Fees, Charges and Refund Policy and Procedure

This policy and procedure explain the process for establishing and collecting fees and charges from students, protection processes for fees collected whilst the student is enrolled at Institute of Management and Trade and refund arrangements available to the students. This policy ensures transparency in fee collection, refunds and financial management for all students of IOMT. It aligns with the Standards for RTOs 2025, the Education Services for Overseas Students (ESOS) Act, and Australian Consumer Law, which ensures fair, transparent and ethical treatment of students.

Applicants must agree to the terms and conditions of enrolment as provided within the Written Agreement and Acceptance of Offer and pay the required fees upon signing the agreement prior to training commencing. Failure to pay the tuition fee is a breach of the Written Agreement and Acceptance of Offer and may be subject to their enrolment being cancelled.

Student tuition fees collected prior to their course commences will be held in a separate holding account and not transferred to the general account until the course commences.

The balance of the holding account at any time will represent:

1. Tuition and materials fees collected from applicants who have signed an agreement but not yet commenced, and
2. Tuition fees collected from students who have commenced their course but have yet to commence one or more study periods.

Tuition fees do not cover excursion activities. Students will be required to pay excursion costs in addition to tuition fees. Students must pay fees as agreed to in the enrolment contract.

All applicants that have paid a deposit are entitled to a 3-day cooling off period, with a full refund of the initial deposit.

Procedure - Notification and Collection of Fees

Please note: Under ESOS legislations, Institute of Management and Trade will not collect in excess of 50% of the total tuition payable prior to commencement of the course. While Institute of Management and Trade cannot require students to pay more than 50% up front, it can accept more than 50% of tuition fees before a course starts if the student, or the person responsible for paying the fees, chooses to pay more.

**Tuition fee is inclusive of non-refundable application fee of AUD 250.00.*

Procedure - Payment of fees

Fees are to be paid by cash or direct bank deposit or credit card. The Institute of Management and Trade accepts VISA, MasterCard and AMEX credit cards only. A 2.5% credit card fee applies with credit card payments via VISA and MasterCard and 3.5% for the payments made via AMEX credit cards. Failure to pay tuition costs is a breach of the students' agreement and may be subject to their enrolment being cancelled.

The RTO Manager provides the CEO with monthly reports of outstanding tuition fees. The RTO Manager contacts the students (or request the agent to make contact if the student has not commenced their course) and ascertains the reason for the outstanding debt.

The RTO Manager may:

1. Provide additional time for the student to pay where:
   a. a student is experiencing hardship, OR
2. Cancel the student's enrolment if the fees are not paid within two weeks of signing the agreement.

Other Course Fees that may be incurred (Non-tuition):

RPL (Non – refundable)	$250 per unit (subject)
Re-enrolment Fee[1]	$250 *non-refundable*
Administration Fee	Administration fee is calculated as 5% of the amount paid or $500 whichever is the lesser
Credit Transfer	No charge
Re-assessment Fees	• $350.00 per class hour
Re-issue of a test amur (Certificate) or Statement of Attainment	$150 per certificate or statement of attainment or Record of Results
Any fees paid by credit card will incur a credit card surcharge	• VISA and MasterCard – 2.5% • AMEX – 3.5%
Any fees not paid by the due date will incur a late payment fee, based on the amount overdue prorated over the period overdue.	18% of outstanding fees
Bank Charges on processing refund payments such as Telegraphic Transfer or draft fees will be deducted from any refund.	Maximum Bank fee of $40

[1] Re-enrolment fee is charged in the case where student enrolment is cancelled because of student's actions. In case academic progress is not maintained by student and he/she need to extend his/her COE to complete the qualification, re-enrolment fee is charged in addition with re-assessment fees for the units to be completed.

Re-assessment fee is charged when a student is failed in any unit after 3 consecutive attempts. The Re-Assessment fee charges are also subjected to CEO's discretion.

