

FEES POLICY – INTERNATIONAL

Organisation Definition:

Cairns Beauty Academy Pty Ltd trades as International College of Queensland.

Regulations and standards

National Code of Practice (2018) Standards 3 & 9;

National Standards for RTOs (2015) Standards 5,6, & 7, and Schedule 6

Purpose:

This policy applies to all international students enrolled within a course or unit of study at the International College of Queensland (ICQ) and provides a broad framework and set of principles regarding the payment of fees and any circumstances relating to this. This includes, but is not exclusive to:

- Enrolment Fees
- Ongoing Payment of Fees
- Fee Payment Deadline
- Restrictions

Scope:

- All international students
- All campuses
- International Education Agents

Policy Statement:

International College of Queensland's tuition fee policies, fee schedules, payment due dates, and information relating to a student's responsibilities, late fee payments and refunds is made available to students at enrolment, are in the ICQ Student Handbook and on the website, www.studyingql.com.au and apply to all international students.

All international students studying at the International College of Queensland and enrolled within a subject, unit of study or course are required to pay the international tuition fees for the current study period in full prior to the start of the relevant study period. Tuition fees cover the cost of tuition only. Tuition fees do not cover registration fees, books, uniforms, equipment or Overseas Student Health Cover (OSHC); these will be set out separately in relevant documentation.

Fees for courses of study and information about all other compulsory fees associated with a course of study are provided in all the International College of Queensland marketing materials and on the website. Subject, unit of study and course fees are not transferable to other students.

Changes to Published Fees

Course fees are subject to change throughout the life of the course any changes will be published with appropriate notice and will be made available on the College's website and relevant student documents.

Responsibility to Pay Fees

It is the student's responsibility to ensure they are able to pay their fees as outlined below. The International College of Queensland is unable to accept tuition fees for more than one semester in advance.

Applicants

During the admissions process international applicants must pay all enrolment fees by the fee payment deadline. The College accepts the following payment method for payment of fees for applicants:

- Bank transfer / deposit
- Eftpos
- Nexpay
- Debit Success for Direct Debit payments

Enrolment fees include the international application fee of \$250 and the tuition fees for the first study period, with any OSHC costs if arranged by the International College of Queensland.

A Confirmation of Enrolment (CoE) for a student visa will only be issued when the admissions process has been successfully completed, the student has signed and returned their letter of offer **and** payment of fees is confirmed.

Students

The Materials Fee is due at the student orientation.

The remaining tuition for the first semester is due on the commencement day unless a payment plan has been signed by both parties and is in place.

The tuition for the second semester is due on the first day of the student's second semester unless an alternative payment plan is in place.

During the course students on a payment plan must pay all ongoing fees by the fee payment deadline.

The College accepts the following payment methods for payment of fees for students:

- Bank transfer / deposit
- Credit card (excluding Amex or Diners Club)
- EFTPOS
- Nexpay
- Debit Success for Direct Debit payments

Students who anticipate a problem in paying their fees in full before the fee payment deadline must contact the College to discuss their circumstances and options.

Late Payment Notice

If tuition fees are not paid by the due date:

If student tuition payments are not received on or before the due date:

- **1st Warning for Non-Payment** letter emailed to the student letting them know that their tuition payment has not been received and to contact the Campus Manager immediately to make payment or discuss payment arrangements.
- **2nd Warning for Non-Payment** letter will be emailed to the student on the 8th day if the student has not contacted the school to pay their tuition or make satisfactory payment arrangements. The student is also notified that an **Intention to Cancel Enrolment for Non-Payment** letter will be issued 21 days after payment is due and still not paid or arrangements made.
- If payment is not made within 15 days of due date the student will be issued with a dishonour fee of \$15 per week until the balance is paid. .
- An **Intention to Cancel CoE for Non-Payment** letter is issued on the 22nd day after tuition was due along with an updated invoice for outstanding late fees. Students have 20 days to appeal the decision to cancel their CoE.

*International students will be advised of the potential impact on their visa; and will receive a formal letter of notice of intention to report to the Department of Home Affairs, confirming the reasons for the intended cancellation in line with the Deferring, Suspending or Cancelling Enrolment Policy.

*Under the Education Services for Overseas Students (ESOS) Act 2000 and National Code (2018) a student visa holder who does not re-enrol, has inactively advised the College they are not continuing their studies. The College has the right to inform the Department of Home Affairs of cessation of studies and the students CoE will automatically be cancelled, without notification or appeals period.

