

Policy – Fees and Charges, Refunds and Withdrawals for Navitas Professional Careers and Internship Programs

Navitas Professional - Careers & Internships
ABN 25 100 404 199

Document

Document I.D.	CI-01.01-16P Fees and Charges, Refunds and Withdrawals for Navitas Professional Career and Internship Programs
Responsibility	Director, C&I
Initial Issue Date	1 May 2015

Version Control

Issue Date:	Summary of Changes	Review Date
1 May 2015	Initial document, v1.0	1 May 2017
16 November 2015	Minor typographical corrections, v1.1	1 May 2017
8 April 2016	Changes to short course fees and refunds, v2.0	1 May 2017
22 June 2016	Change to ACS tuition fee, minor grammatical error corrected, v2.1	1 May 2017
1 July 2016	Change to instalment payment options, v2.2	1 May 2017
1 November 2016	Change credit card fee to 1.5%, v2.3	1 May 2017

1. Purpose and Scope

The purpose of this Policy is to ensure that fees, charges, refunds and withdrawals are collected and administered in accordance with provisions of applicable legislative and contractual requirements.

For Fees and charges that may be applicable to transfers and deferrals refer to the C&I Transfer and Deferrals Policy.

This policy applies to program applicants and all participants who are currently enrolled in Navitas Professional – Careers and Internship programs.

2. Policy

2.1. Fees and Charges

- 2.1.1. Fees and charges are provided to the applicant prior to the time of enrolment through the Program Application Form.
- 2.1.2. Fees and charges are reviewed annually and current fees and charges are as noted on the Program Application Forms at the time of enrolment.
- 2.1.3. Application fees are payable with submission of an application and are non-refundable.
- 2.1.4. Participants will not be able to continue in their program if instalment payments are not paid by the due date shown on the invoice.
- 2.1.5. Late payments will incur an administrative fee of \$250.
- 2.1.6. All credit card payments will incur a 1.5% transaction fee to cover bank charges.

See Schedule 1 for a detailed list of fees and charges by Program

Note: Engineering Education Australia will be paid by the applicant directly for the Professional Year Program. Navitas Professional does not administer fees on their behalf.

2.2. Refunds

- 2.2.1 Terms and conditions for refunds are provided to the participant through the applicable Program Application Form.
- 2.2.2 Participants are bound by the terms and conditions set out on the Program Application Form and in the Participant's Handbook.
- 2.2.3 Withdrawals must be made in writing to be eligible for a refund.
- 2.2.4 A pro-rata refund of fees and charges paid may be granted if a participant withdraws for reasons of exceptional circumstances and at the discretion of the Director C&I.
- 2.2.5 The Director C&I reserves the right to grant refunds on a case by case basis.

See Schedule 2: Applicable Refunds by Program

2.3. Withdrawals

- 2.3.1. Participants wishing to withdraw from a program must submit a Withdrawal Form.
- 2.3.2. Navitas Professional – C&I will make no refund of tuition fees if written notice of withdrawal is received after the commencement of the program.
- 2.3.3. Applicants who withdraw after the commencement of the program are liable for all tuition fees.

See Schedule 3: Withdrawal Process

3. Responsibilities

The following are responsible for this policy:

- The **Director, C&I** is accountable for the ongoing development, approval, implementation, dissemination and effectiveness of this Policy and the supporting processes and documentation.
- The **National Business Manager, C&I** and **State Operations Managers, C&I** are responsible for ensuring that all team members are aware of this Policy and their responsibilities defined herein.
- **C&I employees** are responsible for being aware of, and complying with this Policy.

4. Definitions

Unless the contrary intention is expressed in this Policy, the following words (when used in this policy) have the meaning set out below:

- **EEA** – Engineering Education Australia
- **SMIPA** – Skilled Migration Internship Program – Accounting
- **ACS** – Australian Computer Society
- **C&I** – Navitas Professional - Careers and Internships

5. Review

This Policy is reviewed every 2 years by the Director C&I in accordance with RTO Standards 2015, Professional Association requirements and organisational risk assessment.

6. Records

All records in relation to this policy will be managed as follows

Record type	Responsible	Location	Retention
Program Application Form	State Administration Office	Participant’s file	7 years
Withdrawal Form	State Administration Office	Participant’s file	7 years

7. Related documents

- CI-01.01-10P Professional Year Accreditation and Regulatory Requirements Policy
- CI-01.01-14P Transfer and Deferrals Policy
- CI-01.01-19P Internship Framework Policy
- Professional Year Application Form
- Careers Experience Application Form
- Professional Internship – Australia Application Form
- Engineering Experience Program Application Form
- CI-01.01-28D Participant Handbook
- Participant Invoices

Schedule 1 - Fees and Charges by Program

Australian Computer Society (ACS) – Professional Year Program

Application Fee \$250	Payable when applicants submit an application to Navitas for the Professional Year Program. This fee is not refundable.
Tuition Fee \$12,930	The tuition fee of \$12,930.00 (which includes the insurance for the program) is payable two weeks prior to the commencement unless paying in instalments (four payments)
Total fees if not paying in instalments \$13,180	
Instalment Administrative Fee \$100	There is a \$100 administrative fee if payment is made by instalments
Late payments \$250	Participants will not be able to continue with the program if instalments are not paid by the due dates shown on the invoice. Late payments will incur a late fee of \$250.
If Tuition fees are paid in instalments total fees payable will be \$13,280*	

