

FEES AND CHARGES & REFUND POLICY AND PROCEDURE

1. INTRODUCTION

Sydney Met maintains transparency and provides full information to students regarding fees, charges, and refund of fees and charges so that they can make informed decisions and protect their rights as enshrined in government regulations like the ESOS Act.

2. PURPOSE

The purpose of Policy is to set out Sydney Met's fees and charges, and refund policies and procedures. Current fees and charges are annexed, which are updated as and when needed.

3. SCOPE

This policy applies to all students and educational agents sending students to the College, the PEO, General Manager and relevant staff within Sydney Met.

4. RESPONSIBILITIES

The Principal Executive Officer (PEO) is responsible to recommend tuition fees and other charges, and changes in the refund policy for approval by the Governing Council (GC).

The Governing Council will set tuition fees and charges, and refund arrangements.

The General Manager is responsible for implementation of the this Policy and Procedure.

5. PAYMENT OF FEES AND CHARGES

Students can only enrol in a course upon the full payment of the tuition fees and administrative charges.

Fees payable are calculated based on the number of Units, or Credit Points.

If payment is not received by the due date, the student's offer of enrolment may be cancelled.

Fees for subsequent trimesters must be paid at least 2 weeks prior to commencement.

Students repeating a Unit of study must pay the fees and charges for the repeated Unit.

Statements of fees will be accompanied by the following information for payment.

Options	Details
Bank Cheque	Made payable to Sydney Metropolitan Institute of Technology Pty Ltd
	Bank Details:
Direct deposit / Telegraphic Transfer	Account Name: Sydney Metropolitan Institute of Technology Pty Ltd BSB: 032062 Account Number: 751658 Bank Name: Westpac Bank Swift Code: WPACAU2S Reference: Student ID number followed by student name

6. LATE PAYMENTS

The College may exclude students who have not paid fees and charges by the due date. Subsequent reinstatement may be subject to payment of late payment fees and other charges.

The College reserves the right to charge a late payment fee of \$500 and interest of ten percent (10%) per month on the amount outstanding from the day after the due date.

If a student fails to pay their fees on time within the specified period as stated on the issued invoice, Sydney Met, after the issuing of one or more reminder notices will send the student an intention to report them to the Department of Home Affairs - DHA via PRISMS for non-payment of fees.

The ESOS Act for the international students has provisions for deferment under exceptional circumstances like serious ill health and or personal misfortune.

7. REFUND POLICY AND PROCEDURE

The College is committed to ensuring that students are treated fairly and reasonably with regard to student fee refunds.

The College does not permit students to change course before completing eight units (48 credit points) of the course. If a student decides to change course before

completing eight units (48 credit points) of the course, any fees paid for the first eight units (48 credit points) of the course will not be refunded.

This policy also applies where a student is studying in a pathway program combining a vocational or English course leading to a course at Sydney Met and has paid a certain amount to secure a course at Sydney Met as Principal Course in their CoE. If the student decides not to join the course at Sydney Met, any fees paid for the principal course (up to eight units, i.e. 48 credit points) will not be refunded.

Enrolment/ Admissions fees, assessment fees, RPL/Credit Application fees and other administrative charges are non-refundable.

A refund is not usually granted after the start of course date, but in compelling and compassionate circumstances, a refund be granted by the college discretion on a pro-rata basis accounting for the time elapsed between the start date and the request for a refund.

The Refund Procedure is as below:

Step 1: Applications for refund must be made by the student, by completing (and signing) a Request for Student Refund Form.

Step 2: The completed form must be submitted via email at accounts@sydneymet.edu.au or in hard copy at the College's reception.

Step 3: Refund applications will be reviewed, analysed and decision made. All refunds are subject to college approval.

Step 4: Approved refunds will be processed within 28 business days of the Request for Student Refund form being received.

Step 5: Refunds can be processed directly into a nominated bank account through Electronic Funds Transfer (EFT). Refunds cannot be made in cash.

8. CALCULATING REFUNDS

Reason for Refund	Refund Payable
College cancels the offer of enrolment	100% of fees
Student's visa application rejected by the Department of Home Affairs	100% of fees \$200 enrolment fee is NOT refundable.
Visa application delayed by circumstances beyond the student's control, preventing enrolment	100% of fees \$200 enrolment fee is NOT refundable.
Student does not or can not meet the Minimum Entry Requirements or other Conditions set out in the Letter of Offer	100% of fees \$200 enrolment fee is NOT refundable.

