

FEE MANAGEMENT POLICY

Effective Date: December, 2024

Objectives

The Performance College (TPC) is committed to transparency and accountability in managing student fees. This policy outlines the processes for fee payments, financial protection for students, and adherence to legislative and regulatory requirements, including the ESOS Act and RTO Standards. The objectives of this policy are:

- To establish clear guidelines for the payment of tuition and other fees.
 - To ensure compliance with the Education Services for Overseas Students (ESOS) Act and RTO Standards.
 - To protect students' pre-paid tuition fees through appropriate mechanisms.
 - To provide transparency in fee-related transactions.
 - To ensure fair and consistent administration of fee-related matters.
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Scope

This policy applies to all students (domestic and international), staff, and stakeholders involved in the administration and payment of fees at TPC.

Definitions

- ESOS Act: Education Services for Overseas Students Act 2000.
 - CoE: Confirmation of Enrolment, required for international students applying for a visa.
 - Letter of Offer (LOO): The document outlining course details, fees, and conditions of enrolment.
 - Tuition Protection Service (TPS): Australian Government initiative protecting international student tuition fees.
 - Pre-paid Fees: Tuition fees paid before the commencement of a course.
 - RTO: Registered Training Organisation.
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Policy Details

1. Payment of Fees

- A CoE will be issued only after receipt of an executed LOO and payment of all relevant fees.
- All payments must be made in Australian dollars, with any associated bank fees borne by the student.
- Acceptable payment methods include bank transfer and credit/debit card, and electronic funds transfer (EFT). Personal cheques are not accepted.
- Payments are deemed completed only when cleared funds are received by TPC.
- Students will receive an itemized invoice detailing the fees payable and due dates.

2. Assurance of Fees (International Students)

- TPC pays an annual Tuition Protection Levy to the TPS.
- In the event of TPC being unable to deliver a course, the TPS ensures that international students can either:
 - Complete their studies in another equivalent course; or
 - Receive a refund of unspent tuition fees.

3. Assurance of Fees (Domestic Students)

- TPC follows Clause 7.3 and Schedule 6 of the Standards for RTOs 2015 to protect pre-paid fees exceeding \$1,500.
 - If TPC is unable to provide services for which a student has pre-paid, the student will be placed into an equivalent course or receive a refund for undelivered services.
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Responsibilities

- Director: Ensure financial management and fee protection compliance.
 - Admin Team: Administer fee collection, refunds, and payment records.
 - Student Services Team: Provide clear information regarding tuition fees, payment schedules, and refunds.
 - Students: Ensure timely payment of fees as per agreed schedules.
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Procedures

1. Fee Payment Process

- 1) Students receive a detailed fee schedule upon enrollment.
- 2) Payments must be made as per the letter of offer.
- 3) Payment confirmation is issued once funds are cleared.
- 4) Late payments may incur penalties, including suspension of enrollment.

2. Protection of Fees Paid in Advance

- 1) TPC maintains a separate account for international students' tuition fees to ensure refund capability before course commencement.
- 2) Refunds for international students follow the TPS framework.
- 3) Domestic student fee protection complies with RTO Standards to safeguard payments above \$1,500.

3. Refunds

- 1) Refund applications must be submitted before the course commencement date.
- 2) No refunds will be provided after the commencement date except under conditions outlined in the Refund Policy and as required by Australian consumer law.
- 3) Refunds will be processed within the timeframe stated in the Refund Policy.

4. Failure to Make Payments

- 1) Non-payment of fees may result in suspension or cancellation of enrolment.
- 2) Students with outstanding fees will be notified and given an opportunity to rectify non-payment.
- 3) Continued failure to pay may result in debt recovery action.



Policy Review

This Policy will be reviewed as part of the TPC's yearly policy review cycle or as required by regulatory changes.

Policy Owner: Director