

Fees, Charges and Refunds Policy

Purpose

Through this policy, Eightfold Institute of Australia (*hereafter known as EIA or the Institute*) ensures that all clients are aware of the fees and charges associated with enrolment in a course and/or service with EIA. This policy provides the guidelines for the eligibility and assessment of refunds.

EIA ensures the protection of all fees and aims to provide clear and accessible information to students about fees and charges prior to and throughout their enrolment and/or other involvement with EIA.

Policy

1. Information about/and agreement to fees and charges

- 1.1 Students and persons seeking to enroll in a program with EIA are advised of all fees and charges associated with a course, including course fees, administration fees, materials fees and any other charges on the relevant Program Outline, student information and on EIA's website.
- 1.2 Organizations and other clients seeking to enter into a service agreement with EIA will be notified of the fees and charges associated with the agreement in information and proposals provided to them prior to entry into the agreement.
- 1.3 The information provided to each prospective student and/or client will include:
 - ◆ The total amount of all fees including program fees, administration fees, materials fees and any other charges.
 - ◆ Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and administration fees and any fees and charges for additional services.
 - ◆ This Fees, Charges and Refund Policy.
- 1.4 All students will be required to sign a Written Agreement at the time of enrolment which outlines the total course fees, payment terms and schedule of payments applicable to their program. The Written Agreement is designed to provide clear and concise information to the student about applicable fees and charges, provide options for payment as well as outlining the terms and conditions of the enrolment.

2. Fees in advance

- 2.1 EIA fees in advance for services not yet provided to students at various intervals throughout a program and in accordance with the program's relevant payment schedule. To ensure the protection of fees paid in advance, EIA:
 - ◆ will not accept payment of more than \$1,000 from each individual student prior to the commencement of a program. Following program commencement, EIA requires payment of additional fees in advance but only such that at any given time, the total amount paid for services that are yet to be incurred by the student, does not exceed \$1,500.

3. What do student fees cover?

- 3.1 Unless otherwise specified, program fees include the cost of all compulsory training and assessment materials. Any optional textbooks and materials that may be recommended but not required for completion of the program, are not included in program fees and will be an additional cost should the student wish to purchase such materials.
- 3.2 All course fees include up to two (2) attempts at assessment per unit/cluster. Where an additional assessment is required in order to achieve competency EIA reserves the

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- 3.3 right to charge a student, an additional re-assessment fee in accordance with the fee table provided on the relevant Written Agreement.
- 3.4 For reissuing of a qualification testamurs, record of results or statement of attainment, an additional fee will be incurred at the rate of \$30 per document.

4. Terms and methods of payment

- 4.1 Fees are to be paid within fourteen (14) days of receipt of an invoice, unless the payee has elected to pay according to a direct debit payment schedule, which has been approved by EIA. The terms of all invoices are fourteen (14) days.
- 4.2 For group bookings, a 50% deposit of the total cost is required to confirm the booking. This deposit is non-refundable except in the instance where EIA cancels the course. Invoices for group bookings will be addressed to the organization in charge of making the booking and invoices to individuals will not be provided.
- 4.3 EIA accepts the following methods of payment – cheque, money order, credit card, direct debit and direct bank transfer.

5. Direct debit payments

- 5.1 Where the payee has indicated on their payment agreement that fees are to be paid by direct debit, this option is only valid where the form is accompanied by a Direct Debit Request Form. The form must be appropriately and accurately completed and in line with the approved direct debit payment schedules. Where a Direct Debit Request Form has not been provided, the payee will be issued with an invoice which is to be paid within fourteen (14) days. It is the payee's responsibility to ensure that EIA receives an accurate and completed Direct Debit Request Form in order to take up the direct debit payment option.
- 5.2 Direct debit request forms must indicate payment terms according to one of the approved direct debit payment schedules provided on the payment agreement.
- 5.3 Where a default occurs in direct debit payments due to insufficient funds or otherwise, EIA, will contact the payee to make alternative arrangements for payment. EIA reserves the right to refuse a payee the option to pay by direct debit where there have been 2 or more defaults on payment during a direct debit term.

6. Credit card payments

- 6.1 Credit card payments can be made over the phone by calling 03 9021 6644 and quoting your invoice number or by completing the remittance slip and posting it to our office at Level 3, 452 Flinders St, Melbourne 3000
- 6.2 Optional workshop and class fees must be paid for at the time of booking in order to make a reservation. Where a booking needs to be cancelled, 72 hours' notice of cancellation must be provided in order to receive a refund.

7. Issuance of qualifications

- 7.1 In accordance with its Qualifications and Statements Issuing Policy EIA reserves the right to withhold the issuing of qualifications, records of results and statements of Attainment until all fees have been paid.

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8. Late payment

- 8.1 Where a student is more than forty (40) days overdue with payments, EIA reserves the right to suspend training services until payment is made to bring fees up to date.
- 8.2 Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- 8.3 For long-term outstanding amounts, EIA utilises the services of a debt recovery agency to ensure the collection of all fees.

9. Refunds – Fee for Service students

- 9.1 All course fees, include a non-refundable deposit and/or enrolment fee. This amount is specified on all course information about fees and charges and on the Written Agreement signed by each student prior to entry into a course. The enrolment fee is non-refundable except in the instance where EIA is required to cancel a course due to insufficient numbers or for other unforeseen circumstances.
- 9.2 Eligibility for a refund will be assessed based on the services provided to the student and the costs incurred by EIA in order to provide those services to the student. If you wish to cancel your program in less than 5 days prior to commencement, you will be refunded 50% of fees only. You will get a full refund if we cancel the course for any reason and not able to transfer to an alternative course that is suitable for you.

Refunds will not be made if you wish to cancel your enrolment:

- On day prior to course
- No show on the day
- Arrive too late
- Withdrawal during the course

10. Transfers

10.1 Course transfers can be made by contacting EIA on 03 9021 6644. Requests made at least 5 working days prior to the commencement of the originally booked course will be free of charge.

10.2 Any transfer requests less than 5 working days, will incur a fee of \$25.00. Courses need to be rescheduled within three months. Courses booked after three months will be forfeited.

11. Absenteeism

11.1 If you are unable to attend a course for any reason, or you arrived late to your course, you must call and notify EIA to reschedule your course.

11.2 This request must be made no later than 24 hours after the commencement of the originally booked course. If you fail to contact EIA you may be required to pay the full amount for any subsequent re-booking.