Information on any excursion fees (if applicable), will be provided to students during the course by their Trainer/Assessor. Excursion fees are based upon shared costs of transport and any an individual's entry/admittance fees. Students are required to arrange their own meals during excursion unless covered by entry/admittance fees. Excursion fees are paid to the student administration prior to the date of the excursion. Failure to pay excursion fees by the due date will result in the student forfeiting their reserved place on the excursion.

RPL Assessment fees and the fee to re-issue of a test amur (Certificate) or Statement of Attainment are paid on application.
The Administration Fee is associated with withdrawal of enrolment prior to course commencement. Administration fee is calculated as 5% of the amount paid or $500 whichever is the lesser. The fee is deducted from the total tuition paid and the unused tuition fees for any future terms will be refunded.

Fee Protection

The following fee collection measures will be implemented:

- International students must pay the initial deposit fees for the enrolment prior to the course commencing.
- All fees are to be deposited directly into the Institute of Management and Trade's holding account. All tuition fees are to remain in this account until the student has commenced study with Institute of Management and Trade.
- On course commencement, Institute of Management and Trade will transfer enrolment fees from the holding account to the general account.
- All remaining enrolment fees paid prior to the commencement of each study period is paid directly into the general account.

Refund Policy Conditions and Processes

A refund of the fees will only be granted in accordance with the refund policy set out below.

Any student willing to apply for a refund must submit a completed 'Refund Application Form' to Student Administration. The application form can be accessed by:

- IOMT reception
- Accessing Institute of Management and Trade's website

All refund applications are to be assessed by the Administration Manager and applications processed within Twenty (20) working days of the application and evidence of documentation received. The student will need to supply, in writing, the nominated method of reimbursement. Refunds are accompanied by a statement outlining the total refunded amount.

Note:

1. Refunds applications after course commencement is only in relation to Tuition Fees only. Tuition fees and Material fees are specified in the Enrolment Acceptance Agreement.
2. The Institute of Management and Trade is not able to provide any refunds for fees paid to third parties such as Health insurance or fees paid directly to an education agent.
3. Where the student breaches Institute of Management and Trade's Policies and Procedures no refund is payable.
4. Students cannot apply for a refund where there is default on payment of Tuition and material fees.
5. Payment of a refund application cancels a student's enrolment.

Full Refunds

Institute of Management and Trade will make a refund of course fees paid in the following circumstances:

In the event of a student's initial visa (prior to landing in Australia) is not granted, a full refund of fees received by the Institute will be issued to the student less the Application fee and the Administration Fee. The administration fee is calculated as 5% of the amount paid or $500 whichever is the lesser.

Note: Without proof of refusal from the Department of Home Affairs, NO refund will be granted.

2. Institute of Management and Trade does not commence or ceases delivery of a course

Institute of Management and Trade reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, should it be necessary.

If Institute of Management and Trade does not commence a course on the due date a full refund of tuition fees paid will be made within 20 working days of the specified starting date in accordance with the refund provisions of the ESOS Act. Fees may be transferred to an alternative enrolment where the student agrees.

Where Institute of Management and Trade is unable to complete the course due to unforeseen circumstances, any 'unused tuition' fees are to be refunded to the student.

Where there is an instance of provider default in the above circumstances, Institute of Management and Trade may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, Institute of Management and Trade will not be liable to refund the money owed for the original enrolment.

Tuition Protection Service

In such case of provider default, student tuition fee is protected under TPS (Tuition Protection Service). The Tuition Protection Service is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. For more information on TPS for international student, please visit: https://tps.gov.au/

Partial Refund

1. **Student withdraws more than 60 days before course commencement date or within cooling off period**

If written notice of withdrawal is received more than 60 days prior to the initial course commencement, 75% of the initial pre-paid tuition fee is refundable, less the Application fee and the Administration Fee. Administration fee is calculated as 5% of the amount paid or $500 whichever is the lesser. Note the CEO may waiver the Administration fee for withdrawals within the 3-day cooling off period.

2. **Student withdraws less than 60 days but more than 28 days before course commencement date**

If written notice of withdrawal is received less than 60 days but more than 28 days prior to the initial course commencement, only course material fee is refundable.

