

Policy number	P18	Version	9
Approved by ABG on	1 February 2024	Scheduled review date	February 2029

1. Purpose

This document sets out the policy and procedures concerning fees, charges and refunds at the National Institute of Organisation Dynamics Australia (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 before the relevant census date for each subject.

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 the semester in which the student/candidate is enrolled, unless a payment plan 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.

*For the master's degree and nested courses census dates for subjects are published on the NIODA website by 1 April for all subjects falling in the second semester of that year and by 1 November for subjects delivered in the first semester of the following year.

*For the PhD degree census dates for subjects are published on the NIODA website by 1 April for all subjects falling in the second semester of that year and by 1 November for subjects delivered in the first semester of the following year.

4.2 Overdue Payments

Payments that are more than 90 days overdue are to be brought to the attention of the CEO and where necessary to the Board of Governance for discussion of action to be taken. This action may include but not be limited to; a payment plan if appropriate; debt recovery using debt collection agencies. Any extra expenses will be the liability of the candidate/student. Any payment plan that is entered into will become void if payments are not received in a timely manner; a timely manner would be considered four weeks of due date.

5. Refunds

A refund of fees is made in the following circumstances:

- 1) If a student/candidate withdraws from a subject prior to 5 pm 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) After 5 pm on the census date if special circumstances are approved (see 5.2).

5.1 Refund Process

- 1) When a student/candidate withdraws from a subject prior to or on the census date prior to 5 pm for the relevant subject, a refund is automatically arranged
- 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, an application may be made following the process outlined in 5.2.

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

5.2.1 Students/PhD candidates not utilising FEE-HELP

For the master's and nested degrees to have fees refunded under special circumstances, a written application should be made to the Master's Leadership Team and for the PhD this is to the PhD Course Committee. Special circumstances are those situations that:

- were beyond the student's/candidate's control, and
- did not make their full impact on the student/PhD candidate until on or after the census date for the subject in question, and
- made it impractical 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 is to be provided to support the application. Evidence may include medical certificates, work or other references relating to the circumstances.

An 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 relevant committee 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.

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

Applications should be sent to admin@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 submission of 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.

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

The CEO or senior delegate reviews the application and advises the student/PhD candidate on an outcome within five business days. The CEO or senior delegate is 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/PhD candidate in writing within 10 business days.

Students/PhD 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/PhD 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/PhD 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

Post: GPO Box 9955, Melbourne, VIC 3001

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

5.2.2 Students/PhD candidates utilising FEE-HELP

For the master's and nested degrees to have fees refunded under special circumstances a written application should be made to the Master's Leadership Team and for the PhD to the PhD Course Committee. Special circumstances are those situations that:

- were beyond the student/PhD 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 impractical 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 is to be provided to support the application. Evidence may include medical certificates, work or other references relating to the circumstances.

On receipt of the application a member of the relevant committee 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.

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

Applications should be sent to admin@nioda.org.au.

Review of decision

Students/PhD 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 impractical for the student/PhD 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.

The CEO or senior delegate reviews the application and advises the student/PhD candidate on an outcome within five business days. The CEO or senior delegate is 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 five 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/PhD 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/PhD candidates on Austudy or Abstudy or where financial hardship can be proven.

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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

Guidelines in the Event of Course Discontinuation