

# Student Fees and Charges Policy

## 1 PURPOSE

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To provide a clear documentation process relating to fees and charges associated to overseas students studying at Pioneer College. This policy has been developed in accordance with supports clause 5.3 of standard 5 and Clause 7.2 of Standard 7 of the standards for Registered Training Organisations 2015

To ensure each overseas student or prospective student is properly informed and protected through the provision of comprehensive and relevant fee information.

## 2 SCOPE

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This policy applies to all Students who are commencing, have commenced or are continuing study with Pioneer College.

Overseas students choosing to study at Pioneer College are required to pay all fees and charges agreed to in the Letter of Offer and Acceptance (Written Agreement).

## 3 POLICY STATEMENT

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### 3.1 GENERAL RULES

- 3.1.1 Pioneer College charges a variety of fees and charges for courses in relation to market demand.
- 3.1.2 Fees and charges are published and available online via Pioneer College's website.
- 3.1.3 Students are notified in their Letter of Offer and Acceptance (Written Agreement) of all fees and charges, including that these are subject to change.
- 3.1.4 Payments including fee deposits are not accepted from overseas students until Pioneer College receives their signed and completed Letter of Offer and Acceptance (Written Agreement).
- 3.1.5 Tuition fees do not include placement fees or material fees. These will be listed in the letter of offer.
- 3.1.6 Fees and charges are reviewed at least annually.
- 3.1.7 Any changes to fees and charges are updated on all electronic and print material including Letter of Offer and Acceptance (Written Agreement) and marketing/recruiting materials.
- 3.1.8 International education agents are notified of any changes to fees and charges and are supplied with updated materials.
- 3.1.9 Pioneer College will not issue any qualification or award prior to the completion of payment of all fees and charges in full.

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- 3.1.10 Student will pay the same amount of fees at the time of enrolment until completion of the course.
- 3.1.11 Rescheduling of any course or unit of competency may incur variations in fees and charges such as an increase to be paid or an amount to be refunded.
- 3.1.12 Enrolling in a new course will incur any new fees.
- 3.1.13 Tuition fees will not be transferred to another educational institute.
- 3.1.14 Pioneer College enrolment/application fee is non-refundable.
- 3.1.15 In the event a student abandons the course, all fees due are payable.

### **3.2 FEES AND CHARGES**

- 3.2.1 Fees are payable as agreed with Pioneer College and documented in the Letter of Offer and Acceptance of Offer. The balance of fees is to be paid on the basis of an instalment program that is scheduled and agreed upon in the Letter of Offer and Acceptance of Offer.
- 3.2.2 Tuition fees will not be transferred to another educational institution.
- 3.2.3 Pioneer College may restrict or withhold services or materials from learners if fees are overdue.
- 3.2.4 Students are required to pay the following fees:
  - a) Application/enrolment fee (non- refundable)
  - b) Course Fee, as per letter of offer
  - c) Material Fees, as per letter of offer
  - d) Placement fees, as per letter of offer
  - e) Overseas Student Health Cover (OSHC), if needed,
  - f) Accommodation, if needed
  - g) Airport Pickup, if needed,
  - h) Any other fees outlined in the Letter of Offer and Acceptance (Written Agreement) and attached schedule of fees for students.
- 3.2.5 Applicants must pay the following fees in order to secure their enrolment at Pioneer College:
  - a) A specified pre-payment tuition fee
  - b) Application/enrolment Fee
  - c) OHSC fee (for overseas students)
  - d) Material fee
- 3.2.6 Payment particulars:
  - a) Students must pay the Application Fee, otherwise the application will not be processed.
  - b) Application fees and any Accommodation charges are non-refundable.
  - c) Students must pay all associated Course Fees as per the Letter of Offer and Acceptance (Written Agreement) and Fee Schedule, otherwise students will not be allowed to continue study.

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- d) Course fees can be paid in Full at the start of the course, or in Advance by term or in accordance with the schedule outlined in the Letter of Offer and Acceptance.
- e) Course Fees will not be transferred to another provider, should a Transfer of Provider request be approved.
- f) A Refund of any fee will only be processed in accordance with the Refund Policy.

### **3.3 FEE INCREASES**

- 3.3.1 Students are informed on the Letter of Offer and Acceptance of Offer that tuition fees will not increase during their period of enrolment at Pioneer College.
- 3.3.2 Fees during the enrolment period as tabled under 4.3, may, however, be subject to increase. Notices will be placed throughout the Pioneer College campus(es) notifying students if any of these fees are to increase. Students will be provided with four weeks' notice of the intention to increase any of these fees.

