

# Fees, Charges and Refund Policy

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Approved by ABG on	14 July 2022	Scheduled review date	July 2025

## 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 and candidates in NIODA accredited 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 \$100.

## 4. Payment of fees

Fees are invoiced semester by semester.

For students and candidates not utilising FEE-HELP, 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/candidate is enrolled, unless a payment schedule is negotiated.

### 4.1 Payment Schedules

- 1) A student/candidate may request the Administration Lead by email to schedule instalment payments to be completed within the semester of study
- 2) If a student/candidate faces extenuating financial circumstances, through discussion with the Administration Lead, a legally binding payment agreement may be established beyond the semester of study with, a double signed document agreement in PDF
- 3) When instalment payment schedules are completed an email stating this, is to be sent to the student/candidate within one week of the final payment
- 4) A student/candidate may not graduate until all payments have been completed

Students/candidates taking Leave of Absence after the subject census\* date are charged full fees for that subject.

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

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

## 5. Refunds

A refund of fees is made in the following circumstances:

- 1) If a student/candidate 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/candidate has applied or is enrolled
- 3) If a student/candidate 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/candidate withdraws from a subject prior to or on the census date for the relevant subject a refund is automatically sent to them
- 2) If NIODA is unable to provide, or ceases to provide, the subject for which the student/candidate has applied or is enrolled all students/candidates affected are sent a full refund of fees paid for the subject
- 3) If a student/candidate withdraws from a subject after the census date 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/candidate with FEE-HELP, 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

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/candidate's control, and
- did not make their full impact on the student/candidate until on or after the census date for subject in question, and
- made it impracticable for the student/candidate 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/candidate 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 an application in the initial 12 month period.

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

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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](mailto:edu.com@nioda.org.au).

## **Review of decision**

Students/candidates have the right to appeal any decision.

Students/candidates 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/candidate's control, did not make their full impact on the student/candidate until on or after the census date for subject in question, and made it impracticable for the student/candidate 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](mailto:ceo@nioda.org.au)

The CEO or senior delegate of the CEO will review the application and advise the student/candidate 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 to 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/candidate in writing within 10 business days.

Students/candidates have the right to external appeal about the review decision. NIODA has formal arrangements with an external authority for referral of student/candidate 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](mailto:emargow@legalspeak.com.au)

Local telephone: 03 96706700 or 0417306731

From overseas: +61396706700 +61417306731

## **5.2.2 Students/candidates utilising FEE-HELP**

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

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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/candidate 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 an 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/candidate. The student/candidate is entitled to bring a support person to this meeting.

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

### **Review of decision**

Students/candidates 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/candidate's control, did not make their full impact on the student/candidate until on or after the census date for subject in question, and made it impracticable for the student/candidate 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](mailto:ceo@nioda.org.au)

The CEO or senior delegate of the CEO will review the application and advise the student/candidate 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 to 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/candidate in writing within 10 business days.

Students/candidates 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/candidates 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/candidates 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](mailto: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

### **Appendix 1 - Advice of receipt of Application for Review for students/candidates utilising FEE-HELP**

The letter advising a student/candidate of the receipt of their Application for Review includes 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 to your entitlement to progress the review to The Administrative Appeals Tribunal.*