



## **QIBA Fees and Charges Policy**

### **1. Purpose**

QIBA is entitled to charge fees and charges for services provided to students undertaking a course of study and for other services QIBA may provide. These fees and charges are generally for items such as tuition fees and charges, enrolment fees and charges, course materials, student services and other related training and assessment services. The transparency, governance and management of fees and charges are integral to financial transparency and ensuring students' rights and responsibilities are fully explained and maintained.

The following policy outlines QIBA's Fees and charges Policy identifying processes and systems for financial transparency and maintenance of student's rights and responsibilities. This policy also outlines the roles and responsibilities of QIBA staff and its students and the expectations of each and should be read in conjunction with QIBA's Fee Refund Policy.

### **2. Scope**

QIBA's Fees and charges policy applies to its staff (general staff and contractors), students and employers.

### **3. Definitions**

Fees and charges – For the purpose of this policy and procedure, fees and charges are defined as monies QIBA is entitled to charge for services provided to students undertaking a course of study and for other services QIBA may provide.

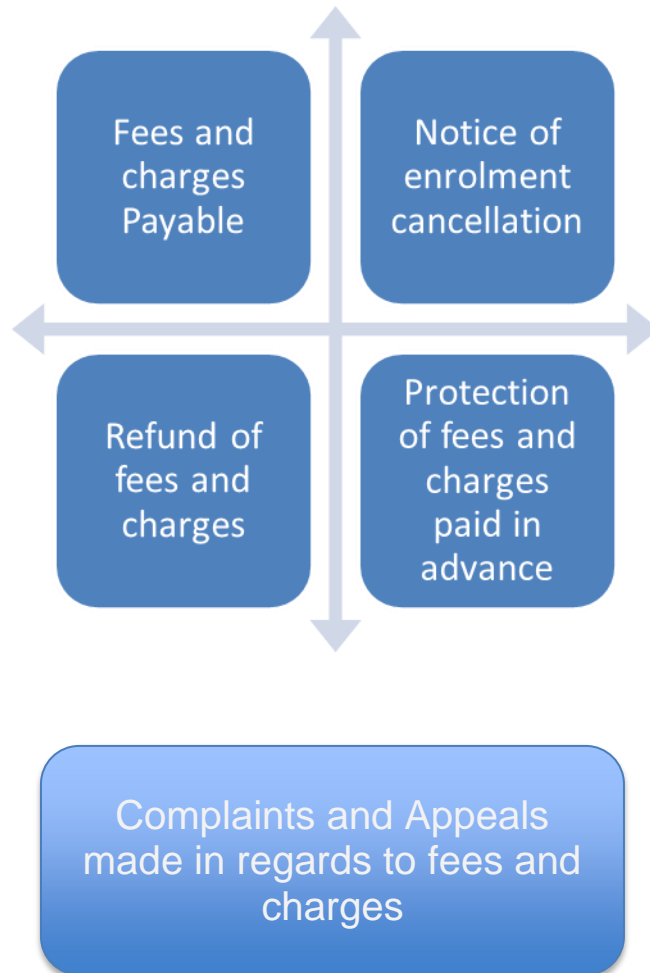
### **4. Responsibilities**

Marketing and Admissions Team, Admin and Finance Team, Academic Manager and Principal Administrator – Responsible for the transparency, governance and management of fees and charges and charges. Ensure students' rights and responsibilities are fully explained and maintained.

### **5. Procedure**

#### **5.1 Systematic Approach**

5.1.1 QIBA applies a systematic approach to fee collection and the refund of fees and charges. This approach includes:



## 5.2 Fees and Charges payable

5.2.1 Fees and charges vary for different training programs. The determination of course fees and charges are dependent on program duration, modality, requirements and commercial viability.

5.2.2 The Principal Administrator is responsible for approving QIBA Schedule of Fees and Charges. As a minimum the Schedule of Fees and Charges includes:

- The total amount of all fees and charges including course fees and charges, administration fees and charges, material fees and charges and any other charges for enrolling in a training program.
- Payment terms, including the timing and amount of fees and charges to be paid and any non-refundable deposit/administration fee.
- Fees and charges and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment.

