

# Fee and Charges Policy

## Purpose

The purpose of the policy is to give a guideline on the fee and charges at Gen Institute.

## Scope

This policy applies to all staffs of the Gen Institute who are in charge of Student fees and charges and all students of Gen Institute.

## Policy

This policy supports clause 5.3 of standard 5, where each learner is properly informed and protected by providing relevant fee information.

This policy supports Clause 7.2 of Standard 7

Gen Institute will charge a variety of fees and charges for courses in relation to market demand.

## Enrolment Procedure

The student shall pay Gen Institute the fees for the selected course according to the terms and conditions mentioned in the 3.5 Letter of offer and acceptance agreement.

There shall be no requirement for Gen Institute to issue any qualification prior to the completion of the course detailed in the schedule. The Gen Institute may at its discretion vary this condition but only if the fees referred in the 3.5 Letter of offer and acceptance agreement are paid in full.

Students are required to sign a 3.5 Letter of offer and acceptance agreement or Prior to or concurrently with payment of their fee deposit. Students are required to have a signed 3.5 Letter of offer and acceptance agreement in place prior to issuance of eCoe.

## Definitions

<b>Course Fees or Fees</b>	Refers to the cost of qualification/course a student has enrolled into.
<b>Enrolment Fee -</b>	Refers to the administration and processing fee for enrolling a student.
<b>OSHC</b>	Refers to Overseas Student Health Cover, medical insurance scheme for overseas student.
<b>DHA:</b>	Department of Home Affairs
<b>ASQA</b>	Australian Skills Quality Authority
<b>NRT:</b>	Nationally Recognised Training (NRT)
<b>ESOS:</b>	Education Services for Overseas Students Act 2000.
<b>Overseas Student:</b>	A person holding an Australian student visa, enrolled in a CRICOS registered course, at the Gen Institute on shore.
<b>National Code:</b>	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.
<b>PRISMS:</b>	Provider Registration and International Students Management System.
<b>Course:</b>	Program of Education or Training. Defined as Course in the ESOS Act.

## Protection of fees paid in advance

Gen Institute protects the fees that are paid in advance by Overseas students.  
For Overseas student fee protection is ensured as follows:

- Where the visa requirements for the students are involved and the student wishes to pay more than \$1500, Gen Institute is covered by Tuition Protection Service irrespective of how the fees are collected.
- Any fees collected by a third party on behalf of Gen Institute (including its Education agent) they will be subject to the same conditions. These requirements will apply to fees prepaid by students, regardless of when Gen Institute receives the payment.
- Regardless of the method/s used for protection of learner prepaid fees, Gen Institute will retain evidence of how learners have been advised of:
  - all payment terms
  - the circumstances under which refunds may be issued
- All course fees will be held in a separate bank account that can only be drawn down when the student commences. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in accordance to the refund policy and procedure and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.
- Payment plan will be provided at the time of Orientation, which will include Monthly payments.

## Guidelines for Fee Payment

Students must pay course fees, enrolment fee and OSHC (if does not have OSHC) to secure their enrolment with Gen Institute.

- The initial tuition fee, enrolment fee and course material fee (if applicable) as stated in the Offer letter must be paid in advance before the commencement of the course for confirmation of enrolment at the Institute.
- Fees can be paid by cash, Direct debit, all major credit cards and bank drafts payable to “Gen Institute” and via telegraphic transfer.
- Student will pay the same fee at the time of enrolment until completion of the same course however rescheduling of any course or unit of competency may incur fee increases. Enrolment in a new course will incur any new fees charged.
- Tuition fees will not be transferred to another educational institute.
- Enrolment fee is non-refundable.
- Students who wish to apply for changes in payment plan/arrangement must do so in writing before the due date along with evidence and supporting documents (if applicable).
- A late fee of \$100 will be applicable to students who do not pay the tuition fee by their due date or as specified in the invoice.
- Students must pay tuition for each term/Month by their due date or as specified in the invoices unless any other payment plan/arrangement is agreed with the institute
- If a student fails to make the payment of the outstanding fees even after a final notice And /or email is issued, their enrolment will be suspended. The suspension of enrolment will Cause following restrictions to apply-
  1. Loss of access to the Institute’s library services, learning management system, classroom, computer system including internet and other resources and services;
  2. loss of access to enrolment records, results and academic certificates; and
  3. Inability to attend any classes where this may result in students having to repeat missed work and/units.
- If a student with a suspended enrolment makes no further payment or does not contact the institute concerning their debt, their enrolment may be cancelled.
- The tuition fee charged to the student will remain the same provided the student remains Enrolled in the same course. If the student transfers the course, tuition fee for the transferred Course will apply.
- The Institute reserves the right to engage any third party to recover any outstanding fees Payable to the Institute. The cost to the Institute of engaging a third party to recover such Outstanding fees will be charged to the student.

## Course abandonment

- I. In the event a student abandons the course, all fees due are payable to the Gen Institute upon demand.
- II. Overseas students are not allowed by National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018’ to transfer to other institutes prior to completing the first 6 months of their principle course.

### Course materials

Course fees do not include the cost of buying text books, equipment, tools and uniforms required for specific courses.

Additional fees for the cost of materials, additional equipment or other resources necessary to successfully complete a course will be charged and identified in the pre-enrolment material. Students are welcome to obtain the materials from alternate suppliers.

### Additional charges

Course fees do not include cost of any additional documents required for specific reasons. See charges below for additional documents.

ITEM	Fees*	Description
RPL (Recognition of prior Learning)/Credit transfer	AU\$ 200.00	Per Unit
Re-assessment during a term break	AU\$ 200.00	Per Unit
Airport Pickup Fee (Internal Arrangement)	AU\$ 95.00	
Late Payment processing Fee	AU\$ 100.00	
Re Enrolment Fee after Cancellation of COE (Due to Non-Payment / Disciplinary Action)	AU\$ 600.00	
Changes to COE / Changes to course (If COE has to be changed)	AU\$ 500.00	
Printing	AU\$ 0.10	Per Page
Re-issue of student ID card	AU\$ 10.00	
Re-issue of Course Completed Certificate & Statement of Result	AU\$ 50.00	
Re-issue of Statement of Attainment	AU\$ 50.00	
Photocopy / Printing / Notebooks / Pens and Other Stationary Items	You have to Pay separately	
OSHC charges may vary according to health insurance providers and Duration of cover		

Following additional costs may apply to student enrolled in Painting and Decorating course. The students have an option to source their own personal, protective equipment (PPE) Safety Overalls \$ 80\* – Safety Boots \$ 50\* Price are subject to Change without prior Notice\*

Further Detailed itemised fees and Charges are available on: [gen.edu.au](http://gen.edu.au) > Courses > Fees and Charges

Link: <http://gen.edu.au/fees-and-charges/>

*Please Note - Additional charges will apply where the student requests for extension of the COE. Charges are determined based on the annual course fee on a pro-rata basis*