

EEI STUDENT FEES & CHARGES POLICY

1. PURPOSE

To provide a clear documented process relating to fees and charges associated to students studying at Empyrean Education Institute and to ensure each overseas student or prospective student is properly informed and protected through the provision of comprehensive and relevant fee information.

This policy describes the processes whereby Empyrean Education Institute (Empyrean) controls, implements and manages its student fees system. All student fees are required to be paid by a specified due date. Failure to pay outstanding fees may result in the cancellation of a student's enrolment report and failure of course completion unless full outstanding payment is made.

2. SCOPE

- 2.1. This policy applies to all Students who are commencing, have commenced or are continuing study with Empyrean Education Institute.
- 2.2. Students choosing to study at Empyrean Education Institute are required to pay all fees and charges agreed to in the Letter of Offer and Acceptance (Written Agreement).

3. POLICY STATEMENT

- 3.1. Empyrean Education Institute charge a variety of fees and charges for courses in relation to market demand.
- 3.2. Fees and charges are published and available online via Empyrean Education Institute's website.
- 3.3. Students are notified in their Letter of Offer and Acceptance (Written Agreement) of all fees and charges, including that these are subject to change.
- 3.4. Payments including fee deposits are not accepted from overseas students until Empyrean Education Institute receives their signed and completed Letter of Offer and Acceptance (Written Agreement).
- 3.5. Tuition fees do not include placement fees or material fees. These will be listed in the letter of offer.
- 3.6. Fees and charges are reviewed at least annually.
- 3.7. Any changes to fees and charges are updated on all electronic and print material including Letter of Offer and Acceptance (Written Agreement) and marketing/recruiting materials.
- 3.8. International education agents are notified of any changes to fees and charges and are supplied with updated materials.
- 3.9. Empyrean Education Institute will not issue any qualification or award prior to the completion of payment of all fees and charges in full.
- 3.10. Student will pay the same amount of fees at the time of enrolment until completion of the course.
- 3.11. Rescheduling of any course or unit of competency may incur variations in fees and charges such as an increase to be paid or an amount to be refunded.
- 3.12. Enrolling in a new course will incur any new fees.
- 3.13. Tuition fees will not be transferred to another educational institute.
- 3.14. Empyrean Education Institute enrolment/application fee is non-refundable.
- 3.15. In the event a student abandons the course, all fees due are payable.
- 3.16. An administration fee will be payable in the event of course cancellation.

4. GENERAL RULES FEES & CHARGES

- 4.1. Fees are payable as agreed with Empyrean Education Institute and documented in the Letter of Offer and Acceptance of Offer. The balance of fees is to be paid based on an instalment program that is scheduled and agreed upon in the Letter of Offer and Acceptance of Offer.
- 4.2. Tuition fees will not be transferred to another educational institution.
- 4.3. Empyrean Education Institute may restrict or withhold services or materials from learners if fees are overdue.
- 4.4. Students are required to pay the following fees:
 - Application/enrolment fee (non- refundable)
 - Course, as per letter of offer
 - Material Fees, as per letter of offer
 - Placement fees, as per letter of offer
 - Overseas Student Health Cover (OSHC),
 - Accommodation,
 - Airport Pickup,
 - Administration Fee in the event of course cancellation
 - Any other fees outlined in the Letter of Offer and Acceptance (Written Agreement) and attached schedule of fees for students.
- 4.5. Applicants must pay the following fees to secure their enrolment at Empyrean Education Institute:
 - A specified pre-payment tuition fees (this will be no more than 50% of the total course fees for overseas students)
 - Application/enrolment Fee
 - OHS fee (for overseas students) if applicable
 - Students must pay the Application/Enrolment Fee, otherwise the application will not be processed.
 - Enrolment, Accommodation and Airport Pickup Fees are non-refundable.
- 4.6. Students must pay all associated Course Fees as per the Letter of Offer and Acceptance (Written Agreement) and Fee Schedule, otherwise students will not be allowed to continue study.
- 4.7. Course fees can be paid in Full at the start of the course, or in Advance by term or in accordance with the schedule outlined in the Enrolment Agreement.
- 4.8. Course Fees will not be transferred to another provider, should a Transfer of Provider request be approved.
- 4.9. A Refund of any fee will only be processed in accordance with the Refund Policy

5. FEE INCREASES

- 5.1. Students are informed on the Letter of Offer and Acceptance of Offer that *tuition fees* will not increase during their period of enrolment at Empyrean Education Institute.
- 5.2. Other fees during the enrolment period may, however, be subject to increase. Notices will be placed throughout the Empyrean Education Institute campus' notifying students if any of these fees are to increase. Students will be provided with four weeks' notice of the intention to increase any of these fees.

