

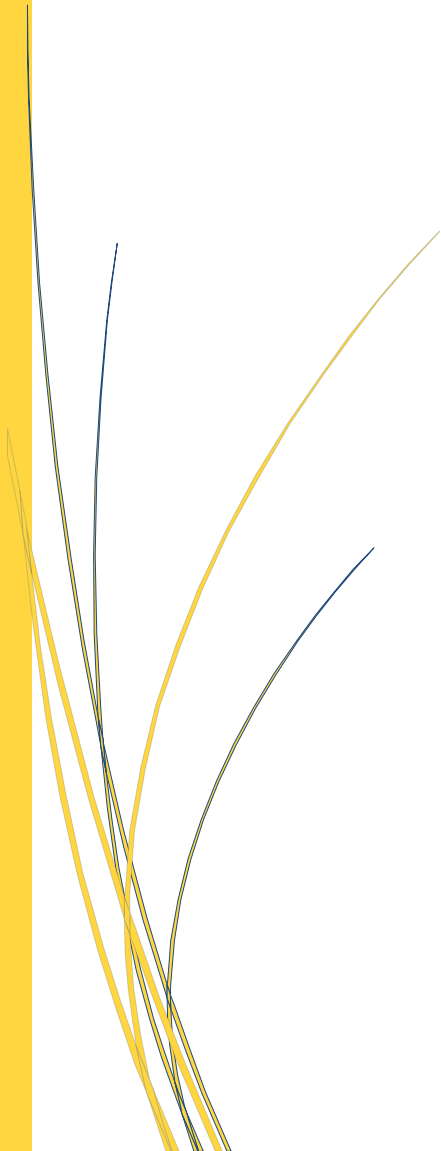


NEW ERA INSTITUTE

CRICOS No.: 03509B • National Provider no.: 41543

Fees and Refunds Policy

2023 V 4.3





Contents

Purpose	3
Scope	3
Policy and Procedure	3
Course fees and charges	5
Protection of fees paid in advance	6
Refund policy and procedures	7
Procedures for Claiming Refunds	9
Schedule A. How to Calculate Unspent Fees for Refund	12
Schedule B. Guide for Refund Calculation under Various Scenarios	13
Schedule C. Non-tuition Fee Items	16



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, Tuition Protection Services (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 of a course with NEI, the student's 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, or
- Provider default

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the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or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.

Note: a student does not default for failing to start a course on the agreed-upon starting day if they could not start the course because the provider defaults in relation to the course at the location.



Provider default

A provider default occurs when a provider either closes, fails to start, or stops providing a course to a student or intending student. Under Section 46A of the ESOS Act 2020, a registered provider defaults in relation to an overseas student or intending overseas student and a course at a location if:

- the provider fails to start providing the course to the student at the agreed-upon location on the agreed-upon starting day and the student has not withdrawn; or
- the course ceases to be provided to the student at the location at any time after it starts but before it is completed, and the student has not withdrawn.

This means NEI, as a training provider, would default if:

- it ceases its operations, or
- it could not commence the course on the agreed date and location; or
- the course had to be cancelled after it began but before it was completed because of unavoidable circumstances.

When we default, we will send a written letter to all affected overseas students within three (3) business days of the occurrence of the default explaining that the default has occurred and the reason(s) why the default has occurred.

We will also provide the students with the possible options, which may include:

- enrolling the student in an alternative course within 14 days from the day of default, or
- giving the student a refund of their pre-paid course fee within 14 days from the day of default.

If the student chooses to enrol in an alternative course, the pre-paid course fee will be transferred towards the partial payment of that course.

However, if the student chooses to receive a refund of the course fee, the refund rules described in this policy would apply. They will also be fully advised about how the refund money they are going to get will be calculated.

NEI also has arrangements in place to protect overseas students pre-paid course fees through its participation in and contribution to the Tuition Protection Service (TPS) scheme.

If we default and cannot provide a refund or an alternative course, the TPS will place the student in a suitable alternative course at no extra cost.

As part of our student induction, overseas students would be advised to visit the TPS website at <https://tps.gov.au/StaticContent/Get/StudentInformation> to understand how their prepaid fees would be protected and/or how an alternative training would be provided in case of our defaults and we could not provide a refund or alternative training.



Course fees and charges

All NEI courses will be delivered only upon the payment of the agreed fees. The course fees will consist of two charges: tuition and non-tuition fees.

