

FEES CHARGES AND REFUNDS POLICY

Policy number	35	Version	7
Approved by ABG on	8 August 2019	Scheduled review date	August 2022

1. Purpose

This document sets out the policy and procedures concerning fees, charges and refunds at the National Institute of Organisation Dynamics Australia Ltd (NIODA).

2. Scope

This Policy applies to all students in NIODA academic programs.

3. Fee Schedule

The Course Information guide details the fee schedule for each year. This is available on the NIODA website with fee scheduling updated in October of each year.

Fees are subject to a 5% annual increase, rounded to the nearest \$10.

4. Payment of fees

Fees will be invoiced semester by semester.

For students without Fee Help loan assistance payment for all fees should be by direct deposit or credit card made payable to NIODA. Fees must be paid in full, on a date determined by NIODA; that is at least two weeks prior to the commencement of semester in which the student is enrolled, unless a payment schedule is negotiated.

4.1 Payment Schedules

- 1) A student may request the Director of Academic Programs by email to schedule instalment payments to be completed within the semester of study
- 2) If a student faces extenuating financial circumstances, a legally binding payment agreement may be established beyond the semester of study
- 3) In the instance of a payment schedule to completed outside of the semester, a double signed document agreement in PDF is required (approved by the lawyer).
- 4) When instalment payment schedules are completed an email stating this is to be sent to the student within one week of the final payment
- 5) A student may not graduate until all payments have been completed

Students taking Leave of Absence after the subject census* date will be charged full fees for that subject.

Withdrawal after the subject census date will result in no refund of the relevant subject's fees.

*Census dates for subjects are published on the NIODA website by 1st April for all subjects falling in second semester of that year and by 1st October for subjects delivered in the first semester of the following year.

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5. Refunds

A refund of fees will be made in the following circumstances:

- 1) If a student withdraws from a subject prior to or on the census date for the relevant subject
- 2) If NIODA is unable to provide or ceases to provide the subject for which the student has applied or is enrolled
- 3) If a student withdraws from a unit after the census date for a subject or does not successfully complete the subject due to special circumstances, and that NIODA is satisfied that the special circumstances do apply.

5.1 Refund Process

- 1) When a student withdraws from a subject prior to or on the census date for the relevant subject a refund will be automatically sent to them
- 2) If NIODA is unable to provide or ceases to provide the subject for which the student has applied or is enrolled all students affected will be sent a full refund of fees paid for the subject
- 3) If a student withdraws from a unit after the census date for a subject or does not successfully complete the subject due to special circumstances, application must be made following the process outlined in 5.2 and approved by NIODA to enable a refund to be made, or, in the case of a student with Fee-Help loan assistance, to have a re-credit of their FEE-HELP balance and remission of their FEE-HELP debt in relation to the subject.

5.2 Refunds for withdrawal after a census date where a subject is not successfully completed due to special circumstances

5.2.1 Students without Fee Help loan assistance

Written application should be made to the Fees and Refunds subcommittee of the Education Committee to have fees refunded under special circumstances that:

- were beyond the student's control, and
- did not make their full impact on the student until on or after the census date for subject in question, and
- made it impracticable for the student to complete the requirements for the subject in the period during which the subject was undertaken, or was to be undertaken

Documented evidence should be provided to support the application. Evidence may include medical certificates, work or other references relating to the circumstances.

Application can be made up to 12 months from the withdrawal date or, if the student did not withdraw, 12 months after the completion date of the subject. This 12 month period can be extended by a further 12 months if it is not possible to make application in the initial 12 month period.

On receipt of the application a member of the subcommittee will arrange a meeting to discuss your application with the student. The student is entitled to bring a support person to this meeting.

Advice of outcome from the Education Committee will be provided to the student within five business days.

Applications should be sent to edu.com@nioda.org.au

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Review of decision

Students have the right to appeal any decision.

Students have the right to apply for a review of a decision to not refund their student fees. There is a 28 day time limit after receipt of the original decision for submitting a review application.

The review application should include the date of the original decision, a full statement of the reasons for applying for the review and any additional relevant evidence.

The application should also include the factors of the initial application. These being that the circumstances were beyond the student's control, did not make their full impact on the student until on or after the census date for subject in question, and made it impracticable for the student to complete the requirements for the subject in the period during which the subject was taken, or was to be undertaken.

