refunds associated with I.G. Institute services. all fees are to be paid at the specified time, as per the course information and can only be paid by EFT. Tax Invoices will be issued as required and as an approved program, there is NO GST included in the course cost. All students are liable for the financial commitment to the RTO. I.G. Institute fees which varies between courses, depending on the nature of the course and the materials required. Details relating to specific fees are outlined on the relevant course flyer provided. Detailed information of which contained in relevant course information on our college website or direct with RTO. I.G Institute is committed to a fair and transparent application of fees and charges, including the processing of refunds. Students are provided with details of relevant refund policy prior to enrolment. This policy outlines the circumstances in which a student or client may receive a full or partial refund of their course fees.

The policy also enables compliance against Standard 5 properly implement collection of fees Standards for Registered Training Organisations (RTOs) 2015, specifically Clause 5.3 (a), (b), (c), 7.3 requirements. The RTO requires to implement a systematic strategy for collects fees from the individual learner, either directly or through a third party.

## Policy

1. Will ensure to inform individual learner(s) prior to enrolment of the collection of fees, either directly or through a third party (if applicable), which are accessible on our website.
  - 1.1. course fees structure
  - 1.2. administration fees
  - 1.3. material fees.
  - 1.4. Student also informed that our fees are subject to change
2. I.G Institute ensure that all individual learner(s) at enrolment will be provided with a schedule of fees for their chosen course
3. Will ensure student are required to accept the terms and conditions set out in the term and conditions and payment of fees.
4. I.G Institute ensure when the Confirmation of Enrolment is sent out to student(s) that an initial invoice of fees payable is also sent;
5. I.G Institute ensure that the student(s) will be given 14 calendar days to make a payment to I.G Institute of receiving an invoice from I.G Institute as agreed.
6. I.G Institute ensure that student will not be ticked as commenced training within the student management system, if the payment has not been made.
7. I.G Institute ensure that when payment has not been made by the due date, student services will contact the student to follow up on payment.
  - 7.1. Student can opt for a payment plan and/ or;
  - 7.2. If fees still remain up-paid student enrolment will be withdrawn/ cancelled
8. Will ensure in the event that a student(s) course(s) is cancelled whilst in progress due to circumstance beyond RTO's control, will provide student(s) with a refund of fees, or offer a transfer to another course.
9. Will refund a will pro rata proportion of any money paid by the student(s) and not yet used for the delivery and assessment of the course, in the event we cancel or discontinue a course.
10. I.G Institute ensures if a student(s) withdraw from a course after their enrolment has been confirmed and after commencement date the student(s) will;
  - 10.1. Forfeit administration and material fees paid at time of enrolment when withdrawing/ cancellation due to illness and/or compassionate compelling grounds (verified by medical certificate) within at 2 weeks after of commencement date
  - 10.2. Forfeit administration, materials fees and any fees paid at time of enrolment and thereafter up to 25% when withdrawing/ cancellation due to illness and/or compassionate compelling grounds (verified by medical certificate) within at 6 weeks after of commencement date
  - 10.3. Forfeit administration, materials fees and any fees paid at time of enrolment and thereafter up to 50% when withdrawing/ cancellation due to illness and/or compassionate compelling grounds (verified by medical certificate) when at half way through the course after of commencement date
  - 10.4. Forfeit administration, materials fees and any fees paid at time of enrolment and thereafter up to 75% when withdrawing/ cancellation due to illness and/or compassionate compelling grounds (verified by medical certificate) when at three quarters of way through the course after of commencement date

11. I.G Institute ensures that student(s) that wishes to pay more than the administration and material fees with their enrolment, the amount will not exceed \$1,500 prior to the course commencement.
12. I.G Institute ensures that all refund request, if by withdrawal and/ or cancellation will be reviewed and processed within 21days.

## Policy History

Current Version	Current Version Release Date	Author	Description of Changes
V1.0	September 2017	Sally	Created
POL.V2.0FR	July 2020	Sofia Souboulidis	Amendments <ul style="list-style-type: none"> <li>• Format</li> <li>• Wording</li> <li>• Added points</li> <li>• Separated procedure from policy</li> <li>• Footer</li> <li>• Header</li> <li>• Policy history</li> </ul> Added Purpose of the policy