albright

INSTITUTE OF BUSINESS & LANGUAGE

Policy Title	**Student Fees and Charges Policy and Procedure**				
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Owner	**Accounts Department**		Approved By		**CEO**

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1. POLICY

ANIT Australia Pty Ltd T/A Albright Institute of Business and Language will ensure that all individuals who enter a Nationally Accredited Program have the appropriate skills and abilities they require to be successful in their studies. This policy is intended to provide a broad framework, and minimal requirements for determining admission to training courses and programs of Albright Institute.

2. PURPOSE

The purpose of this policy and procedure is to demonstrate the procedure Albright Institute and students will follow when making application and enrolling at the college Albright Institute.

3. SCOPE

This policy applies to all the prospective and current international students of Albright Institute.

4. POLICY STATEMENT

This policy may or may not include or mention every fee or charge applicable to Albright Institute. Detailed information is provided to the student in the Letter of offer and Student Acceptance Agreement prior to the confirmation of enrolment (COE) is issued.

- Albright Institute will charge a range of fees (Non Tuition Fee) and charges for courses.
- These charges will be provided and listed to the student in the Student Course Acceptance Agreement prior to the issuance of the CoE.
- Students are required to have a signed Student Course Acceptance Agreement in place prior to enrolment and they shall pay the Fees as outlined in the Student Course Acceptance Agreement.
- The students are provided a fee Payment Plan in the Student Course Acceptance Agreement in place prior to commencing classes.
- Enrolment in a new course may incur any new fees.
- Application fee is Non-refundable.
- The Administration fee levied for assessing and processing the change of enrolment status is non-refundable.
- Fees can be paid in full or an initial deposit payable on enrolment as mentioned in the Letter of Offer/ Student Course Acceptance Agreement.
- If fee is paid in full prior to course commencement, the student must acknowledge that in the written agreement that the full fee is being at their own will and not upon Albright Institute's request.
- Fees paid by credit card will incur a further charge.

5.REQUIREMENTS AND PROCESS

5.1Admission Fees and Charges

At the time of application, Albright Institute provides all its prospective students with a Letter of Offer, outlining all the fees and charges applicable to the student's entire enrolment duration. This includes the total upfront payment required, and a payment plan for the payment of the rest of the fees for the duration of the enrolment. The Letter of Offer will include all tuition fees and all non-tuition fees.

Albright Institute will **never ask for an upfront payment of more than 50% of the tuition fees;** however, the student may choose to pay an upfront amount exceeding 50% of the total tuition fees of the course.
From 01/July/2023 the Onshore Application Fee (Non-refundable) will be $100.00/- and the Onshore Admission Fee (Non-refundable) will be **$100.00/-.**

From 01/July/2023, Offshore Application Fee (Non-refundable) will be **$150.00/**- and the Offshore Admission Fee (Non-refundable) will be **$150.00/-**.

The Student Acceptance Agreement will act as the financial written agreement between the student and Albright Institute and, by signing it, the student accepts the responsibility of meeting all the outlined financial commitments and paying all fees by the due date. If the total upfront fees are not paid in full and a proof of payment is not presented, Albright Institute will not finalize the student's enrolment. Standard policy is that proof of payment must be reconciled with the deposit for the enrolment to be finalized. This means that the money must have reached the Albright Institute's bank account for the transaction to be considered complete.

If the student makes a payment to Albright Institute from an account in Australia and provides proof of the transfer, Albright Institute may at its discretion proceed with the enrolment and issue a Confirmation of Enrolment (CoE) prior to the money being received.

5.2 Paying Fees during the student Enrolment

- Balance of fees is to be paid on an instalment payment plan outlined in Student Acceptance Agreement.
- The students enrolling for the packaged programs are required to pay the first instalment of the second and subsequent course before the commencement date of the second and subsequent course.
- Late payment of Fees will incur a penalty on the fee instalment owed to Albright Institute referred in the Payment Agreement. Overdue payments will attract an additional fee of $100.00/- per instalment payment which is overdue.
- Albright Institute may restrict or withhold services or materials from the student if fees are overdue.
- Late payment fee can be waived off ONLY on CEO's discretion.

