



Hopkins Policy and Procedures Manual

Fees and Charges Policy and Procedure

Policy

This policy is designed to provide a clearly documented process relating to all tuition and non-tuition fees associated with an intending overseas student and current enrolled students studying at Hopkins International College (Hopkins). Associated fees and charges students may be required to pay during the course of their enrolment are clearly communicated in the letter of offer and the Enrolment Agreement. Students are also provided with this information in the student handbook, prospectus, Website and Fee Schedule.

Definitions

Tuition Fees	Refers to the cost of a qualification from a nationally endorsed Training Package or accredited course in which a student has enrolled.
Application fee	Refers to the Administration and processing fee for enrolling a student.
OSHC fee	Refers to the fee for Overseas Student Health Cover, medical insurance scheme for Overseas Students
Materials fee	The fee for the equipment, textbook and/or workbooks and materials which are compulsory for the course(s) of study the student is undertaking
Additional Fees and Charges	Fees not associated with the course duration or as per the letter of offer

Information Provided to student

Intending overseas students will be provided with the following information prior to enrolment;

- indicative tuition fees payable by the student for the course,
- the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences)
- details of any non-tuition fees the student may incur (see additional fees and charges table below)
- non-refundable payments

Fee Payment

Students are required to sign the acceptance agreement prior to or concurrently with providing their initial payment of their fee. A signed enrolment agreement must be in place prior to commencing classes.

The letter of offer and acceptance agreement will clearly stipulate all fees required to be paid by the student (including additional fees and charges)

Intending overseas students should pay the following initial fees in order to **secure** their enrolment at Hopkins:

- Term 1 tuition fee

- Application Fee
- Material Fees
- OSHC (if requested in the application fee)

The initial fees are payable as agreed with Hopkins and documented in the enrolment agreement. The balance of fees is to be paid as scheduled and agreed upon in the acceptance agreement.

Please note: Tuition fees do not include application and material Fees. Application and Material Fees are **NON-REFUNDABLE**.

Additional Fees and Charges	
Moderation on appeal	No charge
Make up class (in support of the completion within expected duration policy) (per class)	\$250
Re-Issuance of statement of attainment	\$50.00
Re-Issuance of Diploma / Certificate	\$100.00
Academic support class (in support of the completion within expected duration)	\$250
Re-enrolment of unit (after the allocated number of reassessments (2) have been exhausted)	\$1,200.00
Replacement ID card	\$10.00
RPL assessment (per unit of competency)	\$500.00
LLN skills assistance	No charge
Deferment, suspension or cancellation of CoE where it has not been determined on the grounds of intervention, compassionate or compelling circumstances	\$400.00
Late fee payment (4 weeks after payment due - per instalment/payment period missed)	\$200.00
Request for copies of completed assessments (per page)	\$0.15

Fee Payment Details

Payment can be made by cash, bank cheque, credit card or telegraphic transfer. No obligation is on Phia Education Pty Ltd trading as Hopkins International College to confirm enrolment until Hopkins receives an accepted the Enrolment agreement from the student, initial payment has been received and funds have been cleared. A receipt will be issued by Hopkins. Students may choose to pay their fees in full (up front) or 50% of the course fees.

Where a student has not chosen to pay up front or 50% of the course fees, after the initial payment has been made, students may elect the option to pay subsequent fees on a term basis (prior to term commencing) or request a payment plan. Where a student elects to pay per term, a fee payment schedule will be provided and agreed upon. Where students elect to enter into a payment plan a monthly instalment agreement will be entered into. Students with an approved monthly payment plan will be required to pay tuition fees by the as per the payment plan.

Students will receive notification of an overdue invoice 3 business days after the due date and will be liable to pay the additional late payment fee.