No Fee Refund

3. **Student withdraws less 28 days before course commencement date**

If written notice of withdrawal is received less than 28 days prior to the initial course commencement, there would be No refund.

Institute of Management and Trade will not refund any RPL application fees should the student be deemed unsuccessful in RPL. Note that the student may lodge an appeal on RPL decision at little or no cost – refer to the complaints and appeal policy.

Non-tuition-based fees such as materials and/or equipment provided after course commencement will not be refunded under any circumstances.

In the event of a student cancels their enrolment and requests a refund after the course commencement date, there will only be refund on unused tuition fee for future study period/s. Overseas Students withdrawing from a course of study, will be reported to the Department of Home Affairs.

A Student who withdraws from their studies after the commencement of their course is required to pay the balance of their tuition fee for the current study period before the date of cancellation of their COE.

In the event of the student seeks and is granted approval by Institute of Management and Trade to transfer to another provider prior to completion of six-month study of the principal course, there will only be refund

on unused tuition fee for future study period/s.

In the event of the student's enrolment is cancelled because of misconduct of student with Institute of Management and Trade' Student Code of Conduct Policy or breach of student visa conditions there is no refund of any monies paid to Institute of Management and Trade.

In the event of a student's extension of Visa is not granted, there will only be a refund on unused tuition fee for future study period/s. Students are advised not to enroll or re-enroll if they are uncertain if their visa will be extended.

In the event of a student abandons their course without formally cancelling their enrolment, there will not be any refund. Students will be invoiced for the tuition fees before the date of cancellation of their COE.

In an event where a visa is cancelled due to any action of student, there is no refund.

Extenuating Circumstances

Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary circumstances.

Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the CEO and shall be assessed on a case by case situation.

Refund Procedure

All applications for refund must be made in writing using 'Refund Application Form' and must be submitted to RTO Manager for their approval. The refunds will be processed towards the nominated account within 20 working days from the date of application. The amount of refund will be calculated in accordance with the summary of refunds.

It is the student's responsibility to provide correct account details. Institute of Management and Trade will not authorise the transfer of fees to any other student's account. Refunds for students will be completed in the same method by which the fees were originally paid.

Payment of Refund

All refunds for which a student is eligible will be forwarded to the person who paid the fees in his or her home country, unless the student is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution.

Written authorisation from that person, or entity, is required before refunds can be made payable to any other party. Students should submit this authorisation with their written request for refund. All Student refunds are made in Australian dollars or the foreign currency equivalent at the time and will be net of any handling fee charged by local representatives used by the Student. Bank Charges on processing refund payments such as Telegraphic Transfer or draft fees to $40 will be deducted from any refund. Institute of Management and Trade will provide the student with a statement detailing the calculation of the refund.

Appealing Refund decisions

All students have the right to appeal a refund decision made by Institute of Management and Trade (Refer Complaints and Appeals Policy and procedure).

Summary of Refunds

Outline of Default Refund Arrangements (Application Fee is non-refundable under all circumstances)	
Initial Visa refused prior to course commencement (with Department of Home Affairs Refusal Letter)	Full refund less Administration Fee
Institute of Management and Trade is unable to provide the course for which the original enrolment and payment has been made	Full refund of the initial pre-paid fees
Withdrawal prior to agreed start date: Notify the Institute **more than 60 days** prior the course commencement date or within cooling off period	75% refund of the initial pre-paid fees less Administration Fee
Withdrawal prior to agreed start date: Notify the Institute **less than 60 days and greater than 28 days** prior the course commencement date	Only course material and/or equipment fee is refundable
Withdrawal prior to agreed start date: Notify the Institute **less than 28 days** prior the course commencement date	No refund