5.3 Cancelation of Course on Non-Payment of Fees

- First warning followed by a reminder notification will be sent to the student by email if the payment is overdue by 2 working days from the payment due date.
- Second warning followed by a reminder notification will be sent to the student by email if the payment is overdue by further 2 working days from the first warning issued date.
- Final intention to report notification (ITR) will be sent to the student by email if the payment is overdue even after the above two mentioned warning emails.
- This will be sent after 2 working days from the issuance of final warning letter. Student will be given 20 days to access the AIBL appeals process.
- If at any time during the above process, student chooses to payment, student will be charged late payment fee amounting to the number of days in the late payment period.
- Each **overdue payment will attract a $100.00/- fee**. This amount is payable in addition to the fees and charges which are overdue and is to be paid at the same time as the overdue fees.
- The current course enrolment on PRISMS will be cancelled on – "student default - non-payment of fees", all the subsequent COE's will also be cancelled (as applicable).
- The **cancellation of enrolment for non-payment of fees will incur a non-refundable administration fee of $550.00/-.**
- Once a COE is cancelled due to "student default - non-payment of fees", Albright Institute will NOT GRANT RELEASE unless all the overdue fees are paid. This may prevent the student from enrolling in a course at another Australian college.
- If the student has received ITR letter and the student clears the overdue payment within the 20 working days allowed for appeal, Albright Institute will consider this when deciding whether to report the student through PRISMS.
- If the student has outstanding fees the student will lose the right to graduate from Albright Institute. The student **will not receive** a certificate, statement of attainment, statement of results or any other documents until the fees are paid in full.
- If the student is studying a package of courses and if the fees is overdue in the first course, then the student will not be allowed to commence attending classes for the following course until those fees are paid in full.
- If the subsequent course has commenced and if the student is unable to start due to overdue fees, the student will have to re-enrol in the first course. This will only be allowed if the student has a good academic record.

5.4 Cancelation of Course on Non-Commencement of the course

- If the student does not commence the course on the start date/intake date mentioned on the COE for one particular course and is reported on PRISMS for "Non-commencement" for that particular course after the lapse of the Census date (from start date/intake date 15 calendar days); the Initial paid deposit for the COE for that particular course is TRANSFERRABE (Minus the two weeks tuition fee of the non-commenced start/intake date of the course).

- The Initial paid deposit for the COE is NON TRANSFERRABE to any other new or subsequent course in the packaged program offered to the student.

- The cancellation of enrolment for non-commencement of a course will incur a non-refundable administration fee of $550.00/-.

- If the student enrolment is cancelled due to "Non-commencement" and the student NOW wishes to re-enrol for the same course OR any other course with Albright Institute, the student will be charged **a non-refundable re-enrolment admin fee of $300.00/-.**

- Where the student is re-enrolling, the enrolment cancellation of $550.00 will NOT apply.

5.5 Cancelation of course on Unsatisfactory Course Progress

The cancellation of enrolment for unsatisfactory course progress will incur a non-refundable administration fee of $550.00/-.

5.6 Cancelation of course on student withdrawal

The cancellation of enrolment due to student withdrawal will incur a non-refundable administration fee of $550.00/-. This cost is for assessing and processing the student request.

5.7 Course Abandonment

In the event a student abandons the course, all fees due are payable to Albright Institute upon demand.

5.8 Provider initiated Course Deferral, Suspension or cancellation

- Albright Institute may at its discretion defer the commencement date, cancel or vary a course prior to course commencement.

- In the event of deferral or cancellation before course Commencement Albright Institute will refund fees in accordance with the ESOS Act Section 27 and the student agrees that there shall be no further entitlement to damages whatsoever.

- Upon suspension of enrolment, the fees DO NOT remain due on the scheduled dates according to the Payment plan.

- Regarding cancellation of a student's enrolment during the course refer to the Albright Institute Refund Policy.

5.9 Student initiated Suspension applicable ONLY on compassionate grounds

- Albright Institute will not require the student to follow the original payment plan if the suspension is approved due to compassionate reasons.
- Evidence must be provided to support a claim of compassionate or compelling circumstances.
- If the suspension of studies is approved on compassionate grounds, then the first suspension of studies request is free of charge. Following this, any subsequent requests for suspension of studies require payment of a $300.00/- non-refundable administration fee.
- The second suspension of studies request, or any subsequent suspension requests will be assessed STRICTLY and ONLY after considering the genuineness of the compassionate grounds and the course progress record till the date of request. This will incur a non-refundable administration cost of $300.00/-. This cost is for assessing and processing the student request.

