



FEE MANAGEMENT, CHARGES AND REFUND POLICY & PROCEDURE

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1. Purpose

Insight Institute of Further Studies (IIFS) is committed to providing a transparent, fair, and accountable fee management and refund framework for all prospective and enrolled international students. This policy outlines the principles governing fee payments, additional administrative charges, prepaid fee protections, statutory cooling-off rights, refund eligibility conditions, and dispute resolution pathways.

This policy ensures compliance with:

- **Standards for RTOs 2025** - Outcome Standards 2.7 (Student Protection) and 2.8 (Transparent Information)
- **Education Services for Overseas Students (ESOS) Act 2000** and ESOS Regulations 2019
- **National Code of Practice 2018** - Standard 2 (Written Agreements) and Standard 3 (Formalized Student Matters)
- **Tuition Protection Service (TPS) Framework**
- **Australian Consumer Law (ACL)**

2. Scope

This policy applies to all prospective, current, and former international students enrolled in CRICOS-registered courses at IIFS, as well as education agents, administrative staff, and management responsible for fee collection and processing.

3. Fee Protection & Prepaid Fee Cap (\$1,500 Rule)

In accordance with Australian VET regulatory standards and the ESOS framework:

- **Prepaid Fee Threshold:** IIFS will not collect or require prospective or current students to pay more than **AUD \$1,500** in prepaid tuition fees prior to course commencement.
- **Instalment Payment Plans:** Following course commencement, tuition fees are collected progressively through agreed monthly or term installment schedules. At no stage will the total unearned prepaid tuition fees held by IIFS exceed AUD \$1,500 per student.
- **Tuition Protection Service (TPS):** IIFS participates in the Australian Government Tuition Protection Service (TPS). In the event of provider default (e.g., course cancellation or closure), TPS protects student funds by facilitating course placement or refunding unspent tuition fees.

4. Schedule of Administrative Fees & Charges

The following master fee schedule outlines all non-tuition and administrative charges applicable across IIFS courses:

Fee Type / Charge	Amount (AUD\$)	Refundability & Conditions
Enrolment Application Fee	\$500.00	Non-refundable & non-transferable under all circumstances.
Material & Resource Fee	\$500.00 – \$1,000.00	Refundable ONLY if cancellation occurs prior to course start date and no course materials have been issued.
Deferral Application Fee	\$500.00	Non-refundable; payable upon applying for course deferral.
Course Extension Fee	\$250.00	Non-refundable; payable upon applying for course duration extension.
Re-Enrolment / Unit Re-sit Fee	\$550.00 per unit	Non-refundable; covers supplementary training and re-assessment.
CoE Change / Variation Fee	\$250.00	Non-refundable; payable upon student-requested CoE variation.
RPL Assessment Fee	\$250.00 per unit	Non-refundable once assessment processing has commenced.
Replacement Certificate / SOA Fee	\$250.00	Non-refundable; for official hardcopy re-prints.
Late Payment Penalty Fee	\$50.00 per week	Applies automatically to overdue installment balances until settled.
Credit Card Surcharge	3.0%	Non-refundable payment gateway transaction processing fee.

5. Statutory Cooling-Off Period

Under the Australian Consumer Law (ACL), students are entitled to a **10-business-day cooling-off period** starting the business day after both parties execute the Written Agreement. If a student cancels their agreement in writing during this period, IIFS will refund 100% of all prepaid tuition fees and material fees collected, less the \$500 enrollment application fee.

6. Refund Eligibility Matrix

Refund determinations are calculated based on unearned tuition fees as outlined in the matrix below:



Circumstance / Trigger	Refund Entitlement	Conditions & Mandatory Requirements
Visa Refusal prior to Course Start	100% Tuition Fees paid less \$500 Enrolment Fee	Must submit official Home Affairs Refusal Notice within 14 days of refusal.
Visa Refusal after Course Start	Pro-rata refund of unspent tuition fees	Calculated as per ESOS Regulations (weekly proportional rate).
Provider Default (Course Cancelled prior to Start)	100% Full Refund of all fees paid	Processed within 14 calendar days or placement arranged via TPS.
Provider Default (Course Ceases Delivery after Start)	100% Pro-rata Refund of unearned tuition	Processed within 14 calendar days or placement arranged via TPS.
Student Withdrawal > 28 Days before Course Start	100% Tuition Fees paid less \$500 Enrolment Fee	Formal written notice received 28+ days prior to start date.
Student Withdrawal 14 to 28 Days before Course Start	50% Tuition Fees paid less \$500 Enrolment Fee	Formal written notice received between 14 and 28 days prior to start.
Student Withdrawal < 14 Days before Course Start	No Refund	Tuition and material fees for the current period are forfeited.
Student Withdrawal after Course Commencement	No Refund	Full installment fees for the current period remain legally due.
Enrolment Cancelled for Misconduct / Visa Breach	No Refund	Applies to disciplinary action or academic/attendance breach.

7. Refund Application Procedure & SLAs

- Application:** Submit a completed *IIFS Refund Application Form* with certified evidence to info@iifs.vic.edu.au.
- Acknowledgment SLA:** Written receipt issued within **2 working days**.
- Processing SLA:** Refund payments disbursed within **28 calendar days** of receiving full documentation (or **14 calendar days** for Provider Default under ESOS rules).

8. Appeals Pathway

Students dissatisfied with a refund decision may lodge an appeal under the **IIFS Feedback, Complaint and Appeal Policy** within **20 working days** of decision notification.



Yours sincerely,

Kamal Mann

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