

FEES AND CHARGES & REFUND POLICY AND PROCEDURE

1. PREAMBLE

Sydney Met strives to maintain transparency and provides full information to students regarding fees, charges, and refund of fees and charges so that they can make informed decisions and protect their rights as enshrined in government regulations like the ESOS Act.

2. PURPOSE

The purpose of this document is to set out Sydney Met's fees and charges, and refund policies and procedures. Current fees and charges are annexed, which are updated as and when needed.

3. SCOPE

This policy applies to all students and educational agents sending students to the College, the PEO, General Manager and relevant staff within Sydney Met.

4. RESPONSIBILITIES

The Principal Executive Officer (PEO) is responsible to recommend tuition fees and other charges for approval by the Governing Council (GC).

The Governing Council will set tuition fees and charges, and refund arrangements.

The General Manager is responsible for implementation of the College Refund Policy.

5. PAYMENT OF FEES AND CHARGES

Students can only enrol in a course upon the full payment of the tuition fees and administrative charges.

Fees payable are calculated based on the number of Units.

If payment is not received by the due date, the student's offer of enrolment may be cancelled.

Fees for subsequent trimesters must be paid at least 2 weeks prior to commencement.

Students repeating a Unit of study must pay the fees and charges for the repeated Unit.

Statements of fees will be accompanied by the following information for payment.

Options	Details
Bank Cheque	Made payable to Sydney Metropolitan Institute of Technology Pty Ltd
	Bank Details:
Direct deposit / Telegraphic Transfer	Account Name: Sydney Metropolitan Institute of Technology Pty Ltd BSB: 032063 Account Number: 649348 Bank Name: Westpac Bank Swift Code: WPACAU2S Reference: Student ID number followed by student name

6. LATE PAYMENTS

The College may exclude students who have not paid fees and charges by the due date. Subsequent reinstatement may be subject to payment of late payment fees and other charges.

The College reserves the right to charge a late payment fee of \$500 and interest of ten percent (10%) per month on the amount outstanding from the day after the due date.

If a student fails to pay their fees on time within the specified period as stated on the issued invoice, Sydney Met, after the issuing of two reminder notices will send the student an intention to report them to the Department of Home Affairs - DHA via PRISMS for non-payment of fees.

The ESOS Act for the international students has provisions for deferment under exceptional circumstances like serious ill health and or personal misfortune.

7. REFUND PROCEDURE

The College is committed to ensuring that students are treated fairly and reasonably with regard to student fee refunds.

The Refund process is as below:

Step 1: Applications for refund must be made by the student, by completing a Request for Student Refund Form.

Step 2: The completed form must be submitted at accounts@sydney.edu.au or in hard copy at the College's reception.

Step 3: Refund applications will be reviewed and are subject to college approval.

Step 4: Approved refunds will be processed within 28 days of the Request for Student Refund form being received.

Step 5: Refunds can be processed directly into a nominated bank account through Electronic Funds Transfer (EFT). Refunds cannot be made in cash.

A refund is not usually granted after the start of course date, but in special circumstances, a refund may be granted on a pro-rata basis accounting for the time elapsed between the start date and the request for a refund.

8. CALCULATING REFUNDS

Reason for Refund	Refund Payable
College cancels the offer of enrolment	100% of fees
Student's visa application rejected by the Department of Home Affairs	100% of fees \$200 enrolment fee is NOT refundable.
Visa application delayed by circumstances beyond the student's control, preventing enrolment	100% of fees \$200 enrolment fee is NOT refundable.
Student does not meet the Minimum Entry Requirements or other conditions set out in the Letter of Offer	100% of fees \$200 enrolment fee is NOT refundable.
Student provides misleading or false information	Refund according to the relevant policies and Act/legislation. The result of the misleading information needs to be noted. For example, whether the misleading (or false) information may lead to a visa rejection or may lead to an institute refusing the student enrolment. The refund could range from no refund to 100% minus \$200 enrolment fees to 100% minus \$200 minus monies spent through attendance of course.
Provider default	Refund according to the Act and its calculations and generally 100% of unused fees
Withdrawal from the course at least 28 days prior to course start date (the start date being the orientation date)	80% of fees \$200 enrolment fee is NOT refundable.
Withdrawal from the course after 28 days but prior to course start date (the start date being the orientation date)	50% of fees \$200 enrolment fee is NOT refundable.
Withdrawal on or after the course start date (the start date being the orientation date)	No refund
Withdrawal from subsequent trimesters before commencement date of the trimester	50% of fees (no refund for withdrawal after the course start date)

Breach of student visa conditions, visa cancellation or failure to comply with enrolment conditions	No refund for courses undertaken
Special circumstances where the student is not able to travel to Australia, not due to a visa rejection, but due to compelling or compassionate reasons outside the control of the student as requested by the student with evidence and assessed and approved by the College.	100% refund \$200 enrolment fee is NOT refundable
Late arrival to a course and student has been granted a visa	No refund
Student expelled from the college for breaching college policies	No refund

Enrolment/ Admission fees, assessment fees, RPL/credit application fees and other administrative charges are non-refundable.

9. RIGHT TO APPEAL

The refund policy does not remove the right to take further action under Australia's consumer protection laws.

Students subject to suspension or exclusion from the College on account of late or non- payment of fees and charges or not satisfied with refund outcomes may appeal the decision through the College's Appeal and Grievances Policy and Procedures.

10. COMMUNICATION

Fees and charges are published on the College's website and advised at the time of application.

Fees and charges and Refunds details and policy and procedures will be set out in the Student Handbook and the Letter of Offer.

Students are strongly encouraged to enquire with and obtain the most up to date policies from the College.

11. CURRENT FEES AND CHARGES AS OF 2021

The current fees are as below:

Table 1: Tuition fee (AUD) structure (per Unit of study, i.e., 6 credit hours):

Fees	Year 1 (2021)	Year 2 (2022)	Year 3 (2023)	Year 4 (2024)	Year 5 (2025)
Tuition fee (AUD)*	\$2,200	\$2,300	\$2,400	\$2,500	\$2,600
Other Charges*	As applicable	As applicable	As applicable	As applicable	As applicable

*College reserves the right to review and change these fees and charges.

Table 2: Other Charges (AUD)

Other charges Items	Charges
Enrolment/Admission fee (once CoE issued; non-refundable)	\$200
Test or Assessment (per trimester)	\$150
RPL Application fee	\$150
Student ID card replacement	\$10
Deferment of enrolment	\$200
Change of course pathways	\$200
Graduation fee	\$100
Qualification reissue fee	\$25
Qualification urgent processing fee	\$100
CoE Extension fee	\$80
Readmission fee	\$100
Library late return fees	\$5 per day per item up to \$100
Library book replacement	Replacement cost
Airport pickup fee (if selected)	\$200

These Other Charges are not refundable.