5.10 Student initiated Deferral before the commencement of the course

- Albright Institute will not require the student to follow the original payment plan if the deferral request is approved. Evidence must be provided to support a claim of compassionate or compelling circumstances.
- A new Letter of Offer will be generated. The new Letter of Offer will include a new payment plan. This means that the remaining instalments will be adjusted to match the duration of the enrolment.
- Albright Institute will amend all the payment plan data in its student management systems based on the new Letter of Offer issued.
- The **first deferment of intake request is free of charge. Following this, any subsequent requests for deferral of studies will incur a non-refundable administration cost of $200.00/-. This cost is for assessing and processing the student request.**

5.11 Change of campus and Campus Location Related Fees

The student may apply to change the campus on which the student is currently studying. A non-refundable administration fee of $300.00/- fee is applicable to assess and process the change of campus location application. This cost is for assessing and processing the student request. The tuition and non-tuition fees payable may vary based on the location of study. The details are mentioned in the Student Agreement.

5.12 Credit Transfer

If the student applies for and receives Credit Transfer, the total tuition fees payable for the course will be amended based on the number of units which the student has already completed. The evidence of Credit Transfer (CT) is cited as per Albright Institute's Credit Transfer Policy.

5.13 Qualification re-enrolment and extension of ELICOS course/s

- The students who are **re-enrolling** in a course will NOT be charged enrolment cancellation **non-refundable administration fee of $550.00/-.**

- A **reassessment fee** will be applicable if the resubmission attempts have NOT resulted in a Competent "C" outcome. Separate assessment sessions will be organised under supervision for assessment tasks. Students will be charged reassessment fees if the student is being reassessed during the Term Break Schedule or additional classes arranged for the student. Albright will **charge $200.00/- per theory reassessment (non-refundable administration fee) and $300.00/- per practical reassessment (non-refundable administration fee) in the kitchen.**

- If the student fails to achieve competency in the given duration of the qualification, the student may request to re-enrol in the same course. This request will be assessed by the Head of VET and National Quality and Compliance Manager and will be considered based on compassionate reasons. The student maybe offered an opportunity to re-enrol in the same qualification. A new Letter of Offer and COE will be issued since the re-enrolment may change the duration of the course. Albright Institute will **charge a non-refundable administration fee of $300.00/- for the re-enrolment in the same qualification. This cost is for assessing and processing the student request.**

- If a student enrolment is cancelled due to "Unsatisfactory Course Progress" and the student wishes to re-enrol; the student request will be reconsidered and assessed by the Head of VET and National Quality and Compliance Manager and will be considered based on compassionate reasons. The student maybe offered an opportunity to re-enrol in the same qualification. A new Letter of Offer and COE will be generated. Albright Institute **will charge a non-refundable administration fee of $300.00/- for the re-enrolment in the same qualification. This cost is for assessing and processing the student request.**

- In a situation that the student is required to re-enrol in some units/course because of failed units, **less than 25% - 30% of course (maximum of 4 units)**, the non-refundable administration re-enrolment fee $300.00 **will NOT** apply.

- If a student enrolment is cancelled due to "Non-payment of fees" and the student wishes to re-enrol after clearing the outstanding payment; the student request will be reconsidered and assessed by the Accounts Manager and COO because of compassionate grounds. The student maybe offered an opportunity to re-enrol in the same qualification. A new Letter of Offer and COE will be generated. Albright Institute will **charge a non-refundable administration fee of $300.00/- for the re-enrolment in the same qualification. This cost is for assessing and processing the student request.**

- **Unit re-enrolment:** If the student fails to achieve competency by the end date of a unit, or following three submissions of the assessment tasks, the student will be required to re-enrol. The **Unit re-enrolment is calculated as = Total tuition fees in original LOO divided by number of units in the qualification**. A new Letter of Offer and CoE will be issued if re-enrolment changes the duration of your course.

- The students who are enrolled in ELICOS course/s and further wish to extend their ELICOS course; **NO Admin Fee** will be charged for this **ELICOS Course extension**. A new Letter of Offer and COE will be generated.

- **Material Fee** charges for the extension of ELICOS courses will be as below:

o$450.00/- Cap Material Fee will be capped for 1 year enrolment with 48 study weeks for extension of enrolment in ELICOS Courses.

oIn the case where an extension goes over 1 year (48 Study weeks), the Material Fee Charge will drop to $10.00/- per week, with no cap.

5.14 Re- test for AIBL English Level Assessment Test for VET courses at AIBL
Albright Institute will charge a non-refundable re-test fee of $25.00/- for 2nd attempt of the AIBL English Level Assessment Test for VET Courses at AIBL.

5.15 Re-Issuance of Certificates/ Statement of Attainment
Albright Institute will charge a non-refundable administration fee of $50.00/- fee, for reissuance of a certificate, a transcript, or a statement of attainment (SOA).