## 5.3 Reissuance of certificates and final documents



Where a student has lost or misplaced an issued certificate and/or final documents, QIBA will charge the Graduate a fee of \$50.00 per qualification to reprint/reissue the certificate/final documents. Information relating to the reissuance of certificates can be found in the fees and charges schedule under Section 5: Fees and charges, Payment and Refund of the Student Agreement.

#### **5.4 Payment of Fees and charges**

5.4.1 To ensure students are well informed of the financial considerations of their enrolment, QIBA provides fee information to each student prior to enrolment.

5.4.2 QIBA Schedule of Fees are explained by staff to students on course application and prior to the payment of Fees and charges. The full schedule of fees and charges and charges is made available through the Offer Letter and Student Agreement.

5.4.3 All course fees and charges and charges are payable in Australian dollars in accordance with the current Fee Schedule. Fees and charges may change so student should confirm with QIBA prior to enrolment. Once enrolled in a course, the course fees and charges will remain the same for the normal duration of that course. For international students, fees and charges must be paid in advance before the Confirmation of Enrolment (COE) is issued.

#### **5.5 Protecting fees and charges being paid in advance**

QIBA acknowledges that it has a responsibility to protect the fees and charges paid by students in advance of their training and assessment services being delivered. To meet our responsibilities, QIBA deposits the initial tuition fees and charges in the designated account prior to student commencing the course. Upon commencement of course the monies received are then taken into the operational account.

#### **5.6 Consequences for failure to pay course/enrolment fees and charges**

5.6.1 Students must pay the fees and charges by the payment schedule. Failure to pay fees and charges by the due date may incur a financial penalty. QIBA reserves the right to charge, each month, an administration fee of \$100. Student must pay all the outstanding fees and charges and charges within 20 days from the date specified as per the final notice.

5.6.2 Students are reminded about when their fees and charges are due. Email reminders are done on 14 and 7 days before the fee is due for payment. In the event that students do not pay the fees and charges on the due date, they will be sent an overdue notification by email after the due date. Seven days after the due date, a Second Warning letter will be sent to the student. In event that the student does not then pay their outstanding fees, an 'Intention to Report' letter will be sent to the student. This will advise the student of QIBA's intention to cancel their enrolment (eCOE) for non-payment of fees and charges. Students then have 20 working days to appeal. Refer to the Complaint and Appeal Policy and Procedure for further details. If the student does not appeal the eCOE is then cancelled.

5.6.3 QIBA may agree to reissue the eCOE to a student whose eCOE has been cancelled for non-payment of fees and charges. There will be an administration charge of \$250 to be paid, in addition to outstanding fees and charges and penalties.



5.6.4 QIBA reserves the right to take any or all of the following actions should a student not have paid their fees and charges:

- a. bar access to the computers
- b. bar access to lessons
- c. bar access to examinations
- d. withhold transcripts, certificates and other documents
- e. suspend or dismiss the student from the College
- f. collect an administrative and interest fee on the amount outstanding
- g. pursue legal action to recover the debt.

If students continue to default on payment of fees and charges, legal action may be taken to recover the debt. QIBA reserves the right to recover from the student the costs of any such action taken.

### **5.7 Notice of enrolment cancellation**

Students must provide at least one full term's notice in writing to the Admin and Account Officer, if they wish to withdraw or cancel their enrolment. Any request for refund must be forwarded in writing to the College, addressed to the Admin and Account Officer. Refer to the Deferral, Suspension and Cancellation Policy and the Refund Policy for further details.

### **5.8 Refunds**

Refer to QIBA's Refund Policy for further details. This refund policy does not remove the student's right to take further action under Australia's consumer protection laws. In addition, QIBA's grievance resolution process does not inhibit the student's right to pursue other legal remedies.

## **6. References**

- a. Offer Letter and Student Agreement
- b. Refund Policy
- c. Complaints and Appeals Policy
- d. Deferral, Suspension and Cancellation Policy