6. PAYMENT METHODS

- 6.1. Students have the option to make payments via cash, electronic funds transfer, direct bank deposit, credit card, EFTPOS or cheque made to Empyrean Education Institute.

6.2. Bank Account Details:

- Commonwealth Bank
- Account Name: Empyrean Education Institute- Student
- BSB: 066 161
- Account No: 1061 9176
- Swift Code: CTBAAU2S
- Reference: (Please use your student ID as a reference)

7. PAYMENT EXTENSIONS

- 7.1. Should the student experience financial difficulties or encounter unforeseen circumstances where payment of fees cannot be made, then the student may request an extension of fees by submitting a Financial Alteration Application
- 7.2. The Financial Alteration Application must be received prior to the fee due date. If the form is not received by the due date, then the student will be subject to late payment fees, regardless of whether an extension has been granted.
- 7.3. Applying for a fee extension does not guarantee that an extension will be granted.
- 7.4. If an extension is approved, then a revised payment schedule will be determined

8. FINANCIAL HARDSHIP

- 8.1. All domestic student enrolments must complete a Financial Hardship application at the time of application as per DTWD guidelines, should the student wish to pay via an instalment plan, unless:
 - 8.1.1. The student is willing and able to pay the full course fees at time of enrolment

9. LATE PAYMENTS

- 9.1. Should a student not pay the required fees by the due date and has not submitted and had approved an Application for Financial Alteration, then the following late payment fees apply:
 - \$150.00

10. CANCELLATION

- 10.1. The failure to pay any owed fee or late payment may result in the cancellation of the student's enrolment.
- 10.2. If a Notice of Intention to Cancel Enrolment is issued as a result of unpaid fees, the student shall have 20 days to access the Complaints and Appeals process.
- 10.3. An administration fee is payable upon student course cancellation.

11. REFUNDS

- 11.1. In the case of variations to a student's enrolment, refunds may be payable. For details of student refunds, please see the EEI Refund Policy.

12. OVERSEAS STUDENT HEALTH COVER

- 12.1. As a condition of your student VISA, the Australian Government requires the student to have Overseas Student Health Cover.
- 12.2. Empyrean Education Institute can provide OSHC and will provide the associated fees and charges on the Letter of Offer, or the student is free to arrange OSHC themselves.
- 12.3. Students will not be able to obtain a valid Student VISA, if they do not have proof of OSHC.

13. TUITION ASSURANCE

- 13.1. In accordance with the ESOS Act, Empyrean Education Institute ensures the security of International Student Fees through membership to the Tuition Protection Service. Please refer to the TUITION ASSURANCE INTERNATIONAL STUDENT POLICY.
- 13.2. In accordance with RTO Standards Clause 7.3, EEI implements a fee capping procedure for domestic students. Please see the EEI TUITION ASSURANCE DOMESTIC STUDENT POLICY.

15. OTHER FEES

Application Fee (Non-refundable)	\$250.00
Chef Uniform & Kitchen Toolkit	\$500.00
Commercial Cookery Uniform Equipment & Resource Fee	\$1100.00
Course Resource Fee	\$500.00
Late Marking Fee	\$25.00
Late Payment Fee	\$150.00
OSHC-Medibank	To be confirmed upon application to OSHC provider
Student Resit Fee	\$150.00
Administration Fee (in the event of course cancellation)	\$500.00

16. RESPONSIBILITIES

- The CEO/PEO, Empyrean Education Institute is responsible for ensuring compliance with this policy.
- EEI College Accountant will ensure compliance with this policy and associated procedures.
- The Empyrean Education Institute Access & Equity Policy applies. (See Access & Equity Policy)
- All documentation from refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)
- All Refund practices are monitored by the CEO/PEO, Empyrean Education Institute and areas for improvement identified and acted upon. (See Continuous Improvement Policy)