5.16 Re-Issuance of Student ID Card
Albright will charge a non-refundable administration $20.00/- fee to re-issue a lost or stolen student ID card.

5.17 Material Fees
ELICOS course fees does not include the cost of resources and materials, for example textbooks, PowerPoint handouts, printouts, etc. Additional fees for the cost of materials will be charged. The total material fee (AUD$15.00/- per week) payable for the duration of the course will be displayed in the Letter of Offer, under the title “Material fee”. Material fees are payable at the time of admission.

VET course fees include the cost of resource materials. For some trade courses the material fee will be charged separately and will be mentioned in the letter of offer and the student acceptance agreement.

5.18 Refund of Fees
All refund applications will be processed based on the current Refund Policy of Albright Institute. The refund policy may be updated during your enrolment and, if it is updated, the student will be notified. The current version of the refund policy will be applicable to all current and future students at Albright Institute and would be available on the institute’s website. **A non-refundable administration fee of $550.00/-** is applicable to all refund applications. **This cost is for assessing and processing the student request.**

If the student has been charged for any other change in the enrolment, the refund administration fee will not be charged in this instance.

5.19 Registration Fee
A Registration fee is a fee which is reserved and allocated for future enrolment and COEs for the offered courses at Albright Institute. If the student commences the course on the date and location agreed in as per the Letter of Offer and included in the CoE, the registration fee will be entirely credited towards the future course tuition fees. This registration fee is **a non-tuition fee and is non-refundable if the student withdraws prior to the course commencement** date or is reported/cancelled for non-commencement.

The Registration Fee is charged in between the range of AUD$500.00/- to AUD$2,000.00/- for the below AIBL enrolments:
-Where the student is currently studying at a different provider;

-Where the student is enrolled in a packaged program offered with more than one VET course.

-Where the student is enrolled in a packaged program offered with more than one VET course.

5.20 Tuition Fee Protection
Albright Institute ensures the security of student fees by complying fully with the tuition fee protection requirements of the Education Services for Overseas Students Act 2000.

5.21 Australian Consumer Law

Nothing in this or any other policy of Albright Institute removes or reduces your right to act under the Australian Consumer Law, if that law applies. A statement confirming the student's right will be included in the Student Acceptance Agreement, as required by clause 3.4.5 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

6.FEE COLLECTION PROCEDURE

1.Day (-7) Fees due reminder letter/email will be sent to all student in or around 7 days prior to fees due , Albright Institute will not consider any comments from internal or external parties if this communication falls on the weekend;

2.Day (0) Text message "Fees due today" will be sent to the student in the morning;

3.Day (0) Text message "Fees due today" will be sent to the student in the afternoon if no response is received from the message sent in the morning;

4.Day(+1) Fees recovery call will be made if no response is received from the two text messages;

5.Day(+2) Fees recovery call will be made if no response is received from the two text messages;

6.Day (+3) an email will be sent to the student, agent and the respective AIBL Marketing Manager to assist us to recover the overdue tuition fees. Agent is expected to reply by COB on the same day, failing this the 1st Warning Letter/email will be sent to the student;

7.Day(+4) 1St Warning Letter will be sent to the student;

8.Day(+5) Fees recovery call will be made if no response is received from the 1st Warning letter/email;

9.Day(+6) 2nd Warning Letter will be sent to the student;

10. Day (+8) Final Intention to Report Notice (ITR) for Non-payment of fees will be sent to the student.

11. If no response is received within 20 working days after the ITR Notice email, the enrolment of the student will be cancelled on PRISMS for the current and all future courses.

12. The current enrolment and all future enrolments will be cancelled with Albright Institute;

13.Following the ITR notice, if the student clears the outstanding payment then the student will be able to continue the studies with Albright Institute.

14. Following the cancellation on PRISMS CoE, it the student clears the outstanding

7.METHODS OF PAYMENT

The student may make payment to Albright using the following methods:

- Cash
- Credit Card
- EFTPOS
- Direct Debit
- Bank Cheque

The student may make credit card or EFTPOS payments over the phone. Each training location of Albright Institute has a bank account allocated. All the payments you make must be made to the bank account related to your location of study. The bank account details will be included in your Student Agreement. A payment surcharge of 3.5% applicable to all payments made by AMEX.

