



Fee Management 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 as employees of Greenwich English College Pty Ltd. This policy and its associated procedure documentation ensure that Greenwich English College Pty Ltd adheres to all legislative and regulatory requirements with respect to fees charged to students.

Scope

This policy governs all staff and staff actions where they involve activities related to student fees. This includes, but is not limited to marketing, requests, payments, receipts, refunds of student fees and to the management of any such monies received and/or paid out.

The General Manager and the Chief Executive Officer have overall responsibility for financial management. Greenwich English College Pty Ltd follows sound financial management practices to safeguard any student fees paid in advance, to ensure the financial security of the organisation and to adhere to any and all legislative and regulatory requirements pertaining to the organisation.

Policy

Greenwich English College Pty Ltd has a commitment to transparency in relaying information about fees to students and potential clients and to have effective financial systems in place to ensure complete visibility of all client financial transactions.

Greenwich English College Pty Ltd will make clear in the Student Invoice and Course Acceptance Agreement an itemised list of all fees payable, including course fees, and the dates for those payments. The list will be in simple and clear language to ensure transparency.

Greenwich English College Pty Ltd has implemented and monitors its systems to ensure payment collections are compliant with the National Code (2018), ASQA *Standards for Registered Training Organisations 2015*, the National *ELICOS Standards 2018*, 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 as set out by in 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.

Fee Structure – Course Fees

All courses at Greenwich English College Pty Ltd require payment of a deposit to confirm enrolment. In most circumstances, this deposit is non-refundable as set out in Policy & Procedure No.17 Enrolment and Admissions.

Where a single payment for all tuition fees is in accordance with the restrictions on Greenwich English College Pty Ltd under the TPS legislation with respect to courses of more than 24 weeks in duration, and is agreed to by the student in the Course Acceptance Agreement, and in line with the

stipulations of this policy and procedure document, this is required prior to the commencement date of the student's tuition.

Where multiple payments for tuition fees are made either at a student's request or simply in accordance with the restrictions on Greenwich English College Pty Ltd under the TPS legislation with respect to courses of more than 24 weeks in duration, and in line with the stipulations of this policy and procedure document, each payment is required on or before the exact dates made clear and included in the Student Invoice and Course Acceptance Agreement which must be signed prior to the student's enrolment being accepted.

Greenwich Management College Pty Ltd will not accept tuition or non-tuition fees until the overseas student (or parent or legal guardian if the overseas student is under the age of 18) has signed or otherwise accepted the agreement.

Terms of Payment

Fees can be paid via cheque, bank cheque, direct debit or cash or via a third party payment service offered by Greenwich English College Pty Ltd. Students can request to pay their fees via installments and will be required to enter into a contract to such effect. A Student Invoice will be issued to all fee-paying students clarifying amounts, due dates and course duration corresponding to these amounts.

Protection of Fees Paid in Advance

Greenwich English College Pty Ltd protects the fees that are paid in advance by both domestic and international students.

For domestic students, fee protection is ensured through:

- Greenwich English College Pty Ltd holds current membership of a Tuition Assurance Scheme approved by ASQA. If Greenwich English College Pty Ltd is unable to provide services for which a student has prepaid, the student will be placed into an equivalent course such that the new location is geographically close to where the student had enrolled with Greenwich English College Pty Ltd and the student will receive the full service for which they had prepaid at no additional cost to the student. If an equivalent course cannot be found, the student is paid a refund of any prepaid fees for services that are yet to be delivered above the amount of \$1500.

1. For international student, fee protection is ensured as follows:

- All course fees will be held in a separate bank account that can only be drawn down when the student commences their studies. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.
- Greenwich English College Pty Ltd does not require international students to pay more than 50% of course fees prior to course commencement. However, Greenwich English College Pty Ltd 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, the remaining amount will be collected according to an agreed payment schedule. Note, however, that where a course is less than 25 weeks,

Greenwich English College Pty Ltd will require students to pay the full cost of the course prior to course commencement.

- Greenwich English College Pty Ltd pays into the Tuition Protection Service (TPS) provided by the Australian Government.

Failure to Make Payment of Fees

Students are required to pay all tuition fees as a condition of their enrolment. The policy and procedure followed by Greenwich English College Pty Ltd in the case of failure to make such payments is addressed in the terms and conditions of enrolment and the policy and procedure: Deferring, Suspending, or Cancelling the Student Enrolment.

Other Fees and Charges

Any and all non-tuition fees are covered in the terms and conditions of enrolment and the policy and procedure: Deferring, Suspending, or Cancelling the Student Enrolment.

Greenwich English College Pty Ltd 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.

Refunds of fees

The Greenwich English College Pty Ltd Refund Policy stipulates 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. This includes refunds in cases of:

- Overpayment of fees;
- Payment of fees before they are due or receivable;
- Provider default, such as course cancellation;
- Student default, such as cancellation of enrolment prior to commencement;
- Change to enrolment.

As made clear in the Greenwich English College Pty Ltd Refund Policy applications for refunds of tuition fees must be made prior to the date of commencement of the course of study agreed to in the Course Acceptance Agreement. No refunds of tuition fees will be made after this commencement date, except where set out in the Terms and Conditions of Enrolment and where required under Australian consumer law.

References

ASQA Standards for Registered Training Organisations 2015
National Vocational Education and Training Regulator Act 2011
Education Services for Overseas Students Act 2000
Cancellation & Refund Policy
Change to Enrolment Application
Student Handbook 2018