

1. Purpose

- 1.1 The purpose of this policy and procedure is to ensure the obligations and rights of both Australian Institute of Hospitality and Management (AIHM) and the student are clearly set out, including the course fees payable and services that AIHM may be obliged to provide to students.
- 1.2 This policy will outline AIHM's approach to managing fees and charges and will demonstrate how fees paid in advance are protected by AIHM.
- 1.3 AIHM's Fees and Charges Policy and Procedures ensure AIHM complies with Chapter 2, Clauses 5.1- 5.3, 7.3 and Schedule 6 of the Standards for RTO's 2015, the National Code 2018, Standards 2 and 3.

2. Related Documents

RPL and Credit Transform Application
International Student Handbook
Course Flyers
AIHM Website – www.aihm.au
Refund Request Form

3. Relevant Legislation

ESOS Act 2000
National Code 2018
Standards for Registered Training Organisations 2015
The Privacy Act 1988 (Privacy Act)

4. Scope

- 4.1 This policy applies to:
- 4.1.1 course fees;
 - 4.1.2 staff and
 - 4.1.3 international students.

5. Responsibilities

- 5.1 The following AIHM staff are responsible for the management of student fees and charges:
- 5.1.1 Student Support Coordinator
 - 5.1.2 Accountant

6. Definitions

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| ASQA | Australian Skills Quality Authority, the national VET regulator and the RTO's registering body |
| Compelling and Compassionate Circumstances | Circumstances generally out of the control of the student which will have an impact upon the student's wellbeing or program progress |
| Course | The program of study which leads to a qualification or reward. |
| Course Commencement Date | The date the course or unit is due to start. |
| DET | Department of Education and Training |
| Department of Home Affairs | Is a central policy agency, providing coordinated strategy and policy leadership for Australia's national and transport security, federal law enforcement, criminal justice, cyber security, border, immigration, multicultural affairs, emergency management and trade related functions |
| ESOS Act | The <i>Education Services for Overseas Students Act 2000</i> of the Commonwealth of Australia. |
| Fees | includes all fees, fines and charges payable as specified in the Schedule of Fees. |
| International Student | A student studying in Australia on an international student visa. |
| Material Fees | Where applicable - are required to be paid for materials that students will keep and use during and after their studies at AIHM, these include personal protective equipment, text books, uniforms and kits etc. |
| National Code 2018 | The National Code of Practice for Providers of Education and Training to Overseas Students 2018, established pursuant to Part 4 of the <i>ESOS Act</i> . |
| Principal Course | The principal course refers to the main course of study to be undertaken by the international student where a student visa has been issued. The principal course of study is typically the final course of study where the international student is granted a student visa to study multiple courses in Australia. |
| PRISMS | Provider Registration and International Students Management System: the Australian Government database that provides Australian education providers with Confirmation of Enrolment facilities required for compliance with the ESOS legislation. |
| Provider Default | <p>The ESOS Legislation Amendment (TPS) Act (2012) – Division 2, Subsection A, 46A – defines provider default as follows:</p> <p>A registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:</p> <p>(a) either of the following occurs:</p> <p>(i) the provider fails to start to provide the course to the student at the location on the agreed starting day;</p> <p>(ii) the course ceases to be provided to the student at the location at any time after it starts but before it is completed; and</p> |