Tuition fees are charges for delivering training lessons. These fees are directly related to the provision of the course we are offering and include such items as fees for lectures, tutoring, practicums, etc.

Non-tuition fees are various administrative and service fees that must be paid in addition to the tuition fee. Non-tuition fees cover other items not directly related to tuition and may be compulsory or discretionary. Items of non-tuition fees are listed in **Schedule C**.

After accepting the 'Letter of Offer' and signing the "Acceptance Agreement for Enrolment (International Student)", a student should make their first payment. This payment would include the enrolment fee (*This fee is non-refundable), the first instalment of the tuition fee (also known as Initial Tuition fee), and the resource fee (such as Material and Consumable Learning Resources fee) if they haven't requested additional services. If they have requested other services, the first payment would also include fees for those services.

Students' enrolment will not be processed without the first payment. This means a Confirmation of Enrolment (COE) would not be issued to secure a place for the student without receiving the first payment.

All payments should be made by the student after receiving a letter of offer (LOO). Students should confirm all payments made by them by providing a Payment Confirmation Advice.

All payments must be made into the nominated NEI account as identified on the Letter of Offer and through one of the approved payment methods. Payment **must not** be made to the education agent or any third party.

NEI will collect advance fees only as per the ESOS Act 2020. This means it will collect only up to fifty percent (50%) of the total tuition fee of a course before a student begins the course. Where overseas students want, they will also be provided the option to pay more than 50% of their tuition fees before they start their course.

After the student commences the course, NEI will require the student to pay the balance of tuition fees in instalments on or before the due date as stated on their Letter of Offer.

NEI would notify students that it will not be liable for any fees paid to an agent or a third party.



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 may contact NEI accounts Department and request details of the payments they have made and the amounts still owing for their course.

Late payments

If tuition fees are not paid by the due date of an instalment, a late fee of an additional ten percent (10%) on the instalment amount will be charged.

If tuition fees remain unpaid after two (2) weeks of the due date, the students may be advised in writing of our intention to report to the Department of Home Affairs (DHA) for the cancellation of their visa on the grounds of non-payment of fees.

In the case of long-standing non-payment of course fees (if the payments are not made for 42 days from the due date and even after subsequent follow-ups), NEI may collect the outstanding balance through debt collection agencies. In such a situation, an additional 'Default Administration Fee' that includes debt processing and debt recovery fees would be charged.

NEI reserves the right to suspend access to a course for a student if they fail to pay any or part of the course fees as and when they fall due.

We also reserve the right to withhold the issuance of any award to a student (e.g., statement of attainment, transcript, certificate, diploma, etc.) if the student is in default in paying their course fees.

Students who experience difficulty paying their fees will be invited to call our office to make alternative arrangements during their period of difficulty.

Protection of fees paid in advance

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

For international student fee protection is also ensured as follows:

NEI makes sure that the course fees paid in advance are well protected. To ensure this:

- All pre-paid course fees will be held in a separate bank account from day-to-day operating accounts so that refunds could be quickly made to the overseas students when they requested and were eligible to receive the refund.
- NEI makes an annual subscription to the Tuition Protection Service (TPS) provided by the Australian Government that protects overseas students' prepaid course fees if the Institute could not refund them or provide an alternative course after it defaults.



- NEI does not require its overseas students to pay more than fifty percent (50%) of course fees prior to course commencement.

Refund policy and procedures

a. Refund policy and procedures when NEI defaults

- NEI will act in accordance with the guidance of the Education Services for Overseas Students Act 2000 (the ESOS Act, 2000) while providing refunds to overseas students when it defaults.
- Where a student has not paid any tuition fees or has no remaining unspent tuition fees, they will still be given the option of refusing the placement in another course and accepting a refund. In this case, the provider's refund to the student will still be documented, but as 'nil' tuition fees refunded.
- NEI will refund any unspent tuition fees to affected overseas students in the following situations:
 - when we have defaulted and chosen not to arrange an alternative course,
 - when we have defaulted and are unable to arrange an alternative course within 14 days of the default date,
 - when an overseas student has not accepted the alternative course, we have offered and arranged within 14 days after the default date,
- For any overseas student who has paid tuition fees towards a course at a location but has not yet commenced that course, we will refund 100 percent of the tuition fees to that student within 14 days from the date of default.
- For any overseas student who has paid tuition fees and has commenced the course at the location, we will retain the spent portion of that student's fees but refund the unspent portion within 14 days from the date of default.
- The method for calculating the amount of refund owed to an overseas student because of our default will be made in accordance with the Education Services for Overseas Students (Calculation of Refund) Specification 2014 (the ESOS Refund Specification). This means the refund of the unspent amount will be based on the following formula: $\text{Refund Amount} = \text{Weekly Tuition Fee} \times \text{Weeks in the Default Period}$ (Please see **Schedule A** for details).
- If we have paid any fees to an agent for assisting us in the recruitment of an overseas student, we will not deduct that fee from the refund amount to be paid to the student. This is true in the cases of both defaults, ours' and the students'.

