

Fees Policy

1. Purpose

This policy provides a framework for setting, payment, adjustment, and management of student tuition and non-tuition fees (excluding refunds), ensuring compliance with relevant Australian Government regulations. It establishes clear expectations for students and staff regarding fee obligations and processes.

2. Scope

This policy applies to all students enrolled at ILSC and Greystone College Australia across all delivery locations and programs, including those on student visas and other visa types. It applies to:

- Tuition and non-tuition fees
- Payment schedules and instalments
- Adjustments to fees (e.g., timetable changes, campus transfers, extensions, deferred enrolments)
- Late payment surcharges and associated obligations

Note: Refunds are governed by the *Cancellation and Refund Policy-Student and Provider Default*.

3. Definitions

Tuition Fees: Fees charged for the delivery of a course as specified in the students' written agreement.

Non-Tuition Fees: Fees not directly related to course delivery, including but not limited to enrolment, resources, accommodation placement, or other administrative fees.

Student Default: When a student cancels, withdraws, fails to start, or does not pay fees in accordance with the written agreement.

Provider Default: When ILSC Australia and/or Greystone College are unable to deliver a course in full for any reason other than misconduct or circumstances beyond their control (for example, natural disasters or government restrictions).

Instalment Payments: Fees paid in scheduled multiple payments rather than a single upfront payment, as agreed in the invoice or written agreement.

Deferred Enrolment: When a student postpones their course to a later session while maintaining their enrolment and fee obligations.

Suspension of Studies: A temporary pause in a student's enrolment, either initiated by the student or by ILSC Australia or Greystone College in accordance with applicable policies. During a suspension period, the student remains enrolled but is not actively studying, and specific conditions may apply regarding fees, course progression, and visa obligations.

Top-Up Fee: Additional payment required if fees change due to timetable adjustments, course extensions, or deferred enrolment.

Written Agreement: A formal agreement between ILSC Australia and/or Greystone College and the student (and parent/guardian if applicable) that outlines course details, fees, refund arrangements, and obligations in accordance with the ESOS Act and National Code.

Due date: The date specified on the invoice or written agreement by which the student must pay tuition or non-tuition fees.

Australian Consumer Law (ACL): The national law governing fair trading and consumer protection, which applies to the marketing and administration of tuition and non-tuition fees.

Tuition Protection Service (TPS): A government initiative of the Australian Department of Education, which assists international students to either find an alternative course or receive a refund if their provider is unable to deliver their course.

4. Policy Statement

ILSC Australia and Greystone College are committed to maintaining transparent, fair, and consistent fee practices. This policy outlines the principles, processes, and responsibilities relating to the establishment, collection, adjustment and administration of tuition and non-tuition fees. It aims to ensure equitable treatment for students across all campuses and delivery modes while meeting applicable legislative, regulatory and contractual requirements.

5. Fees Governance

This section outlines the framework for the approval, review and monitoring of all tuition and non-tuition fees at ILSC Australia and Greystone College. It defines the responsibilities of relevant staff in ensuring fees are transparent, fair, and compliant with relevant legislation and internal governance processes.

5.1. Approval and Setting of Fees

All fees are set and approved by the Global CEO following consultation with the Sales and Admissions teams.

Fee setting considers market rates, exchange rates, local purchasing power, and Australian Consumer Law principles to ensure fairness and transparency.

5.2. Publication of Fees

Fees are reviewed periodically and may change for future enrolments. Any fee changes will not affect fees already included in an executed Written Agreement unless otherwise permitted under the terms of that agreement. Current tuition and non-tuition fees are published on the ILSC Australia and Greystone College websites and are included in the Written Agreement signed by the student (and parent/guardian if underage), ensuring transparency and compliance with applicable regulations.

5.3. Currency and Payment Terms

- All fees must be paid in Australian dollars (AUD).
- A signed Written Agreement must be in place before ILSC Australia and/or Greystone College requests or accepts any tuition or non-tuition fee payment.
- Fees are due at least four (4) weeks prior to the course start date, unless otherwise agreed in writing.
- Enrolment approval is conditional upon full payment of fees as outlined in the written agreement and invoice.
- Payments may be made in instalments where approved and specified in the Written Agreement and invoice.
- For courses exceeding 24 weeks in duration, students are not required to pay more than 50% of the total tuition fees before commencement. Students may, however, choose to pay more than 50% or the full amount upfront if they wish.

Student fee protection is maintained through compliance with the ESOS framework and TPS arrangements.

6. Fee Types

This section details the different types of fees students may incur, including tuition fees, non-tuition fees, enrolment fees, resources fees, and any administrative or accommodation-related charges. It clarifies which fees are refundable or non-refundable.

Fees are transferable between ILSC Australia and Greystone College campuses in Australia and ILSC Hello but are not transferable to another person or institution.

Tuition Fees: Fees for course delivery as specified in the written agreement and invoice.

Non-Tuition Fees: Fees not directly related to course delivery, e.g., registration fee, accommodation placement, or resources fees.

Non-Refundable Fees

The following fees are generally non-refundable, except where a refund is required by applicable legislation or as otherwise specified in the *Cancellation and Refund Policy-Student and Provider Default*.

- Registration Fee
- Accommodation administration/placement fee
- Airport transfer fee (unless cancelled with sufficient notice)
- Any completed studies weeks

Administrative fees: Additional surcharges that may apply for enrolment changes, reprocessing, or replacement of documents.

