

## TUITION PAYMENT, WITHDRAWAL AND REFUND POLICY AND PROCEDURE

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### 1.0 Purpose

This document sets out the provision of information regarding student fees, payment options and refund scenarios for full fee-paying students enrolled in EIT Vocational Education and Training (VET) and Professional Certificate of Competency courses.

### 2.0 Scope

This policy and procedure applies to all EIT students and staff involved with VET courses and Professional Certificate of Competency courses. This policy does not apply to students using a VET Student Loan (refer to *VET Student Loans Withdrawal and Cancellation Policy*) or completing a non-award micro-credential course (refer to *Higher Education Fees Policy*) or a self-paced course (refer to the *Self-Paced Courses Policy*).

### 3.0 Objectives

EIT aims to:

- Ensure transparency in the communication of student tuition fees and refund conditions.
- Provide clear guidelines for payment arrangements, course withdrawals, and refunds.
- Support fair and consistent financial management practices for EIT and its students.

### 4.0 Policy Principles

#### 4.1 Fee Structure

- EIT charges a designated fee for a student to enrol in a complete course.
- Students are provided with multiple payment options, as follows:
  - For diploma, advanced diploma and graduate certificate courses (VET-accredited courses), students can either pay for the course upfront or in equal monthly instalments.
  - For Professional Certificate of Competency Courses, students are required to pay the full course fee prior to the start date of the course.

- The fee is set by the Dean in consultation with the VET College Manager and other relevant stakeholders. It may be varied to accommodate the financial resources of the student and the student's country of residence.
- All essential resources (documents, software, kits, etc.) required to complete the unit/module/course are provided by EIT as a part of the standard fee.
- Where completion of a unit/module requires the student to pass an examination, the standard fee will include one attempt at the examination. If further attempts at the examination are required, an additional fee may be levied to cover the cost of delivering the examination.
- Where completion of a unit/module requires the student to pass an assessment, the standard fee will include two attempts. If the assessment is failed after these attempts, an additional fee will be levied to cover the cost of a resit assessment.

## 4.2 Tuition Fee Payment Conditions

EIT allows full fee-paying students the flexibility of multiple payment options. These options are available in order to alleviate the financial stress on students. With these payment options, the following conditions apply:

- For professional certificate of competency courses, the full course fee must be paid prior to the start date of the course.
- For VET-accredited courses, a minimum of the first monthly instalment is to be received prior to the start date of the course.
- VET-accredited courses have census dates for each unit/module. Once a unit/module census date has passed, the student is financially liable for tuition fees for that unit/module.
- If a student fails a unit/module and needs to repeat the unit/module, they will be liable for paying additional tuition fees for the repeated unit/module equal to the cost of the unit/module.
- Fees that are paid by monthly instalments, but which are not paid by the due date, may result in a student's suspension and potential withdrawal from the course.
- If a student defaults on their instalments three times throughout the course, they may be charged an administration/dishonour fee, which is payable before a student's enrolment can be reactivated. This fee may be charged for every late payment thereafter

## 4.3 Refund Principles

### 4.3.1 Professional Certificate of Competency Courses

If students withdraw before the course start date, they will receive a full refund of any fees paid.

If the student withdraws after the course start date, no refund is due.

### 4.3.2 VET-accredited Courses

If students withdraw before or on the first census date, they will receive a full refund of any fees paid.

If students withdraw after the first census date, refunds are pro-rata based on units/modules which have not passed the census date. Fees paid for any units/modules where the census date has passed are non-refundable. Overpayments, after reconciliation of fees, will be refunded to students.

Once a unit/module census date has passed, the tuition fee for that unit/module has been incurred and is non-refundable.

