	QIBA PYP Terms and Conditions Policy			
	Policy Scope:	This Policy applies to all potential and enrolled PY candidates at QIBA.		
	Accountability:	PYP Manager and Compliance and Risk Manager		
	Last Date of Review:	10.03.2021	Reviewed:	Annually
	QIBA Pty Ltd ABN: 35 071 667 108 RTO: 5304 CRICOS Provider No: 01515J			


All PY candidates/students must read and agree to QIBA Terms and Conditions, Fees and Charges and Refund Policy prior to submitting an application.

I agree to the following terms and conditions as a candidate/student of QIBA Professional Year Program:

1. Information on my application form is correct at the time of lodgement and I agree to advise QIBA in writing of any changes to my details including visa status and contact details.
2. I understand the program consists of a minimum of 44–52 weeks including both theoretical course work and a voluntary workplace internship placement of a minimum 10-week period, meeting the required hours for my course and internship.
3. I understand that 100% attendance is a requirement of the course including the internship component. I acknowledge I must provide a current medical certificate for any absences in order to be eligible for class re-scheduling or resubmission of assessment.
4. I acknowledge any absences or leave requests that are non-extenuating will incur a **\$250 (exc. GST) administration fee** and will also affect my scheduled graduation date. The administration fee may be waived for extenuating circumstances (illness, trauma, death in the family) with provided supporting documents. Refer to the **QIBA PYP Student Handbook** for the definition of extenuating circumstances.
5. I understand that if I withdraw from the program, or fail, I am still liable for all outstanding fees; a debt collection agency will be engaged to collect all outstanding fees at my expense, including any expenses incurred in the process.
6. I have read and understand that I am expected to adhere to the **QIBA Student Code of Conduct** and should I breach the Student Code of Conduct my enrolment may be cancelled and I will not receive a refund for any monies paid and will be obligated to pay any instalments that remain unpaid at the time of cancellation.
7. I understand that my Internship component cannot commence until all classes and assessments are complete. I understand that QIBA will source my professional internship with a suitable host employer. I am obligated to make myself available for internship interviews and understand that the course timetable is a guide only and not all students will commence their internship at the same time. I also understand I must remain in Australia for the entire 44-52 weeks.
8. I understand that I have the opportunity to source my own internship however it must be verified by the QIBA Internship Coordinator prior to commencement and must be completed within the

course dates and can only commence once it has been officially verified and QIBA have the signed documents on file.

9. I acknowledge that although my internship is voluntary, my conduct must be suitable to the professional workplace. Successful completion of the internship is necessary in order to graduate and I understand that my internship is not a means of gaining employment. I must accept a placement that is sourced for me by QIBA if I am successful in the interview with the host company.
10. I understand that I must behave and conduct myself in a professional and respectful manner at all times, in accordance with the code of conduct, and if I am issued with 3 warnings for breaching the code of conduct my enrolment with QIBA will be cancelled.
11. I understand my personal information will be made available to the relevant professional body and the **Department of Home Affairs (DHA)** and other Australian government bodies as required by law. I understand my personal information may also be used for promoting the program to other potential participants and industry (only after negotiation with and agreed to by the individual prior to use).
12. I understand any approved Professional Year Program course transfers (interstate or intrastate) will incur a student **administration fee of \$500 (exc. GST)**. If the transfer form has been submitted no later than 14 days prior to the commencement of the Internship component an **additional fee of \$115 (exc. GST)** will be applied. If the transfer form has been submitted within 14 days of or after commencement of the Internship component the additional late notice **transfer fee of \$900 (exc. GST)** will be applied.
13. Related documents and References
 - a. QIBA PY Application Form
 - b. QIBA PYP Student Handbook
 - c. QIBA Student Code of Conduct
 - d. Department of Home Affairs (DHA)

	QIBA Fees and Charges Policy		
	Policy Scope:	This Policy applies to all students undertaking a course of study with QIBA and the administration and finance staff employed by QIBA.	
	Accountability:	Compliance and Risk Manager and Financial Controller	
	Last Date of Review:	25.10.2020	Reviewed:
QIBA Pty Ltd ABN: 35 071 667 108 RTO: 5304 CRICOS Provider No: 01515J			

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.