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| | (b) the student has not withdrawn before the default day the course is not provided in full to the student because a sanction has been imposed on AIHM or any other reason. |
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| Refund | An overpayment of fees or charges which is reimbursed to the payee. |
| Schedule of Fees | Means the listing of fees and charges as determined under the Student Fees and Charges Policy |
| Standards for RTO's | <p>The Council of Australian Governments (COAG) Industry and Skills Council agreed to new regulatory standards for training providers and regulators—the Standards for Registered Training Organisations (RTOs) 2015.</p> <p>The Standards to ensure nationally consistent, high-quality training and assessment across Australia's vocational education and training (VET) system. Compliance with the Standards is a requirement for all ASQA registered training organisations and for applicants seeking registration.</p> <p>ASQA uses the Standards to protect the interests of all students in Australia's VET system. The Standards guide nationally consistent, high-quality training and assessment services in the vocational education and training system.</p> |
| Study Period | A period of study within an enrolled CRICOS approved course, namely a TERM as defined by AIHM. |
| Tuition Fee: | Covers the cost of providing the course of study and use of resources at AIHM. Tuition Fee does not include Overseas Student Health Cover (OSHC), administration costs including enrolment/application fee, home stay booking fee, airport pick-up fee and costs related to equipment or training material purchases |
| Tuition Protection Service (TPS) | The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. |
| TPS Director | The TPS Director is appointed by the Minister and oversees the operation of the TPS. |

7. Policy Provisions

Course Fees

7.1 This policy applies to all AIHM's International students undertaking a AIHM course of study in Australia.

International student course fees are made up of:

- 7.1.1 application fee;
- 7.1.2 tuition fees;
- 7.1.3 materials fee;

Fees and Charges Policy and Procedure

7.1.4 Overseas Student Health Cover (OSHC) - (payment to AIHM is optional).

7.2 Any additional fees are as specified in your AIHM's Offer Letter and the AIHM's Student Handbook provided by AIHM pre-enrolment. Fees may be subject to change and students will be notified about changes of additional fees. Additional fees are not refundable.

7.3 The Course Fees, including Tuition Fees and duration information for each course, are reviewed annually and published within the AIHM's Student Prospectus and on the AIHM's website. The course duration and fees for each course are also required to be registered on CRICOS.

7.4 As detailed in the AIHM's Enrolment/Admissions Policies, each student who is accepted to study at AIHM will receive an AIHM Offer Letter, which details the Course Fees and charges for their selected course/s of study.

7.5 Where a student decides to change their course, they will receive a new AIHM Offer Letter. The fee for the new course/s will be published for the year they commence the new course.

Fees and Charges

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| Application Fees | \$250 |
| Tuition Fee | Refer to AIHM's Course Flyer – specific to each course or your AIHM Letter of Offer and Acceptance |
| Materials Fee | Refer to AIHM's Course Flyer – specific to each course or your AIHM Letter of Offer and Acceptance |

Administration Fees

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| Cancellation Fees | Refer to the AIHM's Refund and Cancellation Policy |
| Re-issue of student Card (without Police report) | AUD \$15 |
| Lost Course Material Fee | Printed Booklets \$15 (At cost price) |
| Re-print of any Testamur/ Statement of Attainment | AUD \$50 |
| Photocopying and Printing (Black and white) | AUD \$0.20 per A4/ single sided AUD \$0.30 per A4 double sided |
| Photocopying and Printing (colour) | AUD \$2 per A4 page single sided |

Academic Fees

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| Academic Dishonesty Administration Fee | AUD \$50 per assessment (Charged per assessment, where there has been a confirmed case of Academic Dishonesty) |
| Re-assessment Fee (per unit) | AUD \$50 per theory assessment (theory re-assessment) |
| Re-assessment Fee (per unit) | AUD \$120 per assessment depending on cost to AIHM (practical reassessment) |
| Re - enrolment fee | AUD \$150 (per unit, for units of one week or less) |
| Re-enrolment fee | AUD \$150 (per week, for units of more than one week) |

Other Fees and Charges

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| Reinstatement Fee | AUD \$250 |
| RPL Application Fee (per unit) | AUD \$150 per unit |
| Issue of Letter for Immigration | AUD \$50 |
| Late payment fees after instalment due date | AUD \$250 |
| Late fee penalty | 2% a month |
| Overseas Health Cover Fees | Please refer to www.oshcaustralia.com.au |
| Credit Card Fees | 1% surcharge |

8. Policy Information

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| Authorised Officer | Supervisor, Student Services |
| Supporting documents, procedures & forms of this policy | RPL and Credit Transform Application International Student Handbook Flyers AIHM's Website – www.aihmedu.com.au Refund Request Form |
| Related Legislation and Codes of Practice | ESOS Act 2000 National Code 2018 Standards for Registered Training Organisations 2015 The Privacy Act 1988 (Privacy Act) |
| Audience | Public |

9. Procedures

Provision of pre-enrolment information

9.1 AIHM applies tuition fees, plus additional fees and charges and according to the guidelines of management. Fees are published on AIHM's website including service and amenities fees, and material fees, where applicable.

