

Fees and Charges Policy

Purpose

Provide overseas students or intending overseas students with information relating to tuition fees and additional charges associated with enrolment in a course with SCM prior to and throughout their enrolment.

Policy

1 Information about Fees and Charges

- 1.1 Overseas students seeking to enrol in a course with SCM are advised of indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course and the registered provider's cancellation and refund policies.
- 1.2 Overseas students seeking to enrol in a course are also advised of additional fees and charges that may be incurred throughout their enrolment. Information on tuition and non-tuition fees will be displayed on SCM's website, in the prospectus and student handbook.
- 1.3 The information provided to each student will include:
 - (a) application fees, tuition fees, materials fees, health cover fees
 - (b) additional fees and charges student may incur, including as a result of having their study outcomes reassessed after 2nd attempt, change to coe, cancellation fee, fees for late payment of tuition fees, or other circumstances in which additional fees may apply.
 - (c) Payment terms, including the timing and amount of fees to be paid and any non-refundable payments and administration fees
 - (d) Payment options including that **students** can *choose* to pay more than 50 per cent of their tuition fees before they start their course (Such evidence will be maintained in the student file)
 - (e) SCM does not *require* students to pay more than 50 per cent up front; this must be **initiated by the student** or their sponsor. (Such evidence will be maintained in the student file)
- 1.3 Those seeking to enrol with SCM will be informed of the fees and charges before signing the written agreement. This amount is specified on all course information relating to fees and charges and on the Written Agreement signed by each student prior to entry into a course. The application and material fee is non-refundable except in the instance where SCM is required to cancel a course due to insufficient numbers or for other unforeseen circumstances.

2. Written Agreements

- 2.1 Sunshine College of Management must enter into a written agreement with the overseas student or intending overseas student, signed or otherwise accepted by the student, concurrently with or prior to accepting payment of tuition fees or non-tuition fee. The agreement outlines the tuition and non-tuition fees, payment options, refund policies.

- 2.2 Where fees are received without the Written Agreement being signed, SCM will inform the student that the payment cannot be processed until the signed Written Agreement is received.
- 2.3 In listing tuition and non-tuition fees in the written agreement, SCM will provide students with a clear guide to the range of fees they may incur throughout the course

Fees in Advance

- 3.1 SCM does not require students to pay more than 50 per cent of their tuition fees before they start the course. However, students, or the person responsible for paying the tuition fees, may choose to pay more than 50 per cent of their tuition fees before they start their course.
- 3.2 SCM will retain evidence that students have exercised choice in how much of their tuition fees are paid up front.

4. What do student fees cover?

- 4.1 Unless otherwise specified, course fees include the cost of all compulsory training and assessment materials. Any optional textbooks and materials that may be recommended but not required for completion of the course, are not included in course fees and will be an additional cost should the student wishes to purchase such materials.
- 4.2 All course fees include up to two (2) attempts at assessment per unit. Where an additional assessment is required in order to achieve competency, SCM reserves the right to charge a student, an additional re-assessment fee in accordance with the student's Written Agreement.

5 Terms and Methods of Payment

- 5.1 In order to accommodate the payment preferences of students, SCM provides students with payment options, including per study period or setting up an agreed and signed payment plan..
- 5.2 Students who enter into a payment plan will be provided with a payment schedule and must ensure fees are paid on or by the due date. Students opting to pay their fees per study period must do so upon commencement of the study period.
- 5.3 Payments can be made in person by cash, credit card (Visa and Master Card only), direct debit or direct deposit by quoting or referencing your student number. There will be a 2.0% surcharge on the credit card payments.
- 5.4 Education agents will not be involved in the collection, management or refunding of a student's fees. This is a matter between SCM and the student.

6 Late Payment

- 6.2 Where a student is more than 15 days overdue with payments, SCM reserves the right to suspend training services until payment is made to bring fees up to date.
- 6.3 Where students have made late payments, additional charges will apply
- 6.4 Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

7 Non-Payment of Fees

It is the responsibility of the student to ensure that fee payments are made promptly in accordance with the signed acceptance and agreement or payment plan

- Students must pay the required amount in full on or before 5 pm of the due date.
- Payments made after due date will incur a compulsory late fee, please refer to “Additional Charges”.

Failure to pay fees may result in any or all of the following until the student pays the full amount:

- Suspension from attending classes or participating in the course
- Exclusion from assessment activities
- Withholding of certification documentation
- Cancellation of enrolment
- Exclusion from future enrolments with SCM

International students will be informed of the possible impact on their visa due to non-payment of fees.

If tuition fees are not paid by the due date:

- SCM will issue the student with an initial warning letter for non-payment of fees within 5 days from payment due date, outlining the following:
 - Suspension from the course until full payment is made including exclusion from assessments if required.
- SCM will issue the student a further warning letter for non-payment of fees should SCM not receive any correspondence from the student after the initial warning letter was sent outlining the following:
 - Exclusion from assessment activities
- SCM will issue the student a final letter for non-payment of fees should SCM not receive any correspondence from the student following the second warning letter was sent outlining the following:
 - Intention to cancel enrolment due to non-payment of fees
 - Intent to notify the Department of Education, Skills and Employment of a change of enrolment status

The student is informed of their right to appeal SCM decision within 20 working days of receipt of letter of intent to cancel.

- If the student chooses to access SCM appeals process, SCM does not notify the Department of Education Skills and Employment of any change to the student's enrolment status through PRISMS.
- If the student's appeal is unsuccessful or no appeal has been made and all internal complaints and appeals processes have been completed, SCM will notify the Department of Education Skills and Employment via the Provider Registration and International Student Management System (PRISMS) of the cancellation of the student's enrolment.
- The student may choose to access an external appeals process as per SCM Complaints and Appeals Policy, but SCM does not have to wait for the outcome of an external appeal before notifying the Department of Education Skills and Employment via PRISMS of the change to the student's enrolment status.

For long-term outstanding amounts, SCM utilises the services of a debt recovery agency to ensure the collection of all fees

8 Additional charges

Course fees do not include cost of any additional documents required for specific reasons. See charges below for additional documents.

- Re-Issue of Testamurs / Statements of attainment - \$50 each copy
- Reassessment Fee \$220.00 (after second attempt)
- RPL Fee \$250.00 per unit
- Re-Issue of Student Card \$20.00
- Late payment of fees - \$250.00 per instalment
- Course Cancellation \$200.00
- Change to CoE \$200. Not applicable where support has been provided to achieve learning outcomes.
- Unit re-enrolment fee \$500.00 (for students who exceed the maximum duration period)
- Re-activation of learning platform \$250.00