Student provides misleading or false or fraudulent documentations and information to the college to secure the Letter of Offer, or GTE, or enrolment	<p>Refund application will be evaluated considering the nature of the issues relation to the to the relevant policies and Act/ legislation. For example, whether the misleading (or false) information led to a visa rejection or may lead to an institute refusing the student enrolment.</p> <p>Refund could range from No Refund to 100% tuition fees refund depending on the nature of the issues.</p> <p>\$200 enrolment fees is NOT refundable.</p>
Provider default	Refund according to the Act and its calculations and generally 100% of unused fees
Withdrawal from the course at least 28 days prior to course start date (the start date being the orientation date)	<p>Refund of 80% of the paid tuition fees</p> <p>\$200 enrolment fee is NOT refundable.</p>
Withdrawal from the course after 28 days but one day prior to course start date (the start date being the orientation day)	<p>Refund of 50% of tuition fees</p> <p>\$200 enrolment fee is NOT refundable.</p>
Withdrawal on or after the course start date (the start date being the orientation date)	No refund
Withdrawal from subsequent trimesters before commencement date of the trimester	50% of fees (no refund for withdrawal after the course start date)
Breach of student visa conditions, visa cancellation or failure to comply with enrolment conditions	No refund
Special circumstances where the student is not able to travel to Australia, not due to a visa rejection, but due to compelling or compassionate reasons outside the control of the student as requested by the student with evidence and assessed and approved by the College.	<p>100% refund</p> <p>\$200 enrolment fee is NOT refundable</p>
Late arrival to a course while student has already been granted a visa	No refund
Student expelled from the college for breaching college policies	No refund
Student transferring and cancelling the CoE before completing 8 units (48 credit points) of	No refund of tuition fees paid to the college as part of the GTE and initial payment of fees
Student not joining their Principal Course at Sydney Met from the pathway program	No refund of tuition fees paid for the Principal Course

9. RIGHT TO APPEAL

The refund policy does not remove the right to take further action under Australia's consumer protection laws.

Students subject to suspension or exclusion from the College on account of late or non- payment of fees and charges or not satisfied with refund outcomes may appeal the decision through the College's Appeal and Grievances Policy and Procedures.

10. COMMUNICATION

The College is committed to share the most up to date fees and charges and the refund processes to students all the times. Fees and charges and Refunds details and policy and procedures will be set out in the Student Handbook and the Letter of Offer. Students are strongly encouraged to enquire with and obtain the most up to date policies from the College.

11. FEES AND CHARGES

The College sets the Tuition fees in Australian Dollar per Unit of study (i.e., 6 credit hours), or sometimes based on the Credit Points.

In 2023, the base tuition fees are set to AU\$2,300 per Unit (i.e. 6 Credit Points). However, tuition fees are subject to change. College reserves the right to review and change these fees and charges.

Fees and charges are regularly updated. Students should contact the College at the time of application or the payment of fees to receive the most up to date schedule of fees and charges, and refund policies. The most current Fees schedule and refund policies are available from Admissions Officer – admissions@sydney.edu.au

The College has a range of services which are provided to students on a fees charging basis. These fees are non-refundable. As of 2023, some of the charges are listed below. For full list and the most up to date other charges, please contact, Admissions Officer – admissions@sydney.edu.au. College reserves the right to review and change these fees and charges.

Some Other Charges Items (Non-refundable, except deposit)	Charges
Enrolment/Admissions Fee	\$200
Late Tuition Fees Payment (with no arrangements made)	5% of Overdue Tuition Fees/week
Tuition Fees Payment Plan Fees	\$100
Re-exam or Re-Assessment or Supplementary Assessment (per assessment)	\$100
Pre-Admission English Placement Test	\$200
Insurance of Statement of Attainment (Pre-graduation)	\$100
RPL and Credit Application	\$200
Student ID Card Replacement	\$20
Deferral of Enrolment	\$200
Change of Course Pathways	\$200
Graduation Fee	\$200
Qualification Re-issue Fee	\$50
Qualification Urgent Processing Fee	\$100
CoE Extension Fee	\$100
Re-Admission Fee	\$100
Library Late Return Fees	\$5 per day per item
Lost Library Book	Price of the Book
Laptop Borrowing Deposit	\$100
Laptop Late Return Fees	\$10 per day
Lost or Damage of Laptop	Price of the Laptop
Airport Pickup	\$200