Payments can be deposited directly into;

Phia Education Pty Ltd
BSB: **036 069**
Account Number: **169941**
Swift Code: **WPACAU2S**
Bank: **Westpac**

Payment can also be made by Credit Card using Hopkins's **Credit Card Authorisation Form** available from accounts@hopkins.edu.au

Payment extension

Should a student experience financial difficulty or encounter unforeseen circumstances where payment of fees cannot be made, the student may request an extension of time by submitting a **Fee Extension Request Form**. The Fee Extension Request Form must be received prior to the fee due date. If the form is not received by the due date, then the student will be subject to late payment fees. If an extension is approved, then a revised payment schedule will be provided.

Late Payment

In the event a student has not paid the required fees **4 weeks** past the due date and has not submitted and had a payment extension approved, then a late payment fee will be charged. This fee is **\$200** per instalment/payment period missed.

Where fees remain unpaid more than 4 weeks past the due date or if the agreed payment plan arrangements are consistently broken, Hopkins will commence the cancellation process. Below process may be followed:

- Student will not be allowed to attend their classes until payment is cleared or another arrangement is made to clear the outstanding balance.

- Should the payment not be cleared within the 15 calendar days, Hopkins will issue an 'Intention to cancel CoE' letter. Students will be given 7 business days to settle all the outstanding balances.
- If the balance remain unpaid after 7 business days, Hopkins will cancel the respective student's CoE.

If a student is advised of their enrolment being cancelled, the student will have 20 working days to access the Complaints and Appeals process.

Restrictions on enrolment

Hopkins may restrict or withhold services or materials from students/to a student's enrolment due to overdue fees

- Hopkins can withhold the issuance of any certificate or statement of attainment
- Students will be unable to attend scheduled/support classes This may result in the students having to repeat missed learning and assessment or re-enrol in the unit at the additional cost
- Students will be unable to undertake final assessments

Fee increases

Students are advised in the written agreement of the potential for changes to fees over the duration of a course. The increase will not exceed 5% per annum for subsequent courses.

The additional fees identified above, however, may be subject to increase. Students will be advised communicated these fees if an increase was to occur. Students will be provided with four weeks' notice of the intention to increase any of these fees.

Course Cancellation

In the event a student cancels their enrolment, all fees due are payable to Hopkins upon demand. Tuition Fees will not be transferred to another provider.

Course duration reduction

There is no provision for students to reduce their course from the duration of that specified in the enrolment agreement, except in circumstances of being granted credit transfers or recognition of prior learning according the credit transfer policy and the recognition of prior learning policy.

Tuition Protection Service

In accordance with the ESOS Act, Hopkins ensures the security of Student Fees through membership to the Australian Government's Tuition Protection Service (TPS) which is a placement and refund service for international students. In the unlikely event that Hopkins is unable to deliver your course in full, you will be offered a refund of all the unused prepaid tuition fees that you have paid to date. The refund will be paid to you within 14 days of the day on which the course ceased being provided.

Alternatively, you may be offered enrolment in an alternative course by Hopkins at no extra cost to you. You have the right to choose whether you would prefer a full refund of tuition fees, or to accept a place in another course. If you choose placement in another course, you will be required to sign a document to indicate that you accept the placement.

If Hopkins is unable to provide a refund or place you in an alternative course, the Tuition Protection Service will provide you with assistance in finding an alternative suitable course at another education provider

Document control

Publication date	May / 2022
Review date	May / 2024
Author	Director, RTO Management and Corporate Services
Approved	Executive Director

Feedback and enquiries relating to this policy may be directed to info@hopkins.edu.au
This document can be available in alternative formats on request.

Amendments

Version	Date	Author	Description
1	15 May 2022	Lincoln Islam	Document Developed
1.1	3 Aug 2023	Lincoln Islam	Title changed from RTO Manager to Director, RTO Management and Corporate Services. Admissions Coordinator and Administrations Manager's role updated Logo and footer has been updated. Email domain changed to xxx@hopkins.edu.au
1.2	2 March 2023	Lincoln Islam	Added late payment fee, late assignment submission process. To further clarify steps.