9.2 All fees that are to be charged to a student and the terms of a refund will be documented in the following places:

9.2.1 Student Brochure

9.2.2 AIHM's website – www.aihmedu.com.au

9.2.3 International Student Handbook

9.3 The fees are updated by CEO annually and upon notification on changes to the fees and charges policies in Government and relevant administrative directives.

9.4 CEO will keep all relevant staff members up to date with all changes to the fees and charges policies.

9.5. Marketing Manager ensures all marketing material refer students to the AIHM's website regarding current fees and charges.

9.6. Potential students are informed of the tuition fees, service and amenities fees, and material fees, by directing them to the AIHM's website, Brochures. Student upon request may discuss the payment method.

9.7 The student has the option of the following payment methods: EFT, Credit Card, Cheque, cash.

9.8 AIHM may accept full payment of tuition fee but no more than \$1500 from each individual student prior to the commencement of the course.

9.9 In the case of an employer paying the enrolment fee for their staff, Industry Consultant notifies Administration staff. An invoice is generated and sent to employer detailing qualification, student name and enrolment/tuition fees in detail.

9.10 Once the potential student pays or has his or her enrolment fee paid and the learner is enrolled on the SMS. A receipt is generated and sent to the student; a copy is placed in the student file.

9.11 If the potential student applies for RPL/CT, the fees and charges will be revised. Refer to the Recognition of Prior Learning and Credit Transfer Policy and Procedure.

9.12 The published fee is charged once the potential student has made an informed decision to enrol. The enrolment decision is made after reviewing the AIHM's website, brochure and flyer.

9.13 Potential students are provided with clear and detailed information in respect of fees, payments, and refund in the International Student Handbook

9.14. To apply for a refund, Students can download the Refund Form from AIHM's website. A hard copy of the form may also be obtained from the Reception. The student fills in the form and submits it at the reception. The CEO assesses the application and takes decision related to the application. Applications will be considered, and applicant advised in writing, within 20 working days of the AIHM receiving the application

9.15. Payment of fees and management All Fees collected in advance (i.e. prior to enrolment) will be accessed until the student is enrolled. When a student applies to AIHM for a course their enrolment application is reviewed and accepted in accordance with the Admission Policy. Once accepted, a Student Welcome Letter, International Student Handbook and Invoice is sent to the applicant. These documents identify:

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| Document Name: Fees and Charges Policy and Procedure | | RTO Code: 46113 | CRICOS Code: 04207H |
| Version: 2.0 | Approved: May 2024 | Review Date: May 2025 | Page 6 of 7 |

9.15.1 Total Course Fees

9.15.2 Enrolment Fee

9.15.3 Total fees payable to confirm the application

9.15.4 Balance of fees that are left outstanding

9.16 The International Student Handbook also identifies all potential fees and material fees.

PAYMENT PLAN/INSTALMENT PLAN:

9.17 If any student is applying for the payment plans, then student needs to fill the payment plan form and submit to the student support officer. Then CEO will make the decision, once its approved, student will be notified.

10 Review History

| Version | Creation/ Revision Date | Comments | Created/ Revised By |
|---------|-------------------------|--|---------------------|
| 1.0 | May 23 | Draft Policy and Procedure finalised and approve | CEO |
| 2.0 | May 24 | Format and colour updates added RTO code and CRICOS code, updated English band score | CEO |
| 3.0 | 10 Feb 25 | Changed new Logo, minor review and updates | CEO |