8.NON-TUTION FEE CHARGES SUMMARY

NON – TUITION FEES AND CHARGES		
S.NO.	**ITEM TITLE**	**COST APPLICABLE AUD$**
1.	Onshore Application Fee (Non-refundable) from 01/July/2023	**$100.00**
	Onshore Admission Fee (Non-refundable) from 01/July/2023	**$100.00**
2.	Offshore Application Fee (Non-refundable) from 01/July/2023	**$150.00**
	Offshore Admission Fee (Non-refundable) from 01/July/2023	**$150.00**
3.	Registration Fee for enrolments in future OR for future enrolments in a packaged program offered with more than one VET course (Non-refundable)	**In between the range of $500.00 to $2,000.00**
4.	Admin Fee for 2nd and subsequent Deferment of start date/ intake date (Non-refundable)	**$200.00**
5.	Admin Fee for 2nd and subsequent suspension of studies (Non-refundable)	**$300.00**
6.	Admin Fee for Re-enrolment of Course (Non-refundable)	**$300.00**
7.	Admin Fee for Re-enrolment following cancellation on disciplinary actions include but NOT limited to: unsatisfactory course progress; non-payment of fees; Plagiarism etc.) (Non-refundable)	**$300.00**
8.	Admin Fee for Re-assessment, delayed submission/missed submission date (Non-refundable)	**$200.00 per theory unit**
9.	Admin Fee for Re-assessment, delayed submission/missed submission date (Non-refundable)	**$300.00 per practical unit**
10.	Admin Fee for Re-enrolment following cancellation on non-commencement of a course (Non-refundable)	**$300.00**
11.	Total tuition fees in original LOO divided by number of units in the qualification	**Unit Re-enrolment Fee**
12.	Admin Fee for Enrolment Cancellation (not applicable on re-enrolment) (Non-refundable)	**$550.00**
13.	Admin Fee for Refund Administration (Non-refundable)	**$550.00**
14.	Admin Fee for Change of campus location (Non-refundable)	**$300.00**
15.	Admin Fee for Re-issuance of Qualification Certificate/Statement of Attainment (SOA) (Non-refundable)	**$50.00**
16.	Admin Fee for Re-issuance of Student ID Card (Non-refundable)	**$20.00**
17.	Overdue fee on Payment Plan Instalment (Non-refundable)	**$100.00 per overdue instalment**
18.	Re-test Fee for 2nd attempt of AIBL English Level Assessment Test for Vet Courses at AIBL (Non-refundable)	**$25.00**
19.	Payments made by Overseas credit cards/ AMEX (Non-refundable)	**Surcharge of 3.5%**

MATERIAL FEES		
S.NO.	**ITEM TITLE**	**COST APPLICABLE AUD$**
1.	ELICOS Courses	**$15.00 per week**
2.	SIT30821 Certificate III in Commercial Cookery (52 weeks)	
	Material Fee (Food Costs)	**$750.00**
	Knives Kit & Uniform	**$500.00**
3.	SIT40521 Certificate IV in Kitchen Management (75 weeks)	
	Material Fee (Food Costs	**$1,000.00**
	Knives Kit & Uniform	**$500.00**
4.	SIT50422 Diploma of Hospitality Management (104 weeks)	
	Material Fee (Food Costs	**$1,000.00**
	Knives Kit & Uniform	**$500.00**
5.	SIT30821 Certificate III in Commercial Cookery (52 weeks) + SIT40521 Certificate IV in Kitchen Management (26 Weeks) (Packaged programs)	
	Material Fee (Food Costs)	**$1,000.00**
	Knives Kit & Uniform	**$500.00**
6.	SIT30821 Certificate III in Commercial Cookery (52 weeks) + SIT40521 Certificate IV in Kitchen Management (26 Weeks) + SIT50422 Diploma of Hospitality Management (26 weeks) (Packaged programs)	
	Material Fee (Food Costs)	**$1,000.00**
	Knives Kit & Uniform	**$500.00**
7.	RII60520 Advanced Diploma of Civil Construction Design (104 weeks)	

9. RESPONSIBILITY

The Accounts department, COO, National Quality and Compliance Manager and the CEO are responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

10. RELATED DOCUMENTS

Related Documents
STD-FORM02 Request of Change of Enrolment Status STD-FORM01 Refund Request Form P&P-05 Complains and Appeals Policy STD-FORM10 Complaints and Appeals Form P&P-07 International Student Refund Policy and Procedure Albright Institute Letter of Offer and Student acceptance agreement P&P-08 Change of Campus Location Policy P&P-12 Deferral, Suspension, Cancellation and Non commencements of Student enrolment Policy and Procedure P&P-14 Admissions and Enrolment Policy and Procedure