

## 1.0 Application fee

1.1 International students must pay a non-refundable Application fee of \$150 AUD at the time of application. The application process will not proceed unless Quality Training and Hospitality College (QTHC) has received the non-refundable application fee.

## 2.0 Material fees

2.1 International students will be required to pay a once off fee for course materials. This fee covers items such as:

- i) Cookery Uniforms
- ii) Management Uniforms
- iii) Knife Kit
- iv) Training Course Materials

2.2 Additional material fees may be charged, should the student choose to apply for further study with QTHC.

## 3.0 Tuition fee

3.1 Tuition fees will be invoiced on a semester by semester basis. A student's total tuition fee and semester payment plan will be outlined in the Letter of Offer.

3.2 All fees are payable in Australian currency only (\$AUD).

3.3 Fees reflect the content of the course and any qualification received. Fees do not reflect the duration of the course, meaning that there is not an automatic refund of tuition fees should you complete the course in a shorter period of time.

3.4 Fees may be reduced or refunds may be approved, should the student be granted Recognition of Prior Learning (RPL) or Credit Transfer (CT) for units of competency. Please note that this may affect the duration of a student's course and impact on student visa conditions.

3.5 A student will not be issued with their official transcript and certificate if their full tuition fee has not been received by QTHC.

## 4.0 Invoice and timing for payment

4.1 The total fees for the first semester of study must be paid at least 6 weeks prior to commencement of the course, including any applicable materials costs and health cover fees.

4.1.1 QTHC reserves the right to defer a student's enrolment if the full payment of the first invoice has not been received 6 weeks prior to course commencement

4.2 Invoices are issued to a student's email address which has been provided to QTHC for all correspondence. It is a student's responsibility to notify the International Student Support Officer (ISSO) of any change to contact details.

4.2.1 All invoices for subsequent semesters will be sent via email, 4 weeks prior to the invoice due date.

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**4.2.2** All invoices for subsequent semesters are due 2 weeks prior to commencement of each semester.

**4.2.3** A student is responsible to make sure that they have the funds to pay any issued invoice by the due date.

**4.2.4** If payment has not been received, a first reminder will be sent via email to the student 2 weeks prior to the invoice due date.

**4.2.5** If payment has not been received 1 week after the first reminder, a second reminder will be sent via email to the student.

**4.2.6** QTHC will not accept a change of personal details as reason for non-payment of fees.

**4.3** Where a student makes payment of their invoice via bank transfer, the invoice number or student name must be used as the reference.

**4.4** If a student has not made a payment arrangement using the steps outlined in section 6.0 or has not made payment by the invoice due date, QTHC reserves the right to:

- Issue a warning letter to the student; and/or
- Suspend the student from class (which will affect attendance percentage); and/or
- Refer the matter to a deb collector, where the student may incur additional costs; and/or
- Implement section 4.7 (below)

**4.5** If the student is suspended due to non-payment of fees due, the suspension will be lifted once the student has made payment for the invoice or has followed the steps outlined in section 6.0 and made a payment arrangement.

**4.5.1** A student will not be suspended from class if the payment is made prior to invoice due date but has not yet been received by QTHC after the invoice due date (Evidence required).

**4.5.2** Occasions or hours worked during the dates of suspension will not be approved as part of the Holistic or Industry placement.

**4.5.3** A student will not be given additional time to complete either placement. It is the student's responsibility to make up unapproved occasions or hours in the allocated time given

**4.6** Please note that a student's suspension from class will affect their attendance percentage. Please refer to QTHC Course Progress and Attendance Policy for more information on student visa conditions regarding attendance.

**4.7** QTHC reserves the right to cancel a student's Confirmation of Enrolment (CoE) for non-payment of fees. According to visa condition 8516, a student must continue to satisfy the requirements of grant of a student visa. Students must have sufficient financial capacity to support their study and stay in Australia. Should this occur, please refer to QTHC's Refund Policy.

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## 5.0 Payments

**5.1** QTHC's preferred methods of payment are bank cheque, electronic fund transfer, Visa Card or MasterCard. A surcharge applies to payments made via Visa card or MasterCard payments.

**5.2** Payments by electronic fund transfer must be made direct to the account details that are stipulated on the invoice.

**5.3** Under no circumstances will QTHC accept payment of a student tuition fee from their education agent. Where a student does make their tuition fee direct to their education agent, the student is liable for any tuition fee that is not passed on to QTHC from the education agent.

**5.4** Payments made by cash will not be accepted.

## 6.0 Payment arrangement

**6.1** Payment arrangements are only available to students under compassionate and compelling circumstances.

**6.2** Any student applying for a payment arrangement must complete the payment arrangement application form. This will be provided to you by your ISSO.

**6.3** The ISSO may consult the student's education agent on the validity of the student's payment arrangement application.

**6.4** Payment arrangements, where approved, must be made prior to the invoice due date. A student must meet with their ISSO to complete an application for a payment arrangement and submit supporting evidence.

**6.4.1** Applications that do not include supporting evidence will not be considered. Supporting evidence includes but is not limited to the following:

- Bank statements
- Pay slips
- Unforeseen bills / expenses (medical, accidental etc.)
- Unemployment

**6.5** Payment arrangements, where approved, can only be extended for a maximum of 4 months from the invoice due date.

**6.6** Instalment dates for your payment arrangement will be advised by the ISSO.

**6.7** If a payment arrangement has not been made prior to the invoice due date, the student will incur a late payment fee of AUD\$100. This fee will increase by AUD\$25 for every week the invoice remains unpaid.

**6.8** A payment arrangement can only be approved by staff at the campus in which the student is enrolled.

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## 7.0 Payment Arrangement Options:

- 7.1** A Semester invoice can be spilt into a maximum of 3 instalments, unless otherwise approved. The first instalment MUST be paid prior to the due date
- 7.2** A student will need to provide further evidence for any compassionate and compelling reasons that may affect a student's ability to meet the terms agreed upon in a payment arrangement. Should this be the case, your application and evidence will be reviewed by the finance department. Only in extenuating circumstances, will a student's payment arrangement be extended for more than 4 months.
- 7.3** A student will receive a formal written notification of the outcome of a payment arrangement application within 5 business days in person or via email.
- 7.4** If a student has not paid fees as per their payment arrangement, QTHC reserves the right to suspend the student from class. The suspension will be lifted once the student has made payment for the invoice as per their payment arrangement. This suspension from class will affect the student's attendance percentage.
- 7.4.1** Section 4.5.1, 4.5.2, 4.5.3 & 4.5.4 will also apply to a student who has made a payment arrangement.
- 7.5** All agreed payment arrangements are managed through an external online portal, Go Cardless. There is no setup fee for Go Cardless. Installment (s) will be automatically deducted from the nominated bank account. If there are insufficient funds in the nominated bank account, your banking institution will charge you a dishonor fee.
- 7.6** If a payment instalment has not been made as per the agreed payment arrangement, the student will incur a late payment fee of AUD\$100. This fee will increase by AUD\$25 for every week the invoice remains unpaid. These late payment fees are issued by QTHC.

## 8.0 Fee Protection Service (TPS)

- 8.1** The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:
- 8.1.1** Complete their studies in another course or with another education provider or
  - 8.1.2** receive a refund of their unspent tuition fees
- 8.2** In the unlikely event that QTHC is unable to deliver a course you have paid for and does not meet obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

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