Additional Fees

The following additional fees may apply in specific circumstances and are disclosed in the Written Agreement and/or applicable fee schedule:

- Late payment surcharge for instalments: AUD \$10/day, maximum AUD \$100.
- Late payment beyond 20 days may result in intention to report to DHA and potential enrolment cancellation.
- COE administration and reissuing fee
- Wire Transfer
- Second and subsequent campus transfer
- Second and subsequent change of enrolment
- Accommodation change fee
- Moodle re-opening or assessment resubmission fee (fee is charged per assessment for VET programs only)
- Task re-submission fee¹ (fee is charged per unit for VET programs only)
- Unit re-enrolment fee² (VET programs only)
- Withdrawal or Cancellation Fee – as per *Cancellation and Refund Policy-Student and Provider Default*
- Certification documentation replacement fee (for both ELICOS and VET programs, including Statement of Attainment)
- Certificate first printing fee (for ELICOS programs only)

Airport transfer fees and **Accommodation fees** vary depending on campus location, booking duration, and accommodation type. Other fees may change without notice.

¹ Charged after assessment file has been closed and within three (3) months from the enrolment end date.

² Charged per unit after three (3) months from the file closure date.

7. Fee Adjustments and Changes

This section explains the circumstances under which fees may be adjusted, or additional payments may apply. Examples include timetable changes, course extensions, campus transfers, deferred enrolments, or other approved variations that affect a students' fee structure. to enrolment status. It ensures students understand their financial obligations and associated fee implications.

7.1. Timetable or Campus Changes

Students may request changes to schedules, transfer campuses, or switch courses, subject to availability.

Changes to timetables, programs or campuses may be subject to tuition fee adjustments based on the fee schedule in effect at the time the change request is approved. Any differential in fees resulting from the change must be paid by the student.

7.2. Course Extensions

Fees for course extensions follow the published rates and payment terms in place at the time of extension.

7.3. Deferred Enrolments

If a student defers their enrolment to a new year or session, fees will be re-assessed according to the rates applicable at the time of re-enrolment.

Students may be required to pay a top-up fee if current fees are higher than previously paid.

Any applicable adjustments or top-up amounts will be communicated in writing before the new enrolment is confirmed.

7.4. Suspension of Studies

If a student's enrolment is suspended (whether initiated by the student or by ILSC Australia or Greystone College in accordance with relevant policies), the following applies:

- Suspension does not automatically remove or reduce the student's fee obligations unless approved in writing
- Where a suspension results in a change to the student's study period or course commencement date, fees may be reassessed upon recommencement based on the published fee rates applicable at that time
- Students may be required to pay any outstanding fees before resuming studies
- Any applicable administrative fee will be communicated prior to reactivation of enrolment

8. Student Responsibility

- Students are responsible for ensuring all payments are made by the due date.
- All bank transfer or currency conversion fees, including online payment charges and instant payment fees, are the student's responsibility.
- Failure to make required payments within the required timeframe set in the written agreement may result in suspension of services, withholding results or certificates, followed by a warning notice or cancellation of enrolment.
 - For student visa holders, this may also result in an intention to report to the Department of Home Affairs.
- International students seeking to transfer to another registered provider before completing six (6) months of their principal course must comply with the requirements of the National Code Standard 7 and the ILSC Australia and Greystone College Transfer Between Registered Providers Policy.

9. Cancellations and Refunds

Cancellations and Refunds are governed by the *Cancellation and Refund Policy-Student and Provider Default*, which outlines circumstances under which students may be eligible for a refund of tuition or non-tuition fees. The *Cancellation and Refund Policy-Student and Provider Default* is available on the ILSC Australia and Greystone College websites and is included in the written agreements.

Students seeking to cancel their enrolment should refer to the *Cancellation and Refund Policy-Student and Provider Default* for detailed information about eligibility, required documentation, and processing timelines.

Withdrawal from a course may result in the forfeiture of any promotion, discount, or scholarship applied at the time of registration. In some cases, tuition adjustments may lead to a recalculation of fees due.

Student information may be shared with relevant Australian Government authorities, including the Tuition Protection Service (TPS), in accordance with the ESOS Act and Privacy requirements.

10. Relationship with Cancellation and Refund Policy-Student and Provider Default

Student Default: Refunds are addressed under the *Cancellation and Refund Policy-Student and Provider Default*.

Provider Default: In accordance with the ESOS Act and the *Cancellation and Refund Policy-Student and Provider Default*, students may be offered:

- A full refund of unused tuition fees for undelivered portions, or
- Placement on an alternative course at no extra cost.

The Tuition Protection Service (TPS) will support students in the unlikely event that ILSC Australia and/or Greystone College are unable to deliver a course in full.

11. Related Legislation and Standards

- Standards for RTOs 2025
- National Code 2018
- ESOS Act 2000
- ESOS Regulations 2019

12. Policy Review

This policy will be reviewed at least every year, or earlier if required, to ensure alignment with changes in legislation, regulatory standards, compliance requirements, or organisational operations. Earlier reviews may be undertaken in response to audits, incidents, or identified opportunities for improvement.

12.1. Details

Policy Title		Fees Policy		
Approved by		Vice President Australian Operations / Director of Quality Assurance		
Next Review Date		August 2027		
Version	Date	Effective Date	Comment/Note	Author/Reviewed by
2.0	March 2020	March 2020	General updates to reflect current regulations	National Compliance Manager

3.0	17-Oct-2025	17-Oct-2025	Updated to align with current legislation and revised Refund Policy; clarified fee governance and adjustments	Quality Assurance Deputy Director, Director of Quality Assurance
4.0	15-Jun-2026	03-Aug-2026	Reviewed to refine and clarify statements, ensuring consistency with considerations identified during the Written Agreement review.	Director of Quality Assurance, in liaison with Corporate Controller-Finance, Finance Manager, National Director-GC, National Director ELICOS & Pathway, National Director-Campus Operations, Global Sales Director, Vice-President-Sales.