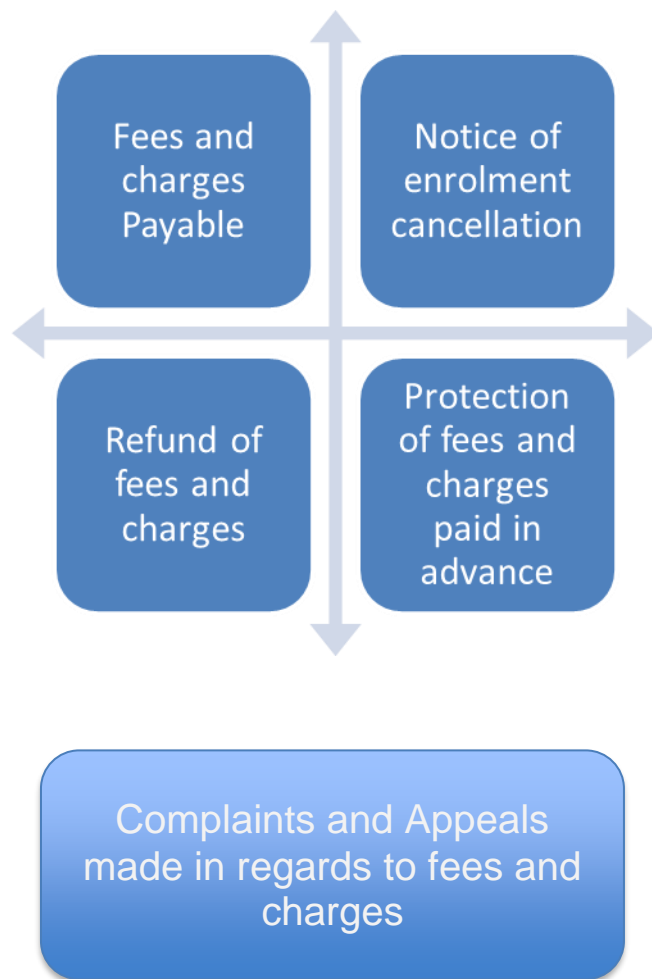
4. Responsibilities

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

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 (exc. GST) 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 (exc. GST). Student must pay all the outstanding fees 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 (exc. GST) 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 PYP 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. Related documents

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

	QIBA PYP Refund Policy		
	Policy Scope:	This Policy applies to all students undertaking the PYP with QIBA and the administration and finance staff employed by QIBA.	
	Accountability:	PYP Manager and Financial Controller	
	Last Date of Review:	10.03.2021	Reviewed:
QIBA Pty Ltd ABN: 35 071 667 108 RTO: 5304 CRICOS Provider No: 01515J			

1. **Cancellations or requests for refunds must be made in writing directly to the QIBA Professional Year Program Manager by completing the cancellation to enrolment form and send via email at py.student@qiba.edu.au**
2. The **Application Fee of \$250 is non-refundable** under any circumstances, unless students are not deemed eligible to participate in the program.
3. A full refund of tuition fees will be applicable under the following circumstances:
 - a. QIBA is unable to deliver the Professional Year Program
 - b. QIBA refuses the application for enrolment
4. **QIBA agrees to refund 70% of tuition fees paid if written notice of cancellation is received 28 days or more prior to the course commencing.**
5. **QIBA agrees to refund 50% of tuition fees paid if written notice to withdraw is received within two weeks prior to the course commencing.**
6. **QIBA will make NO REFUND of tuition fees after the course begins.**
7. Students using the instalment option for payment of tuition fees that choose to withdraw from the course after it has begun are liable for full tuition fees. Finalisation of the account must be by the date stipulated on the agreed instalment plan. Failure to do so will result in legal action and outstanding fees will be referred to an external collection agency as outlined in the PYP Terms and Conditions.
8. **QIBA will NOT approve any non-extenuating leave**, holidays or non-emergency medical absences from the program. Therefore, students who take leave during a course will not graduate on the initial scheduled date as the time of absence will not be considered as active participation in the program, and students will still be liable for all outstanding fees.
9. No refund will be given to a student who is disqualified due to unsatisfactory attendance, performance, behaviour or who is in breach of QIBA Student Code of Conduct or Australian law.
10. In special circumstances and with the permission of the Professional Year Program Manager, students may elect to defer into a subsequent course with prepaid tuition fees being held in credit by QIBA for a period not exceeding six months.
11. All refunds will be paid in the same currency where practical, within the relevant time period specified in the ESOS Act 2000 (for overseas students) i.e. within two weeks in the case of provider default and four weeks in the case of student default.

12. This refund policy does not remove the student’s right to take further action under Australian consumer protection laws and the registered provider’s dispute resolution processes do not circumscribe the student’s right to pursue other legal remedies.
13. Related documents
 - a. QIBA PYP Cancellation to Enrolment Form
 - b. QIBA PYP Terms and Conditions
 - c. QIBA Student Code of Conduct
 - d. ESOS ACT 2000

Version Control and Change History

Version Control	Date Effective	Approved By	Amendments Made
9.0	25.02.2021	Sally Mooney	Interstate / intrastate transfer fee change
9.2	10.03.2021	Sally Mooney	Clarification of fees and charges