b. Refund policy and procedures when overseas students default



- A full refund of the prepaid course fee (except the enrolment fee and the COE issuing fee) will be made if an overseas student cancels their enrolment before twenty-eight (28) or more (29+) days of the commencement date of the course through a written cancellation notice.
 - A full refund of the prepaid course fee (except the enrolment fee and the COE issuing fee) will be made if an overseas student cannot obtain their student visa. *Note: A proof of refusal from the Australian visa office would be required.
 - Fifty percent (50%) of the prepaid course fee will be refunded (except the enrolment fee and the COE issuing fee) if an overseas student cancels their enrolment on 28 days or less before the commencement of the course through a written cancellation notice.
 - Twenty-five percent (25%) of the prepaid course fee (except the enrolment fee and the COE issuing fee) will be refunded if an overseas student cancels their enrolment between five (5) business days (one (1) week) and ten (10) business days (Fourteen (14) days (Two (2) weeks) before the commencement of the course. through a written notification.
 - There will be no refund if an overseas student cancels their enrolment within less than five (5) business days (one (1) week) of the commencement of the course, except in extenuating or compassionate circumstances.
 - There will be no refund of the prepaid course fee if an overseas student decides to withdraw from the course after its commencement unless there are verifiable extenuating or compassionate personal circumstances. The student should provide satisfactory evidence of their extenuating or compassionate circumstances to receive such a refund:
 - Bereavement in the family
 - Occurrence of a natural disaster at home
 - Illness and health issues
 - Caring obligations
 - Accidents, and
 - Others
 - Where extenuating or compassionate circumstances exist, the unspent prepaid course fee (except the enrolment fee and the COE issuing fee, and course resource fees) will be refunded. The unspent course fee will be calculated as follows: $\text{Refund Amount} = \text{Weekly Tuition Fee} \times \text{Weeks in Default}$ (Please see **Schedule A** for details.)
- c. There will be no refund of the prepaid course fees if an overseas student is suspended from the course because they didn't observe the NEI rules or codes of behaviour, meet the attendance and academic progress requirements, or comply with the terms and conditions of their student visa.
- d. There will also be no refund of the prepaid course fees if an overseas student:
- left the course without notification,
 - didn't pursue LLN (Literacy, Language and Numeracy) support provided and can't progress because of low LLN skills,
 - provided false or misleading information,
 - failed to report previous visa refusal,
 - submitted fraudulent documents,
 - failed to pay tuition fees,



- made a false declaration, and
- didn't complete the 'Refund Application Form' as required

Procedures for Claiming Refunds

Specific refund procedures

a. Procedures when NEI defaults

- NEI notifies the Department of Education and Training (DET) and the Tuition Protection Service (TPS) Director about the default within three (3) business days.
- NEI notifies all implicated students in writing in plain English within three (3) business days about the default, describing the reasons for the cancellation or suspension of the course and the procedures to enrol in an alternative or comparable course or receive a refund.
- NEI offers an alternative or comparable course to all implicated students within fourteen (14) days.
- If NEI cannot offer an alternative or comparable course, it will organise another Registered Training Organisation (RTO) to do so within fourteen (14) days.
- If the implicated students accept the offer made in points above, it will notify the Department of Education and Training (DET) and the Tuition Protection Service (TPS) Director within 7 days about the offer and acceptance of the alternative or comparable course.
- Where the refund will be granted, the implicated students will be asked to complete the **Refund Application Form**. The payable refund money (Please see: Refund Policy and Procedures when NEI Defaults) will be paid into the implicated student's nominated bank account, or another bank account formally authorised by the student within two (2) weeks.

