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## Fee Management Procedure

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### Procedure

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1. All Greenwich English College Pty Ltd pricing and fees are set and approved by the General Manager with oversight by the CEO.
2. All pricing and fees are clearly and accurately identified in promotional material used in the recruitment of students.
3. On receiving and accepting an application for a student to enroll in a course at Greenwich English College Pty Ltd, a Letter of Offer and Invoice, containing all fees payable and all terms and conditions of payment including the Cancellation and Refund Policy and reference to Australia Consumer Rights, is sent to the student.
4. The invoice includes reference to due dates of all fees, including reference to installment payments and TPS fee payment restrictions and requirements.
5. Students are required to confirm their acceptance of this offer and all associated fees in writing before Greenwich can receive any payment.
6. Upon receipt of the written acceptance and initial fees required, Greenwich English College Pty Ltd creates an eCoE in PRISMS for the enrolment and forwards a copy of this to the student along with a receipt of payments received and a notice of any remain payments and due dates.
7. This payment and any further payments made prior to a student's course commencement are retained in a designated bank account by Greenwich English College Pty Ltd. These fees are not accessed by Greenwich English College Pty Ltd until such time as the student has commenced their course or the enrolment is cancelled by the student or Greenwich English College Pty Ltd.
8. Reminder notifications are sent to the student or their representative 30 days prior to each future payment, with the payment required 4 weeks prior to the commencement of all study periods or terms being paid for apart from the first study period for which the payment is required 2 week prior to commencement of study period or term being paid for.
9. All payments due must be paid on time and in accordance with the accepted student agreement and the terms and conditions of enrolment. Where a student defaults on a payment, Greenwich English College Pty Ltd will address the situation in accordance with the terms and conditions of enrolment and Policy 13. Deferring, Suspending, or Cancelling the Student Enrolment.

10. Where, for any reason a refund of any payment is requested and/or issued, this is done in line with the Greenwich English College Pty Ltd Student Refund Policy and Procedure.

In line with TPS legislation, Greenwich English College Pty Ltd offers staged payment arrangements for tuition fees to ensure tuition fees are not requested at a time or rate that exceeds 50% of the total tuition fee for any study period of greater than 24 weeks. Where, for example, a student has enrolled in a course of 25 weeks, the payment request from Greenwich English College Pty Ltd will stipulate that the initial fee payment cannot be more than equivalent to 12 weeks' tuition fees, with the remaining 13 weeks' tuition fees to be paid no earlier than 2 weeks prior to the start of the students 13<sup>th</sup> week of tuition.

As per the amendments to the TPS legislation made in January of 2016, a student may choose to make a payment directly or via their representative that is in excess of the above detailed TPS legislation limitations. Greenwich English College Pty Ltd will accept but will not request such a payment and if it is made in error, will arrange with the student and/or their representative to make a refund of any excess or early fees.

## References

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Enrolment Form

Student Invoice & Course Acceptance Agreement Form

Payment Receipt

ASQA Standards for Registered Training Organisations 2015

National Vocational Education and Training Regulator Act 2011

Education Services for Overseas Students Act 2000

Marketing Collateral

Student Handbook

Authorising Officer: \_\_\_\_\_ Date: \_\_\_\_\_ Review Date: \_\_\_\_\_

This policy is to be reviewed twelve (12) months from this date.