



NEW ERA INSTITUTE

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Fees and Refunds Policy

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Purpose

Student fees and Refunds for International students are administered under the New Era Institute (NEI) Fees and Refunds Policy and the legislative guidelines of The Education Services for Overseas Students (ESOS) Act 2000, TPS and associated legislation. This is the legal framework governing the responsibility of education institutions for overseas students.

Scope

This policy and procedure applies to all staff, contractors, education agents and students involved with the delivery of NEI's courses and services.

Policy and Procedure

Once a student has accepted an offer with NEI, a student obligation to follow the Fees and Refunds policy and eligibility for a refund of fees paid to NEI are determined by whether it is a:

Student default

Under the ESOS Act, an overseas student or intending overseas student defaults, in relation to a course at a location, if:

- the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- the student withdraws from the course at the location (either before or after the agreed starting day); or
- the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
 - the student failed to pay an amount payable to the provider for the course;
 - the student breached a condition of his/her student visa;
 - misbehaviour by the student.



Please note that a student does not default for failing to start a course on the agreed starting day if he/she does not start the course because the provider defaults in relation to the course at the location.

Provider default

- NEI has arrangements in place through the Tuition Protection Scheme (TPS) should the institute default the course due to the following events:
 - a. The institute ceases its operations
 - b. The course enrolled in does not begin on the agreed commencement date
 - c. The course enrolled in ceases to be provided at any time after it commences but before it is completed.
- In the unlikely event that NEI is unable to deliver the course based on any of the above events, the student will be offered a full refund of all the course money you have paid to date. The refund will be processed within 4 weeks of the day on which the default occurred.
- Alternatively, the student may be offered enrolment in an alternative course by NEI at no extra cost.
- The student has the right to choose whether he/she would prefer a full refund of course fees, or to accept a place in another course with another registered provider. If he/she chooses a placement in another course, NEI will ask the student to sign a document to indicate the acceptance of the placement. If NEI is unable to provide a refund or place the student in an alternative course, Tuition Protection Scheme (TPS) will place the student in a suitable alternative course at no extra cost.
- Students can choose to have a full refund or choose to pay more and continue with an alternative provider. The student will be advised of the default situation in advance, and will have a letter explaining how all the refunds are calculated. Such situations are covered by the provision of the Commonwealth Government ESOS Act 2000 and the ESOS Regulations 2001.
- For further information, please read the Student information contained in TPS website <https://tps.gov.au/StaticContent/Get/StudentInformation>



Pre-paid tuition fees

International Students

NEI limits the collection of pre-paid fees in accordance with the ESOS Act. NEI only collects up to 50% of the total tuition fees for any of its courses before a student commences the course. After the student commences, NEI will require the student to pay the balance of tuition fees by instalments on its due dates as stated on the issued letter of offer.

Protection of fees paid in advance

New Era Institute (NEI) protects the fees that are paid in advance by both domestic and international students.

Domestic Fee protection is ensured through:

- NEI does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.

For international student fee protection is also ensured as follows:

- All course fees will be held in a separate bank account that can only be drawn down when the student commences. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.
- NEI does not require international students to pay more than 50% of course fees prior to course commencement. The remaining 50% will be collected no earlier than 2 weeks prior to the commencement of the second study period.
- NEI pays annual contributions to the Tuition Protection Scheme (TPS) provided by the Australian Government.

Fees

\$300 enrolment fee applies before enrolment for all courses. This fee is non-refundable.

All students at NEI make fee payments in advance as stated in their issued letter of offer.

Students also have the option to pay more than 50% of their tuition fees before they start their course.

At the time of enrolment, students are required to pay the following fees:



Enrolment fee, Materials fee and the first term of tuition fee. From this point students will receive written notice of their next fee due two weeks before the due date.

Fees are expected to be paid on or before the due date.

If the tuition fee is not paid on time then a late payment fee may apply.

Should fees remain overdue after the payment date as specified in the final payment reminder letter, NEI will inform the student of their intention to report them for non-payment of fees to DHA via PRISMS.

The payment of all fees and charges is receipted and dated at the time of payment through the Student Management System/ accounting system and secured for two years after the student ceases to be a student and is kept for up to five years as required by taxation legislation.

Students can log in to their student portal and see the details of payments made and amounts owing for their course.

Other charges: See Schedule B

Late payments

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty. Debts will be referred to a debt collection agency where fees are more than 42 days past due. A processing fee and Debt collector recovery fees apply.

New Era Institute reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

Late payment fees of 10% apply. Also, it made available to students on their invoices. International students who do not pay their fees will be reported to DET via PRISMS under student default.