b. Procedures when students seek refund

- When a student seeks a refund, they must apply in writing by completing NEI's '**Refund Application Form**', clearly outlining the reason(s) for seeking the refund and attaching appropriate evidence.
- They must follow the following steps to officially claim a refund:
- Receive NEI's 'Refund Application Form' and carefully read it. This application can be accessed from NEI's website or received by requesting NEI's Accounts or Student Services departments via email. E-mail: accounts@newerainstitute.edu.au or admissions@newerainstitute.edu.au.
- Collect and attach all relevant supporting evidence with the request. Depending on the case, for example, they could be an application for withdrawal from the course, a letter of visa refusal, evidence of bereavement in the family, etc.
- Submit the completed request form with supporting documents to the Accounts or Student Services department for review and processing. Note that this will attract a cost for each COE. Refer to other charges (Non – Tuition Fee Items).
- The Accounts or Student Services department will forward the completed refund request form to the CEO with their recommendations. The recommendation could be a refusal of the request, payment of a refund with some adjustments, or payment of the claimed refund amount.



- Where the refund request is approved with or without adjustments, the refund money will be paid into the student's nominated bank account, or another bank account authorised by the student within four weeks (or 28 days) of receiving the request. Where a refund should be granted because of visa refusal or NEI's default, the money will be paid back within two (2) weeks.
- If the refund request is refused, the student will be notified within four weeks (or 28 days) about the refusal, including the reasons for the refusal.
- Where the refund is paid, it will be paid 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.
- Payment of the refund would automatically lead to the cancellation of the student's enrolment.
- All paperwork relating to a refund request or refund notice would be stored in the concerned student's file.
- A student may complain or appeal against the outcome of their refund application or any aspect of the refund process by following the NEI's complaints and appeal procedures, which they can access from the NEI's website at <https://newerainstitute.edu.au>.

Implementation arrangements

This policy is owned by the NEI's CEO. She will direct the implementation of this policy. The following staff will be involved in the day-to-day implementation of this policy:

- CEO
- Admission Officer
- Student Service Officer, and
- Accountant

International students will be the main consumers of this policy.

Upon approval, this policy will be distributed to all concerned staff within seven (7) days. Upon receipt of this policy, each appropriate staff member and student (upon enrolment and induction) will be informed. The contents of this policy will also be featured on the NEI's website: <https://newerainstitute.edu.au>.

Policy review



This policy will be subject to an annual review. While reviewing, the following factors will be considered:

- Staff's and students' feedback from the implementation of this policy, and
- Changes in the policy environment and contexts, such as changes in legislation and/or standards

Linked documents, acts and standards

This policy should be read in conjunction with other associated documents, Acts, and standards including:

- Standard 7,8, 9 and 10 from the National Code 2018.
- ESOS Act 2000
- Standard for Registered Training Organisation 2015
- Legislation governing student visa (Migration Act)
- NEI's Deferment, Suspension and Cancellation Policy
- NEI's Complaints and Appeal Policy and Procedures
- NEI's Course Progress Policy
- NEI's Student Handbook
- NEI's Course Brochure, Fees, and Payment Schedule
- Enrolment Form and associated documents
- Operational tools associated with this Policy e.g., Invoice, Refund Application Form, etc.

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



Schedule A. How to Calculate Unspent Fees for Refund

The following three steps are involved in calculating the amount of refund owed to a student. Applying this calculation is a statutory requirement. NEI would not apply its own formula to calculate the refund of tuition fees for a student.

Step 1	<ol style="list-style-type: none"> 1. Divide the total tuition fee by the number of calendar days in a course. 2. Multiply this number by seven. 3. Round-up to the nearest whole dollar amount 	This calculation will give you a figure of Weekly Tuition Fee
Step 2	<ol style="list-style-type: none"> 1. Count the total number of calendar days from the default day to the end of the period for which the student has paid tuition fees in advance. 2. Divide this number by seven. 3. If the number is not a whole number, round-up to the nearest whole number. 	This calculation will give you the figure of Weeks in the Default Period .
Step 3	<p>Compute refund amount by this formula:</p> <p>Weekly Tuition Fee x Weeks in the Default Period= Refund Amount</p>	

Source: Provider default obligations under the ESOS Act | Guide Version 1.0 | April 2020