*Note: Refer to Appendix 1 for the financial and academic penalties of withdrawal.*

### 4.4 Type of Course Withdrawals

**Student-initiated course withdrawal:** This is when a student has made the decision to stop their studies

**EIT-initiated course withdrawal (cancellation):** This is when EIT makes the decision to withdraw a student from a course due to academic performance (as outlined in the *Student at Risk Policy and Procedure* and/or the *Academic Honesty and Misconduct Policy*) or financial reasons, as detailed in Section 4.2. In these instances, students will receive prior notification of the potential withdrawal to allow them an opportunity to rectify the situation.

## 5.0 Procedure

### 5.1 Tuition Fee Payment

- EIT will issue students with their tuition fee invoices approximately one month before the course start date.
- Students are to follow the payment link provided in the invoice to set up their preferred payment method (upfront payment or monthly instalments). Note: Professional Certificate of Competency courses will only have the option of upfront payment.
- Students must ensure their tuition fees are paid before the course start date (upfront or first monthly instalment).
- Students paying in monthly instalments must ensure that instalments are received by the set due dates. Failure to pay monthly instalments may result in:
  - Suspension of course access.
  - Administration/dishonour fees after three missed payments.
  - Possible transfer to a later intake (with applicable fees).

### 5.2 Withdrawal Before or On the First Census Date/Course Start Date

- Students must submit a completed *Course Withdrawal Application Form* to their Learning Support Officer (LSO) before or on the first census date/course start date.
- The LSO will notify the Accounts Department of the withdrawal, who will then process the refund as outlined in Section 4.3.
- The LSO will update the Student Management System to record the student's withdrawal from the course.

### 5.3 Withdrawal After the First Census Date/Course Start Date

- Students must submit a completed *Course Withdrawal Application Form* to their Learning Support Officer (LSO). Note: If it is an EIT-initiated withdrawal, the LSO will complete the *Course Cancellation Form*, and a copy will be sent to the student.
- For VET-accredited courses, a refund calculation will be completed based on the total fees paid to EIT, less the cost of any units/modules where the census date has passed.
  - If an overpayment has been made, this will be refunded to the student
  - If a balance is owing, the student will be notified of the amount still owed to EIT and that they will not be able to resume their studies until this has been resolved.
- For Professional Certificate of Competency courses, no refund will be made.
- The LSO will communicate will notify the Accounts Department of the withdrawal, who will then process a refund, if due.
- The LSO will update the Student Management System to record the student's withdrawal from the course.

### 5.4 Examination and Resit Assessment Fees

If a student has exhausted their attempts for either an examination or assessment, their LSO will notify them and ask that they complete the applicable form.

On receipt of the completed form, the LSO will request that the Accounts Department issue the student with an invoice, which must be paid before another examination attempt or resit assessment will be provided.

### 5.5 Students in Arrears

If a student fails to pay their monthly instalments by the due dates, they will be notified by their LSO that their course access will be suspended after the current module/unit's delivery has concluded, if payment has not been received prior to this. Once suspended, a student will have 30 days from their suspension date to settle their outstanding fees. If the outstanding fees have not been paid by this date, the student will be withdrawn from their course. All outstanding fees must be paid before a student will be able to transfer to another intake to resume their studies. (see Section 5.6.2).

### 5.6 Re-Enrolment Fees

#### 5.6.1 Professional Certificate of Competency Courses

If a student withdraws after a Professional Certificate of Competency course has started, or does not complete the course, and wishes to continue their studies at a later date, the student would need to apply for and enrol in a future intake and pay the appropriate course fees again.

Transfers of enrolments and/or course fees between Professional Certificate of Competency courses are not allowed.

### 5.6.2 VET-accredited Courses

- Should a student wish to resume their studies after withdrawing, they must complete a *Transfer Application Form*.
- On receipt of the form, an LSO will advise the student of the tuition fees they will need to pay to resume their studies. These fees will typically consist of any unit(s)/module(s) the student failed during their prior studies, and any unit(s)/module(s) they have not yet started.
- The LSO will also advise the student on which intake they will be able to resume their studies based on the next module/unit the student needs to complete.
- The Accounts Department will issue the student with an invoice, which must be paid (upfront payment or first monthly instalment) before they will be able to resume their studies.