### **3.4 PAYMENT METHODS**

- 3.4.1 All Fee payments must be made in Australian Dollars and can be paid by:
  - Direct Bank Deposit
  - Bank Cheque or Money Order

### **3.5 PAYMENT EXTENSION**

- 3.5.1 Should the student experience financial difficulties or encounter unforeseen circumstances where payment of fees cannot be made, then the student may request an extension of fees by submitting a Fee Extension Request Form.
- 3.5.2 The Fee Extension Request Form must be received prior to the fee due date. If the form is not received by the due date, then the student will be subject to late payment fees, regardless of whether an extension has been granted.
- 3.5.3 Applying for a fee extension does not guarantee that an extension will be granted.
- 3.5.4 If an extension is approved, then a revised payment schedule will be determined.

### **3.6 LATE PAYMENT**

- 3.6.1 Should a student not pay the required fees by the due date and has not submitted and had approved a Fee Extension Request Form, then the following late payment fees apply:
  - Payment fees, after 7 days late an additional 5% penalty will be applied
- 3.6.2 Should a payment plan be entered into, the due date is the date of the agreed instalment due date, should a student fail to pay 2 or more instalments then the overdue fees will apply to each instalment that is late.

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### 3.7 CANCELLATION

- 3.7.1 The failure to pay any owed fee or late payment may result in the cancellation of the student's enrolment.
- 3.7.2 In the event that a final notice to cancel CoE, the student shall have 20 days to access the Complaints and Appeals process.

### 3.8 OVERSEAS STUDENT HEALTH COVER

- 3.8.1 As a condition of your student VISA, the Australian Government requires the student to have Overseas Student Health Cover.
- 3.8.2 Pioneer College is able to provide OSHC through ahm OSHC, and will provide the associated fees and charges on the Letter of Offer, or the student is free to arrange OSHC themselves.
- 3.8.3 Students will not be able to obtain a valid Student VISA, if they do not have proof of OSHC.

### 3.9 TUITION ASSURANCE

In accordance with the ESOS Act, Pioneer College ensures the security of Student Fees through membership to the Tuition Protection Service.

## 4 SCHEDULE OF FEES

### 4.1 APPLICATION/ENROLMENT FEE (NON-REFUNDABLE)

A non-refundable application fee of \$350.00 applies.

### 4.2 CURRENT COURSE COSTS

Listed below are the current course costs (subject to review and change)

Course Code	Course Title	Duration (weeks)	CRICOS Approved Tuition Fee	Material Fee	Total Cost
BSB50420	Diploma of Leadership and Management	52	\$ 9,050		\$ 9,050
BSB50420	Advance Diploma of Leadership and Management	52	\$ 11,050		\$ 11,050
SIT30816	Certificate III in Commercial Cookery	52	\$ 12,750		\$ 12,750
SIT40516	Certificate IV in Commercial Cookery	78	\$ 17,750		\$ 17,750

SIT50416	Diploma of Hospitality Management	78	\$ 17,050		\$ 17,050
SIT60316	Advanced Diploma of Hospitality Management	104	\$ 22,650		\$ 22,650

#### 4.3 FEES DURING THE ENROLMENT PERIOD

Repeat of unit	As per Unit cost as outlined in scheduled fees	
RPL assessment (per unit of competency)	As per Unit cost as outlined in scheduled fees	
Re-Enrolment for each unit	As per Unit cost as outlined in scheduled fees	
		\$
Enrolment fee		350.00
Catch up for each unit		500.00
Cancellation / Withdrawal Fee		250.00
Catch up for missing practical's		250.00
Catch up for missing theory		100.00
Re-issue of CoE		250.00
Catch up missing units online (per unit)		100.00
Airport pick up		100.00
Replacement Diploma / Certificate		50.00
Bank dishonor fee		95.00
Additional statement of attainment (one statement of attainment will be provided free of charge)		25.00
Academic Administration Fee (Charged per assessment where there has been a confirmed case of Academic Dishonesty)		50.00
Resubmit fee after 3 attempts (per assessment)		50.00
Replacement Student workbook		30.00
Replacement ID card		20.00
Re- assessment Theory / Per assessment		50.00
Re-assessment Practical / per practical assessment		120.00
Re-enrolment (unit of 1 week or less)		130.00
Re-enrolment (unit of more than 1 week)		500.00

**Records of updates and changes**

Version number	Issue date	Nature of Amendment
1.0	01/07/2020	Final version , submitted for registration
1.1	08 Feb 2022	Added RTO & CRICOS Code, Adjusted Margin, Header & Footer, Tables, Changed Font, Font size, Alignment.
2.0	03/05/2022	Changed RTO name, changed email address, added few more fees related to assessment policy