Schedule B. Guide for Refund Calculation under Various Scenarios

Refund situations

Refund situations and refund amounts when NEI defaults

Situations	Refund percentage
When an overseas student has not paid any tuition fees or has no remaining unspent tuition fees.	No refund is required. But NEI would still document and note as 'tuition fees refunded nil'.
When an overseas student who has paid tuition fees towards a course at a location but has not yet commenced that course.	Refund 100 percent of the tuition fees*. This refund will be paid within 14 days from the date of default.
When an overseas student has paid tuition fees and has commenced the course at the location.	Refund the unspent portion of the pre-paid course fee. The spent portion will be retained. This refund will be paid within 14 days from the date of default.
When NEI cancels the course prior to commencement.	Refund 100 percent of the tuition fees*. This refund will be paid within 14 days from the date of default.
NEI cancels the course <i>before</i> the expected end date.	Refund the unspent portion** of the tuition fees paid*. This refund will be paid within 14 days from the date of default.
When NEI withdraws the offer of enrolment already made and tuition fees are paid in advance.	Refund 100 percent of the tuition fees*. This refund will be paid within 14 days from the date of default.

Refund situations and refund amounts when an overseas student default

Situations	Refund percentage
When an overseas student cancels their enrolment before 28 days or more of the commencement date of a course through a written notice.	Refund 100 percent of the tuition fees*. This refund will be paid within twenty-eight (28) days after receiving the required written notice and the supporting evidence, if any is required.
When an overseas student cannot obtain their student visa or in a visa refusal situation.	Refund 100 percent of the tuition fees*. This refund will be paid within twenty-eight (28) days after receiving the required letter of visa refusal.
When an overseas student cancels their enrolment twenty-eight (28) days or less before the commencement of the course through a written cancellation notice.	Fifty percent (50%) of the prepaid tuition fee will be refunded*. Remaining fifty percent (50%) will be forfeited. This refund will be paid within twenty-eight (28) days after receiving the required written cancellation notice and request for refund.
When an overseas student cancels their enrolment between five (5) business days (one (1) week) and ten (10) business days (Fourteen (14) days (Two (2) weeks) before the commencement of the course through a written notification.	Twenty-five percent (25%) of the prepaid tuition fee will be refunded* The remaining fifty percent (50%) will be forfeited. This refund will be paid within twenty-eight (28) days after receiving the required written cancellation notice and request for refund.

Schedule B. Guide for Refund Calculation under Various Scenarios (Continued)



Refund situations and refund amounts when an overseas student default	
Situations	Refund percentage
When an overseas student cancels their enrolment within less than five (5) business days (one (1) week) of the commencement of the course.	No refund of the prepaid course fee. (*Note: There could be exceptions where extenuating or compassionate personal circumstances exist.)
When an overseas student decides to withdraw from the course after its commencement.	No refund of the prepaid course fee will be granted unless verifiable extenuating or compassionate personal circumstances exist. Where extenuating or compassionate circumstances exist, the unspent prepaid course fee will be refunded**.
When an overseas student is suspended from the course because they didn't observe: <ul style="list-style-type: none"> • NEI's rules or codes of behaviour, • Met the attendance and academic progress requirements, • Comply with the terms and conditions of their student visa. 	No refund of the prepaid course fee.
When an overseas student: <ul style="list-style-type: none"> • Left the course without notification, • Didn't pursue LLN (Literacy, Language and Numeracy) support provided and can't progress because of low LLN skills, • Provided false or misleading information, • Failed to report previous visa refusal, • Submitted fraudulent documents, • Failed to pay the tuition fees, • Didn't complete the 'Refund Application Form' as required, • Made a false declaration. 	No refund of the prepaid course fee.
Refunds applicable to ONSHORE overseas student on some specific situations	
Situations	Refund percentage
When an onshore international student (with student visa) withdraws or cancels from the course after they have been granted deferment to another NEI course and/or granted a visa based on NEI's COE and/or been granted another type of visa.	Paid tuition fees calculated as student default
When an onshore international student visa has been rejected after the student has commenced the NEI course.	Refund of the unspent tuition fees**

Notes: *Except the enrolment fee and the COE issuing fee ** The refund amount of the unspent course fee will be calculated based on the following formula: Refund Amount = Weekly Tuition Fee X Weeks in the Default Period. This refund would also include deductions of enrolment fee and COE issuing fee.