Note: If a student has any outstanding fees from a previous enrolment, they will not be able to resume their studies until this has been settled.

### 6.0 Definitions

Please refer to the EIT Glossary that can be found [here](#) for all definitions used in this document.

### 7.0 Related Documents

- Academic Honesty and Misconduct Policy and Procedure.DS
- Admissions Policy and Procedure.VET
- Artificial Intelligence Policy.DS
- Assessment and Validation Policy and Procedure.VET
- Course and Unit Discontinuation Policy and Procedure.VET
- Diversity, Fair Treatment and Equal Opportunity Policy.DS
- Ethics Statement.DS
- Facilities and Learning Resources.DS
- Information Management and Security Policy and Procedure.DS
- Online Learning and ICT Support Policy and Procedure.VET
- Privacy Policy.DS
- Records Management Policy.DS
- Student at Risk Policy and Procedure.VET
- Student Code of Conduct.DS
- Student Complaints, Grievances and Appeals Policy and Procedure.VET
- VET Regulatory Compliance and Cooperation Policy.VET
- VET Student Loans Debt Review and Recredit Policy and Procedure.VET
- VET Student Loans Policy.VET
- VET Student Loans Tuition Fees and Charges Policy.VET
- VET Student Loans Withdrawal and Cancellation Policy and Procedure.VET

## 8.0 Related Legislation

The following legislation is relevant to this policy; however, not all are mandatory for education providers:

- [Age Discrimination Act 2004 \(Cwth.\)](#)
- [Australian Human Rights Commission Act 1986 \(Cwth.\)](#)
- [Credentials Policy \(Cwth.\)](#)
- [Disability Discrimination Act 1992 \(Cwth.\)](#)
- [Equal Opportunity Act 1984 \(WA\)](#)
- [Fair Trading Act 2010 \(WA\)](#)
- [Freedom of Information Act 1992 \(WA\)](#)
- [National Vocational Education and Training Regulator \(Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements\) Instrument 2025](#)
- [National Vocational Education and Training Regulator \(Outcome Standards for Registered Training Organisations\) Instrument 2025](#)
- [Privacy Act 1988 \(Cwth.\)](#)
- [Racial Discrimination Act 1975 \(Cwth.\)](#)
- [Sex Discrimination Act 1984 \(Cwth.\)](#)
- [VET Student Loan Act 2016 \(Cwth.\)](#)
- [VET Student Loans \(Courses and Loan Caps\) Determination 2016 \(Cwth.\)](#)
- [VET Student Loan Rules 2016 \(Cwth.\)](#)

## 9.0 Accountabilities

The Governance Board is responsible for the review and approval of this policy.

The policy is to be implemented via induction and training of staff and distribution to students and EIT's community via the website and other publications.

## APPENDIX 1 - FINANCIAL AND ACADEMIC PENALTIES OF WITHDRAWAL

Withdrawal Reason	Financial Penalty	Academic Penalty
Student has requested to withdraw from their course <b>BEFORE OR ON</b> the first census date/course start date.	None (Full Refund)	None
<i>(Professional Certificate courses)</i> Student has requested to withdraw from their course <b>AFTER</b> the course start date.	No refund due.	The student will fail the course.
<i>(VET-accredited courses)</i> Student has requested to withdraw from their course <b>AFTER</b> the first census date.	Student is liable for all module(s)/unit(s) where the census date has passed at the time of withdrawal.	If a student has not met all the unit/module requirements for a unit/module where the census date has passed, they will record a result of Failed for the unit/module.
<i>(VET-accredited courses)</i> EIT initiates the withdrawal due to academic performance and/or financial reasons	Student is liable for all module(s)/unit(s) where the census date has passed at the time of suspension/withdrawal.	If a student has not met all the unit/module requirements for a unit/module where the census date has passed, they will record a result of Failed for the unit/module.