Refund Policy

- NEI under the ESOS Act 2000 and the National Code 2007 2018 must have in place a Refund Policy which needs to be provided to the prospective international students studying in Australia before formalisation of their enrolment.
- If an applicant accepts a place offered by NEI and pays the applicable fees, it means a binding contract is created between the student and NEI .
- Notification of withdrawal from unit/s or a course of study must be made in writing to NEI addressing to the CEO. The cancellation fee will be calculated as shown in the Schedule A.



- All fees paid including any course fees collected by education agents on behalf of New Era Institute (NEI) except the non-refundable enrolment fee, are subject to this refund policy.
- Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to New Era Institute in writing, outlining the details and reason for their request and providing supportive evidence as requested by NEI management (e.g. bank statement). Students who have not completed a withdrawal form are not eligible for consideration of a refund or reduction in fees.
- Where a visa renewal is rejected due to a breach in visa conditions, a student must withdraw from NEI and the cancellation fee will be calculated as shown in the Schedule A.
- NEI reserves the right not to offer a course previously made available at its own discretion. Where a student is unable to enrol in a similar course at NEI and the enrolment is cancelled then all fees paid will be refunded.
- In the unlikely event that NEI is unable to deliver a course in full (provider default), the student will be offered a refund of all the course money he/she have paid to date. The refund will be paid to the student within 4 weeks (28 days) of the day on which the course ceased being provided.
- Alternatively, the student may be offered enrolment in an alternative course by NEI at no extra cost to the student. The student has the right to choose whether he/she would prefer a full refund of course fees, or to accept a place in another course.
- If the student chooses placement in another course, NEI will ask the student to sign a document (new offer and Acceptance agreement) to indicate that he/she accepts the placement.
- All refunds (apart from provider defaults) under this policy will be paid within four (4) weeks (28 days) after receiving a written claim and full supporting documentation from the student.
- If the student is not satisfied with a decision of the refund, an appeal should be made in writing to the CEO of New Era Institute.
- Refunds will be made in Australian dollars and the institute reserves the right to make refunds payable in the country of origin.
- Where an international student requests that the refund is made payable to a relative or other person in Australia, this will only be granted if documentary evidence proves that the relative or other person paid the tuition fees.



- This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Circumstances in which a partial refund will be paid – PARTIAL REFUND

Partial refunds will be paid in the event of provider default.

The refund will be calculated from the day of the default as per section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.

Partial refunds will also be provided in the same manner as for provider default where NEI fails to enter into a written agreement with a student or the Student Agreement is not compliant with the requirements of the ESOS Act or the National Code 2018.

Procedures for Claiming Refunds

1. Please fill up the 'Refund Request Form*' (which can be downloaded from NEI's website or requested by emailing accounts@newerainstitute.edu.au or admissions@newerainstitute.edu.au).
2. Submit the form with supportive evidence to the Student Services Officer or Accounts
3. Once the 'Refund Request Form' is received, it will be processed by the admissions and accounts Department for a review then to the CEO for approval. A Refund processing fee of \$250 applies.
4. If eligible and approved, refunds will be processed within 4 weeks (28 days) from the date of receiving a full completed refund request form and its approved evidence.
5. In the event of an unsuccessful outcome or if the student is not eligible for a refund, students can appeal against the CEO's decision accessing NEI's Complaints and Appeals policy and form to download and complete located on NEI's website. The student can request the complaint and appeal form by emailing admissions@newerainstitute.edu.au

*** INSTRUCTIONS (to complete a Refund Request Form):**

1. All fields of the refund request form must be completed in full. Incomplete form will cause a delay in the refund process.
2. Refunds will be paid in Australian dollars (AUD) within 4 weeks (28 days) of receipt of a **completed refund Request form.**
3. Any charges e.g. bank fees, currency exchange at local rate etc.. incurred by New Era Institute as a result of misinformation, error on behalf of the student, will be passed on to the student.
4. Students who would like to receive their refund transferred to their agent are requested to email an authorisation signed letter (mandatory) to accounts@newerainstitute.edu.au nominating their agent (including agent details and bank account information)



5. Student email address provided during the enrolment will be used to communicate with the student during the refund process – agent is copied
6. Student must sign this form in hand writing (not electronic) and match their passport signature & enrolment form
7. If the refund is approved, the refund will be paid into your nominated bank account (or where it is identified that another person or organisation paid the fees, to their nominated bank account) within 10 working days of the decision.
 - Additional Information:
 1. Cancelled and reported students to DHA with overdue fees are tracked by a debt recovery agency. This may lead to a legal action taken against a student. A processing fee + Debt collector recovery fees. The student must be up to date with course fees at the time of the request.
 2. The student must be up to date with course fees at the time of the refund request.
 3. The refund request will be assessed based on the information provided.
 4. If the refund request is approved, a refund calculation advice is provided that explains the decision.
 5. If the refund request is not approved, the student will be notified of the decision.
 6. The refund will be paid in Australian dollars.
 7. NEI Accounts will send a copy of the payment receipt to the student.
 8. Statements of Attainment for units completed and paid to date will be issued upon request.

