

TUITION ASSURANCE DOMESTIC STUDENT POLICY

1. PURPOSE

The purpose of this Policy is to provide guidance for the implementation of EEI's tuition assurance policy relating to domestic student enrolments in accordance with RTO Standards Clause 7.3. This policy relates to domestic student enrolments only.

2. POLICY STATEMENT

Empyrean Education Institute implements a fee capping policy in relation to tuition fees for domestic students in order to meet the requirements of clause 7.3. Where a domestic student enrolls in an EEI course of Study, the maximum amount to be invoiced prior to/ in advance of each study period is \$1500.00.

3. FEE CALCULATIONS

Funded Domestic Students Fees must be calculated in accordance with the DTWD 20189 Business Rules. In this instance, domestic funded students are to be invoiced by unit enrolment census dates and applicable payment plans may be arranged subject to EEI approval in accordance with the 2019 DTWD Business Rules. No invoice payment amount is to exceed the maximum amount of \$1500 advance payment.

Full Fee-Paying Domestic Students

In this instance, domestic full fee-paying students are to be invoiced by unit enrolment census dates and applicable payment plans may be arranged subject EEI approval. No invoice payment amount is to exceed the maximum amount of \$1500 advance payment.

3. DEFINITIONS

The following words and expressions have the following specific meaning:

Funded Domestic Students- Domestic student enrolled under a State Government Funded Contract

Full Fee-Paying Domestic Students- Domestic student who enrolls directly with EEI and is not subject to a State Government Funded Contract.

4. EMPYREAN RESPONSIBILITIES

Empyrean Education Institute has a requirement under the Standards for RTOS's clause 7.3 to implement tuition protection measures in accordance with the standards.

Empyrean Education Institute will:

- Maintain policies in relation to fees, refunds and tuition assurance and protection.
- Disseminate policies and procedures to staff, contractors and clients;
- Examine all policies and practices, as they affect staff, contractors and clients to ensure the elimination of discrimination and harassment;
- Educate staff and contractors with regards to EEI tuition assurance domestic student policy together with the rationale for policies and practices which are adopted;
- Establish and maintain mechanisms to deal with complaints.



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The Director will maintain the confidentiality of all complaints relating to course fees in consultation with the EEI Compliance Manager and Accounts Department.

If the Director feels that they are not the appropriate person to deal with the complaint, they will refer the matter to either a member of the management team or an external independent party for review and/or action.