Outline of Default Refund Arrangements (Application Fee is non-refundable under all circumstances)	
Visa refused after course commencement (with Department of Home Affairs Refusal Letter)	Refund of unused Tuition Fees for future study period/s
Withdrawal after course commencement (with confirmed extenuating circumstances)	Refund of unused Tuition Fees for future study period/s
IOMT College is unable to continuously provide the commenced course for which the payment has been made	Refund of unused Tuition Fees for future study period/s
Withdrawal after course commencement without extenuating circumstances or cancellation of course due to student default.	No Refund
Abandonment of Course / Failure to return after scheduled break. Overseas Students withdrawing from a course of study will be reported to Department of Home Affairs, as required by law.	No refund
Student's extension of Visa is not granted.	No refund
	If entire fees is paid, refund of unused tuition fees less (fess for ongoing term and administration fee)
Visa is cancelled due to any action of student	No refund
RPL assessment	No refund

********Administration fee is calculated as 5% of the amount paid or $500 whichever is the lower********

Late Payment of Fees

Students are required to pay their tuition fees and any outstanding charges on the due date specified. If the student fails to make the payment by the due date, the following will occur:

1. Payment reminder will be sent to student within 7 calendar days after the due date.
2. After 7 days, if student fails to make any payment or obtain a payment plan, student will be issued first warning letter. Student will further have 7 calendar days to make the payment. If the student is on payment plan, then student will be required to pay the whole study period's outstanding balance. A late payment fee of 10% of the total amount owing may be levied.
3. Final warning letter will be sent to student with fee overdue for more than 28 calendar days. If student fails to pay the overdue account within 7 calendar days of final warning letter, the Institute will refer student's case to Institute's debt collection agency.
4. In final warning letter, Institute of Management and Trade will also inform the student about the intention to report to Department of Home Affairs based on non-payment of fees, which may result in cancellation of student's enrolment and student visa.
5. Student will have 20 working days to make an appeal. For more Information, please refer to Institute of Management and Trade's Complaint and Appeal policy
6. The CEO may grant an extension and/or waiver late fees, where extenuating circumstances has been provided by the student.
7. In the case where fee extension request is not approved, the student information is sent to debt collection agency. These details will include:
    - Student name, contact detail and total fee that the student is indebted to RTO.
    - The student will be informed that they may be contacted by the Institute's debt collection agency and if required legal action may be taken against the student, and that all legal matters will be dealt with under the jurisdiction of Victoria.

Students willing to resume study at RTO will have to re-enrol in the course, provided that they have paid the total outstanding fee in full.

Where a student continues to have an outstanding fee, the following restrictions may apply:

- Loss of access to enrolment records, examination results and academic transcripts
- The inability to graduate until the outstanding debt is cleared

Maintaining Records of Refunds

Where a student application for refund is submitted, all records of the refund application and associated actions are maintained in the student file. This includes a remittance advice identifying that refunds have been paid and any correspondence relating to the refund application.

Any information that the client provides Institute of Management and Trade or that Institute of Management and Trade collects about the client (including payments and refunds) can be given to authorised State and Commonwealth Agencies such as the Tuition Protection Service.

The student must be informed of their right to appeal any decision of this policy in line with Institute of Management and Trade's Policy and Procedure - Complaints and Appeal policy.

Privacy Policy

Information collected about an individual learner or intended applicant in Written Agreement and Acceptance of Offer and during the student enrolment, can be provided by Institute of Management and Trade, the Commonwealth including the TPS or state or territory agencies, in certain circumstances, to the Australian Government and designated authorities; in accordance with the Privacy Act 1988. In other instances, information collected on this form or during your enrolment can be disclosed without your consent

where authorised or required by law.

Under the Data Provision Requirements 2020, Institute of Management and Trade is required to collect personal information about any individual learner or intended applicant and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Learner's personal information (including the personal information contained in Written Agreement and Acceptance of Offer and during the course of their study), may be used or disclosed by Institute of Management and Trade for statistical, administrative, regulatory and research purposes. Institute of Management and Trade may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER. Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:
- Populating authenticated VET transcripts.
- Facilitating statistics and research relating to education, including surveys and data linkage.
- Pre-populating RTO student enrolment forms.
- Understanding how the VET market operates, for policy, workforce planning and consumer information and
- Administering VET, including program administration, regulation, monitoring and evaluation.