Fee Refund Schedule A

Schedule A			
Situation	NEI Policy	Situation	NEI Policy
Visa refusal			
Visa refusal which caused the student's failure to start the course before the course commencement	Paid tuition fees refunded, less \$300 enrolment fee (non-refundable) plus NEI admin processing fee of \$250.	Written notice of withdrawal provided prior to course	\$300 enrolment fee is non refundable and NEI admin fee of \$3000. Paid tuition fee refunded (Net amount after deduction)



	(Proof of refusal necessary)	commencement (with granted visa)	
Cancellation and withdrawal after a deferment is granted – Onshore International Students			
Written notice of withdrawal provided (after deferment is granted by NEI e.g. defer to study English course) (with granted visa)	\$300 enrolment fee are non refundable and NEI admin fee of \$3000. Paid tuition fee refunded (Net amount after deduction)	If a student’s visa application is rejected after the student (onshore) has commenced the course	The refund amount calculated will be the weekly tuition fee times the weeks in default period (Pro-rata basis). The non-tuition fees are exempt from the refund amount plus NEI admin processing fee of \$250.
Before course commencement date – Offshore International Students			
If the student cancels 28 or more days before the course starts: Written notice of withdrawal provided together with required supporting documents at least 28 days or more prior to course commencement (with granted visa)	Refund equal to 70% of the paid tuition fees less \$300 enrolment fee (non refundable) and NEI processing fee of \$250 of each issued COE.	If the student cancels 28 or more days before the course starts: Written notice of withdrawal provided with required supporting documents at least 28 days or more prior to course commencement (before lodging the visa)	Paid tuition fees refunded, less \$300 enrolment fee (non refundable) plus NEI admin processing fee of \$250 of each issued COE.
If the student cancels 28 or less days before the course starts: Written notice of withdrawal provided with required supporting documents less than 28 days prior to course commencement (with granted visa)	Refund equal to 50% of the paid tuition fees less \$300 enrolment fee (non refundable) and NEI processing fee of \$250 of each issued COE.		
Before course commencement date – Onshore International Students			
If the student cancels 28 or less days before the course starts: Written notice of withdrawal provided with	\$300 enrolment fee is non refundable and NEI admin fee of \$3000. Paid tuition fee refunded (Net amount after deduction)	If the student cancels 28 or less days before the course starts: Written notice of withdrawal provided	Paid tuition fees refunded, less \$300 enrolment fee (non refundable) plus NEI admin fee of \$250 of each issued COE.



<p><i>required supporting less than 28 days prior to course commencement (with granted visa)</i></p>		<p><i>with required supporting documents less than 28 days prior to course commencement (with issued COE only – no visa granted yet)</i></p>	
<p>On or After course commencement date – onshore International Students</p>			
<p>Where a student provides written notice <i>with required supporting documents</i> of withdrawal after commencement when course commenced or during a new term <i>with required supporting documents</i></p>	<p>The term fee and material fee are payable and due. \$300 enrolment fee is non refundable and NEI admin Processing fee of \$250 of each issued COE. No refund for any tuition fees paid for the first six (6) months of the principal course. Any additional tuition fees, paid beyond the first six (6) months, that are deemed refundable, will be payable back to the student minus any applicable deductions.</p>	<p>Where a student does not commence the course on the start date and subsequently provides notice of withdrawal from the course (with granted visa)</p>	<p>\$300 enrolment fee is non refundable and NEI admin fee of \$3000. No refund of paid tuition fee No refund for any tuition fees paid for the first six (6) months of the principal course. Any additional tuition fees, paid beyond the first six (6) months, that are deemed refundable, will be payable back to the student minus any applicable deductions.</p>
<p>NEI refuses to continue the student in the course because of student misbehaviour, breached visa conditions, failure to pay outstanding fees</p>	<p>\$300 enrolment fee (non refundable) and current term fee including material fee are required to be paid. The subsequent terms paid in advance will be refunded after deducting the outstanding fees.</p>	<p>If a student has supplied incomplete information and as a result NEI withdraws the offer prior to commencement of the course</p>	<p>The student will be eligible to receive a refund of all course fees paid less NEI admin fee of \$250.</p>
<p>NEI refuses to continue the student in the course because of cancellation for non course progress</p>	<p>Zero refund of all paid fees</p>	<p>NEI suspends a student in a course and/or placed on the intention to report for non course progress then s/he requests to withdrawal to avoid being reported</p>	<p>Zero Refund of all paid fees</p>
<p>Provider Default Refunds in situations of Provider Default are covered by the provisions of <i>The Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012</i></p>			



