



FEE POLICY

Purpose:

Royal Gateway undertakes the Fee policy to provide a clear documented process regarding fees, charges and refunds associated to International Students enrolled with us. This information will be provided to all students.

Scope:

This policy sets out the circumstances under which students may claim a refund and the associated procedures for handling refunds and applicable all students enrolled with RG.

Policy Statement:

This Policy meets Standard 3 of the National Code 'Written agreements between registered providers and students set out the services to be provided, fees payable'.

This Policy meets the requirements of NVR Standard 6 - Financial management': the total amount of all fees including course fees, administration fees, materials fees and any other charges and the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment'.

The requirement of the ESOS Act 2000 and National Code 2007 requires the providers to outline the necessary fee that a prospective student is required to pay towards his/her studies. The Fee Payment Policy is designed to give a comprehensive knowledge to the students on when and how much they are required to pay during their studies at Royal Gateway. This policy will be made available to students on course information pages from RG website www.RG.edu.au and Student Handbook.

Students seeking to enrol in a course with RG are advised of all fees and charges associated with a course, including course fees, administration fees, materials fees, health cover fees and any other charges on the relevant Course Outline, student information and on RG's website. Students seeking to enrol in a course are also advised of the potential for fees to change during their participation in the course.

1) When will RG notify you of fees due?

Your fee is due on the first day your course starts in which you are enrolled. For example, if you are currently studying in Certificate IV and you have a CoE of Diploma of Business too, you will receive orientation letter in post informing you of the intake date of the course and fee due at least a week before the course starts.

Please note: If you change your address, it is a part of your student visa conditions to notify the Institute of this change within 7 days.

It is the **responsibility** of the student to obtain advice regarding the due date.

2) Penalties for not paying fees:

Students are required to pay an initial deposit at the beginning of the course and an Instalment Plan will be made for rest of the tuition amount.



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If the fee due is not paid by due date. A First Warning Letter will be issued allowing the student with 7 days to contact the Administration Officer at RG and to pay the dues with late penalty of up to \$200 accumulating over 14 days.

If the student fails to comply with the terms set out in the First Warning Letter issued (Step 4.2). He/she will be issued with a Second Warning Letter allowing him/her 7 days to contact the Administration Department at RG and to pay the dues with the late penalty of up to \$200 accumulating over 14 days.

If the student does not respond to the terms set out in the Second Warning Letter. He/she will be issued with a Notification of Intention to Cancel the Enrolment Letter informing the student that he/she may be reported to Department of Education via PRISMS for Non-Payment of Fee and allowing him/her 20 working days to access the RG's internal appeal process (as outlined in Complaints and Appeal policy).

For more information on this it can be downloaded from www.royalgateway.edu.au

If no Appeals are made between 20 Working days set out in the Intent to Report Letter. The student will be reported to Secretary of Department of Education via PRISMS for Non –Payment of Fees within 14 days.

3) Paying fees in instalments

- If paying in instalments, what should I do?

All students wishing to opt for payment plan should indicate at the time of enrolment and sign the payment plan with the Administration Officer.

- How many instalments may I pay?

If you wish to pay in instalments, you must pay an initial **deposit** and the remainder can be paid in **easy instalments on monthly basis**.

Payments are to be made as follows:

- 1) Deposit: Minimum deposit payable before the start of the semester.
- 2) Instalment: to be paid every 4 weeks from the Deposit's due date.

Students must pay their entire fees **8 weeks** prior to end date of the course while adhering to the payment plan. This only applies to those students whose application for payment by instalments has been approved.

Once Payment Plan has been approved, you will receive a copy of the application for your personal record.

4) Receipts

Do I receive a receipt indicating how much I have paid? Each time you pay for your fees, you will receive a receipt indicating:-

- Full Payment or Instalment; and
- Your Name and Student ID Number

Please keep the receipts as the evidence of payment/s made to RG for future reference.

Fee Refunds

Fee refunds will be processed according to our Refunds Policy. Please refer to it from our website.