Schedule B. Guide for Refund Calculation under Various Scenarios (Continued)	
Refund situations and refund amounts when an overseas student default	
Refunds applicable to ONSHORE overseas student on some specific situations	
Situations	Refund percentage
When an onshore international student withdraws after the commencement of the course or during a new term with required supporting documents.	There is 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 are refundable. The enrolment fee and the COE issuing fee would be deducted from the amount to be refunded.
When an onshore international student does not commence the course on the start date and subsequently provides notice of withdrawal from the course.	There is no refund of paid tuition fees for the first six (6) months of the principal course. Any additional tuition fees, paid beyond the first six (6) months are refundable. The enrollment fee and the COE issuing fee would be deducted from the amount to be refunded.
Refund of Overseas Health Care Fee	
Where an overseas student pays for their Overseas Health Care Cover through NEI, and they don't need the cover because of visa refusal and /or other reasons.	There will be a refund of the full amount paid except for minor administrative charges.



Schedule C. Non-tuition Fee Items

Categories	What is this fee about?	Amount \$
Enrolment fee	Fee charged for assessing and processing your enrolment application	Starts from 150 (vary based on the course package)
English Placement Test	Fee to sit for English Placement test as part of the enrolment process	150
Resource fee	Fees for providing learning resources, supplies, and eLearning access	Starts from 300
Airport pick-up fee	Fee charged for picking you up at the airport if you requested this service	Starts from 250
Transport/Transfer fee	Fee charged for transporting you from airport to your address in Australia if you choose to receive this service	Starts from 250 (vary based on the time of arrival and the distance)
Accommodation placement fee	A fee charged for organising your accommodation if you choose to receive this service	Subject to the Homestay price
OSHC fee	Fee charged for processing and organising your overseas student health care (OSHC) if you wanted this service	Subject to BUPA price list and OSHC duration
Changing campus	Fee to transfer between campuses (subject to availability)	250
Payment plan review fee	Fee charged for rescheduling your original payment plan if you request a changed payment schedule	200
Work placement fee	Fee charged to negotiate with appropriate workplaces to undertake required practical work	Starts from 350 (based on the course)
Issuing a new COE	Fee charged to issue a new CoE if you decide to vary your original course of study	250
Uniform and equipment fee	Fees charged for providing work uniforms and equipment as required by the course	Vary based on the chosen course
Fee for re-issuing qualification	Fees charged for re-issuing a qualification (Certificate + Transcript) when you lost the original	150
Fee for reissuing a statement of attainment	Fees charged for re-issuing a Statement of Attainment when you lose the original	150
Fee for replacing lost text or reference book	Fee charged for replacing lost text or learning resource	Vary based on the chosen course
Fee for re-assessment	Fee charged for re-assessment	300 per unit
Deferment, cancellation, and course variation fee	Fee for COE changes such as deferment, cancellation and course variation	250 per COE
Refund processing fee	Administrative fee charged for processing your refund application	300 per COE



Request of payment extension Fee per week	Request to extend a payment (instalment) at least two weeks before the payment due date	100
Assessment submission extension fee	Administration fee for extending your assessment due date	50
Rescheduling payment instalment	Administrative fee to be paid for preparing a new payment plan	200
Assessment resubmission	Fees for the resubmission of assessment	100
Late assessment submission fee (after the due date) per assessment during a course	Fees for late submission and resubmission of assessment	200
Intervention study plan	To create a plan for tutorials to make-up learning deficit	150
Credit transfer application fee	Processing credit transfer application	150
Issuing release letter	Fee for issuing release letter	250
Replacement fee for ID	To reissue a new ID as replacement	30
Resetting password	To resent your password in the student management system	10

Note: 1. This is not the exact, but an estimated non tuition fee for the entirety of a course. The final figure of tuition and non-tuition fees you pay for the course could be higher as these fees are reviewed on an annual basis and are subject to change. 2.This includes Enrolment Fee+ First Instalment of the Tuition Fee+ Resource Fe are stated on the letter of offer. This could also include Airport Pick-up Fee, Transport /Transfer Fee+ Transport/ Transfer Fee, Accommodation Placement Fee and OSHC Fee if you requested to receive such services. 3.The non-tuition fees are non-refundable. * All amounts include GST. ** Uniforms and equipment fees would vary according to the chosen course.

For additional information on the fees and charges please visit <https://newerainstitute.edu.au> or contact admissions@newerainstitute.edu.au

Disclaimer: This policy, Acceptance Agreement for enrolment: International students, 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.