<p>NEI cancels the course before its expected end date or NEI cancels the course prior to course commencement</p>	<p>In the unlikely event of an NEI's default of a course, students will be offered with two options:</p> <p>1) Full refund: The refund amount calculated will be the weekly tuition fee times the weeks in default period; or</p> <p>2) Alternative Course Arrangement: Students can be offered an alternative course at NEI with no extra charge.</p> <p>Students will have the right to choose one of the above options.</p>
<ul style="list-style-type: none"> • NEI terminates a course after the course commencement date or before the course completion date or • NEI does not provide a course as advertised due to sanctions by any authority or • does not provide a course in full. 	<p>In such a case New Era Institute will pay the student a refund which equals the amount of the instalment tuition fees paid for partial payment of the course term not completed at the time of default if an alternative placement with another provider cannot be found to the student's satisfaction. Such refunds will be made within 4 weeks (28 days) following the default date.</p>
<p>Cancellation of a course by the RTO (including closure of RTO)</p>	<p>Full refund of all course fees paid</p>
<p>An offer of a place is withdrawn by NEI (The exception is when the offer was made on the basis of intentional incorrect information)</p>	<p>Full refund of all course fees paid</p>
<p>Overseas Health Cover (OSHC) Refund</p>	<p>OSHC issued by NEI: A Full refund will be processed (if student is overseas) after finalising it with the Health provider.</p>
<p># Overseas student refunds are calculated on the basis of the amount deposited in NEI bank Trust account.</p>	

Other charges Schedule B

Schedule B	
Credit Transfer – application fee	\$100.00
Entry Placement test to enrol	\$50.00
Issue Academic transcript (Record of Results)	\$50.00
Issue attendance letter	\$50.00



Student Academic Record Letter	\$100.00
Student Reference letter (enrolment letter)	\$50.00
Student Leave Request	\$50.00
Student Release Letter	\$100.00
Re-enrolment fee	\$300.00
Plagiarism case fee per unit/cluster	\$300.00
Replacement of issued learning handouts (printing fees)	\$1.00 per page
Replacement of student workbooks and textbooks	As per the current market price
Replacement of student ID card	\$25.00
Re-issuing a certificate, qualification or statement of attainment	\$100.00
42 days or more (enrolment cancelled and referred to debt collectors)	\$600.00 processing fee + Debt collector recovery fees
Changes of CoE details (each COE)	\$250.00
Deferment, Cancellation and course variation fee (each COE)	\$250.00
Refund processing fee	\$250.00
Release processing fee	\$300.00
Transfer processing fee	\$250.00
1st resubmission fee	\$50.00
2nd resubmission fee	\$100.00
3rd resubmission fee	\$100.00
Intervention fee	\$150.00
Late assessment submission fee (after the due date)	\$50.00
Customised Work Placement Statement Letter for further visa pathway	\$175.00
Additional alternation for an issued Work Placement statement Letter for further visa pathway	\$90.00
Work Placement service fee per course	\$350.00
Work Placement Location change fee	\$50.00
Failed to attend a demonstration session	\$150.00
Failed to attend the work place assessment visit	\$200.00
Failed the work placement (hours and assessments)	\$350.00
Failed to attend the First Aid Workshop	\$150.00
Failed to attend a booked workshop/session	\$150.00

Disclaimer: This policy, student acceptance agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Responsibility

- CEO



- Admissions officers
- Student Support Officers
- Accountant

Related Documents

- Student Handbook
- NEI's Website
- Deferment, suspension and Cancellation of study Form
- Course progress policy
- Fees and Refunds policy
- Complaint and appeals policy

Related Standards

- Standard 7,8, 9and 10 from the National Code 2018
- ESOS Act 2000
- Migration Act

Review History

Revision	Date	Modification
1	March 2019	Original
2	August 2019	Instruction to complete a refund application form
3	November 2020	Name and Entire Policy review
4	December 2020	Additional sections, rewording and schedule B added.