Review application should be sent to the CEO at ceo@nioda.org.au

The CEO or senior delegate of the CEO will review the application and advise the student on an outcome within five business days. The CEO or senior delegate of the CEO will be entirely independent of the decision making process undertaken by the organisation in regard the initial application.

Receipt of the request for the review will be acknowledged in writing.

The review outcome and reasons for the decision will be provided to the student in writing within 10 business days.

Students have the right to external appeal about the review decision. NIODA has formal arrangements with an external authority for referral of student issues which have not been resolved in the organisation. This will be at no cost to the complainant. See contact details below:

External Arbiter details: Legally Speaking, Ms Elise Margow, Suite 4, 4/443 Little Collins Street, Melbourne, 3000

Email address: emargow@legalspeak.com.au

Local telephone: 03 96706700 or 0417306731

From overseas: +61396706700 +61417306731

5.2.2 Students with Fee Help loan assistance

Written application should be made to the Fees and Refunds subcommittee of the Education Committee to have fees refunded under special circumstances that:

- were beyond the student's control, and
- did not make their full impact on the student until on or after the census date for subject in question, and
- made it impracticable for the student to complete the requirements for the subject in the period during which the subject was undertaken, or was to be undertaken

Documented evidence should be provided to support the application. Evidence may include medical certificates, work or other references relating to the circumstances.

Application can be made up to 12 months from the withdrawal date or, if the student did not withdraw, 12 months after the completion date of the subject. This 12 month period can be extended by a further 12 months if it is not possible to make application in the initial 12 month period.

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On receipt of the application a member of the subcommittee will arrange a meeting to discuss your application with the student. The student is entitled to bring a support person to this meeting.

Advice of outcome from the Education Committee will be provided to the student within five business days.

Review of decision

Students have the right to apply for a review of a decision to not re-credit or remit their loan scheme debt. There is a 28 day time limit after receipt of the original decision for submitting a review application.

The review application should include the date of the original decision, a full statement of the reasons for applying for the review and any additional relevant evidence.

The application should also include the factors of the initial application. These being that the circumstances were beyond the student's control, did not make their full impact on the student until on or after the census date for subject in question, and made it impracticable for the student to complete the requirements for the subject in the period during which the subject was taken, or was to be undertaken.

The review application should be sent to the CEO at ceo@nioda.org.au

The CEO or senior delegate of the CEO will review the application and advise the student on an outcome within five business days. The CEO or senior delegate of the CEO will be entirely independent of the decision making process undertaken by the organisation in regard the initial application.

Receipt of the request for the review will be acknowledged in writing.

The review outcome and reasons for the decision will be provided to the student in writing within 10 business days.

Students have the right to apply to the Administrative Appeals Tribunal (AAT) for a review of the original decision or a decision that has been reviewed. Students should be aware the other party at the AAT will be the Department of Education and Training and that NIODA will forward all relevant documents to the department.

The standard application fee for an AAT review is approximately \$920. This cost may be subject to change. There are some exceptions to this cost including for students on Austudy or Abstudy or where financial hardship can be proven.

The nearest registry of the AAT is Level 4, 15 William St, Melbourne VIC 3000. AAT contact details are:

Email: generalreviews@aat.gov.au

Post: GPO Box 9955, Melbourne, VIC 3001

Website: <http://www.aat.gov.au>

6. Publication

This Policy is publicly available on the NIODA website <https://www.nioda.org.au/policies>.

7. Related documents

Course Information Guide

Eligibility, Admissions and Enrolment Policy

Student Grievance Policy

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Appendix 1 - Advice of receipt of Application for Review for students with Fee Help loan assistance

The letter advising a student of the receipt of their Application for Review will include the following:

I am writing to advise that your request for review of the decision taken by the NIODA Education Committee on (insert date) to not re-credit your FEE-HELP balance has been received.

It is intended to provide you with a written response to this review within 10 business days.

However, if you have not received written advice of the review of this decision within 45 days of the date of this letter it should be taken that the original decision has been confirmed.

In this instance please refer to the NIODA Fees, Charges and Refunds Policy in regard your entitlement to progress the review to The Administrative Appeals Tribunal.