

Fees Policy

Purpose

This document describes how Ella Bache administers domestic and international student fees, including the collection of student fees, the administration of student loans, including managing entitlements VET Student Loan (VSL), and the refund of student fees (or re-credit of VSL balances).

Scope

This policy applies to both domestic and international students enrolled in Ella Baché College courses.

Principles

The policy is based on the mutual understandings that Ella Bache will:

- Provide accurate and accessible information to applicants and students about all student fees, including tuition and non-tuition fees, and invoice due dates.
- Ensure non-tuition fees meet the legislative requirements about incidental fees and are clearly communicated to all students prior to enrolment.
- Ensure courses are set up with a minimum of three fee periods and that fees charged within that period are proportionate, where applicable
- For all students, Ella Bache will publish Census Dates:
 - The Census Date is the last day a student can withdraw their enrolment without incurring tuition fees.
 - Each of the three (3) Fee Periods will contain one (1) Census Day at least 20% progression through each Fee Period.
 - It is the responsibility of all students to inform themselves of the Census dates for their course.
 - The Census Dates for each Fee Period are displayed on the College Website here: <https://www.ellabache.com.au/pages/college-resources>
- For all VET Student loans, Ella Bache will:
 - provide accurate and comprehensive information to applicants and students about VET Student loan provisions, sufficient for applicants and students to understand their requirements and obligations reporting and publishing student fees as required by the relevant legislation
 - ensure timeframes for accepting VET Student loan applications, fee periods, invoices and Commonwealth Assistance Notices (CAN) are applied as appropriate
 - ensure that the Secretary of the Department of Education and Training (DET) is informed as soon as practicable about changes to domestic students' nominated payment mode where required
- For all International Student Fees, Ella Bache will:
 - provide accurate and comprehensive information to applicants and students about all fees and charges applicable prior to enrolment.
 - communicate all fees and charges to students in the written student agreement.
 - maintain accurate fee information in PRISMS and on CRICOS
 - ensure that all fees are listed in Australian Dollars AUD

Students are primarily responsible for:

- ensuring all information provided for enrolment and fee collection is accurate, including subject enrolment records and personal information
- reading and acting on information about fees (including invoices and fee notices) in a timely manner
- paying all fees by the specified due date and/or providing all of the necessary information for accessing VET Student Loan by the required

Determining Student Fees

The CEO, CFO and Head of Education review annually the Ella Bache fees. Taking into account internal and external cost changes, fees are set at least 2 months prior to their release to allow for the update of internal

information and to notify external regulators. Students will be advised via email of any change to their course fees prior to enrolment. All Ella Bache course fees are subject to annual price increases.

VET Student Loans

The fee setting process will take into account the VSL Act and Rules (2016) ensuring all requirements are met.

For VET courses, Ella Bache will issue the following notices for each study period which state the course name and code, the census date, the student liability status and student's total outstanding debt:

- a VET Student Loan Invoice Notice for domestic students on the VET Student Loan Scheme VET students who complete their qualification will receive no less than three (3) VET Student Loan Invoice Notices throughout their studies, aligned with the fee-periods and/or study periods of their course. Each VET Student Loan Invoice Notice will include the proportionate fees payable for that fee-period. The total fees charged will not exceed the advertised maximum course price. VET Student Loan Invoice Notices will be issued no earlier than 42 calendar days before the study period start date and no later than 14 calendar days before the census date.
- For students on the VET Student Loan Scheme, Ella Bache will provide a VET Student Loan Statement of Covered fees prior to the student accepting enrolment into the course

Non-payment of fees

Payment of tuition and non-tuition fees by the due date on the invoice is a condition of enrolment. Failure to pay by all fees owing by the deadline may result in the student being prevented from:

- accessing subject results
- accessing online resources
- enrolling in further subjects
- graduating from Ella Bache

Ella Bache will notify a student who fails to pay their fees by the required deadline of the intention to cancel their enrolment and list any other penalties that apply as per the list above.

Refund of student fees: domestic students in VET Student Loan (VSL)

Refunds of tuition fees or other fees will be granted on the basis of an amendment to enrolment (including deferral of offer or enrolment, leave of absence and withdrawal) on or before the study period census date. Refunds will not be made for tuition fees or other fees paid by students who withdraw after the study period census date.

Students are liable for the full amount even if they subsequently withdraw during the study period.

In special circumstances students in VET Student Loan enabled courses may have their tuition fees refunded or their Student Loan debt remitted. Refer to the Application for Remission of Fees Under Special Circumstances Form located here <https://www.ellabache.com.au/pages/resources>

Full information on refunds is located in Refunds - VET Student Loans Policy and Procedure located here <https://www.ellabache.com.au/pages/resources>

Refund of student fees: domestic student in Fee Paying Course

A full fee paying student must provide at least 28 days written notice prior to the census date to receive a full refund of any Tuition Fees. Information is located in Policy & Procedure: Refund – Fee Paying Students located here <https://www.ellabache.com.au/pages/resources>

International Students

Ella Bache will notify a student who fails to pay their fees by the required deadline of the Ella Bache's intention to report (ITR) them to DHA and Department of Education and Training (DET). Depending on the outcome of any appeal against the Intention to Report (ITR), the student's COE may be cancelled.

There is no fee for international students who apply for transfer to another provider.

Full information on refunds is located in Refunds - International Students Policy and Procedure located here:

<https://www.ellabache.com.au/pages/resources>

Appeals

The Complaints, Grievances and Appeals Policy and Procedure outlines the appeal mechanism to students who are not satisfied by decisions made by Ella Bache with regards to fees.

Refer to the NSW Fair Trading website for specific information on guarantees, contracts, and warranties as it applies in NSW. <https://www.fairtrading.nsw.gov.au/buying-products-and-services/guarantees,-contracts-and-warranties/contracts>