Restrictions

The following restrictions may be applied to a student's account until the fees are paid in full:

- Additional late payment fee of AUD \$15/week for each late week calculated each Monday *Tuesday if Monday is a public holiday
- Students have a further 1 week to pay their late fees or make satisfactory payment arrangements. It is encouraged to speak with the administration team to discuss payment options within that week, to ensure academic progress can be maintained.
- Students will be unable to enrol in subjects/units of study, sit any assessments or attend any classes.
- Withholding of Grades, Academic Transcripts, Statements of Attainment, Letters of Completion, Testamurs and Eligibility for graduation.

Refunds

The International College of Queensland's Refund Policy is provided to students prior to enrolment and can also be found on the website www.studyinqld.com.au

Students who wish to dispute a decision related to fees and charges can do so following the Complaints and Appeals Policy and Procedure.

Other Fees and Charges

Other charges that may be applicable to students while enrolled at the College include the following:

- Materials, Uniforms and Textbooks are required and are paid for separately in the Materials Fee due at Orientation.
- \$AUD 50 inc. GST to be charged for the Re-issue of Certificate, Qualification or Statement of Attainment
- English Proficiency test \$40
- A cancellation fee of \$150 is applied when a student initiates a transfer to another institution or cancellation after enrolment.
- Recognition of Prior Learning (RPL) – all students applying for RPL will be required to pay the assigned fee for the unit/s of study under application. RPL fees are 50% of the cost of the unit.
- Re-assessment or re-sit of assessment after first attempt may incur a fee of \$150. Second submissions are no charge, provided that the 1st submission has achieved a 80% satisfactory result
- Late assessments will be locked after the due date and the student may repurchase those assessments for \$175 each to allow re-submission with a new due date as arranged by their trainer. An automatic invoice is raised when students do not submit their academic work by the due date. On payment of the invoice a student's assessment will be unlocked to a new agreed due date for re submission. Failure to pay the invoice will result in a failed unit.

Exceptions: ICQ may waive the \$175 late assessment repurchase fee in compelling or compassionate circumstances, and when students present relevant evidence.

Tuition Protection

Course fees for international students studying on an Australian student visa are protected by the Tuition Protection Service under the Education Services for Overseas Students (ESOS) Act 2000.

In accordance with the legislated requirements of the ESOS Act, the College is unable to accept tuition fees for more than one semester/trimester in advance.

As part of the requirements of the Tuition Protection Service, the International College of Queensland maintains an account exclusively for tuition fees received from international students studying on a student visa. The College pays any tuition fees received from student visa holders into this account within 5 working days of receiving these fees. The College ensures that there is always a sufficient balance in the account to repay tuition fees to all non-commenced students that have applied to study on a student visa. The money held in this account is unable to be used to cover any other debts.

Fees and Charges Schedule

Summary of Fee and Charges		AUD\$
Airport Pick Up (If Applicable) -	Cairns Airport to Campus/Accommodation postcodes 4870, 4868, 4869, 4878, 4879 No charge M-F 8:30am-5pm	\$50.00
	Sunshine Coast Airport to Campus/Accommodation postcodes 4558, 4557, 4556, 4564, 4575, 4572 No charge M-F 8:30am-5pm	\$50.00
	Brisbane Airport to Campus/Accommodation in postcodes 4558, 4557, 4556, 4564, 4575, 4572	\$150
Total payable (including tuition and non-tuition fees)		\$
Other Non-Tuition Fees (as applicable – you will be notified when/if these apply)		
Reassessment of Assignments	1 st and 2 nd submissions are no charge, provided the 1st submission has achieved an 80% satisfactory result	\$150
Late Assessment Fee	Assessing of Late Assessment	\$175
ICQ Campus to Campus Transfer	administration fee (first transfer no charge)	\$100
Suspension/Deferral of Study	(not visa related, may be waived if compelling and & compassionate as determined by Director)	\$100
Transfer to another institution/Cancellation Fee	Administration Cancellation Fee	\$150
Late Tuition Payment	See tuition Fees & Late Payment Policy below	\$15
English Proficiency test	ICQ Language, literacy and numeracy skills test	\$40
Early Exit Fee	Student cancels a course prior to or after commencement	\$500

Version Control	Date	Reason for Change	Author
V1 0418	04/2018	Initial Document	Ann Donnarumma
V2 0319	03/2019	Review and update to align to National Code and Organisation's processes	Robyn Pinel
V3 0821	08/2021	Review of Policy – updates for clarity and consistency. Added Fees Table	Robyn Pinel