ACS Fees Paid by Instalments*

Instalment	Amount	Due	Invoice Issued
1 st Instalment	\$2,530	Two weeks prior to commencement	In Letter of Offer
2 nd Instalment	\$1,500	Week 4	At commencement
3 rd Instalment	\$1,500	Week 8	At commencement
4 th Instalment	\$1,500	Week 12	At commencement
5 th Instalment	\$1,500	Week 16	At commencement
6 th Instalment	\$1,500	Week 20	At commencement
7 th Instalment	\$1,500	Week 24	At commencement
8 th Instalment	\$1,500	Week 28	At commencement

* Note payment by instalment includes a \$100 administrative fee

Please note that the internship component of the ACS - Professional Year Program attracts GST

Skilled Migration Internship Program Accounting Professional Year Program (SMIPA)

Application Fee \$250	Payable when applicants submit their application to Navitas for the Professional Year Program. This fee is not refundable.
Tuition Fee \$12,700	The tuition fee of \$12,700 (which includes the insurance for the program) is payable two weeks prior to the commencement unless paying in instalments (four payments)
Total fees if not paying in instalments \$12,950	
Instalment Administrative Fee \$100	There is a \$100 administrative fee if payment is made by instalments
Late payments \$250	Participants will not be able to continue with the program if instalments are not paid by the due dates shown on the invoice. Late payments will incur a late fee of \$250.
If Tuition fees are paid in instalments total fees payable will be \$13,050*	

SMIPA Fees Paid by Instalments*

Instalment	Amount	Due	Invoice Issued
1 st Instalment	\$2,300	Two weeks prior to commencement	In Letter of Offer
2 nd Instalment	\$1,500	Week 4	At commencement
3 rd Instalment	1,500	Week 8	At commencement
4 th Instalment	1,500	Week 12	At commencement
5 th Instalment	\$1,500	Week 16	At commencement
6 th Instalment	\$1,500	Week 20	At commencement
7 th Instalment	\$1,500	Week 24	At commencement
8 th Instalment	\$1,500	Week 28	At commencement

* Note payment by instalment includes a \$100 administrative fee

Please note that the internship component of the SMIPA - Professional Year Program attracts GST

Engineering Education Australia (EEA) – Professional Year Program

Engineering Education Australia charges tuition fees directly to the participant. See EEA website for Fee structure at <http://www.eeaust.com.au/professionalyear.html>

Engineering Experience Program (EEP)

Application Fee \$250	Payable upon application. This fee is not refundable.
Program Fee \$4,250	Payable a minimum of 2 weeks prior to course commencement. Unless the application is accepted after this date has passed. In this instance the Program Fee must be paid prior to the commencement of the program.
Individual Workshop Fee \$550	Payable a minimum of two weeks prior to commencement of workshop.

Please note that the internship component of the Engineering Experience Program (EEP) attracts GST

Career Experience Program (CEP)

Application Fee \$250	Payable upon application. This fee is not refundable.
Program Fee \$2,700	Payable a minimum of two weeks prior to course commencement.
Individual Workshop Fee \$400	Payable a minimum of two weeks prior to commencement of workshop.
Specialist Fee \$300	For internships that are in a specialist area. Applicants will be advised on application if their internship will incur this fee.

Please note that the internship component of the Career Experience Program (CEP) attracts GST

Navitas Professional Internship Program (NPIP)

Application Fee \$500	Payable when applicants have been interviewed by Navitas Professional and accepted into the program. This fee is not refundable.
Program Fee \$1,500	For internships that are non-specialist such as Information Technology, Human Resources, Marketing, Business Administration etc. There is no difference in price for the length of the internship
Specialist Fee \$300	For internships that are in a specialist area. Applicants will be advised on application if their internship will incur this fee.

Please note that the internship component of the Navitas Professional Internship Program (NPIP) attracts GST

Schedule 2 – Applicable Refunds by Program

ACS and SMIPA Professional Year Program Refunds

Option 1 (Full Payment) – Full Refund

Navitas Professional agrees to refund to the original fee paying party upon receipt of written notice of cancellation by the applicant, all tuition fees paid:

- Where Navitas Professional is unable to offer the Professional Year Program ACS/SMIPA.
- Where Navitas Professional refuses the application for enrolment.
- Where written notice of cancellation is received more than 28 days prior to the commencement of the program.

Option 1 (Full Payment) - Partial Refund

Navitas Professional agrees to refund to the original fee paying party upon written notice of cancellation by the applicant, all tuition fees paid, less amounts retained below:

- If written cancellation is received less than 28 days prior to the commencement of the program, Navitas will retain a non-refundable amount equal to 35% of the tuition fee.

Option 1 (Full Payment) - No refund

Navitas Professional will make no refund of the application fee.

Navitas Professional will make no refund of the tuition fees if:

- Written notice of withdrawal is received after the commencement of the program.

Option 2 (Instalments) - Full refund

Navitas Professional agrees to refund to the original fee paying party upon receipt of written notice of cancellation by the applicant, all tuition fees paid:

- Where Navitas Professional is unable to offer the Professional Year Program ACS/SMIPA.
- Where Navitas Professional refuses the application for enrolment.
- Where written notice of cancellation is received more than 28 days prior to the commencement of the program.

Option 2 (Instalments) - Partial refund

Navitas Professional agrees to refund to the original fee paying party upon written notice of cancellation by the applicant, all tuition fees paid, less amounts retained below:

- If written cancellation is received less than 28 days prior to the commencement of the program, Navitas Professional will retain a non-refundable amount equal to Instalment 1.

Option 2 (Instalments) No refund

Navitas Professional will make no refund of the application fee.

Navitas Professional will make no refund of the tuition fees if:

- Written notice of withdrawal is received after the commencement of the program. Applicants who withdraw after the commencement of the program are still liable for all tuition fees.
- The applicant provides false or fraudulent information/documentation.

EEA Professional Year Program Refunds

- There are no refunds once the Professional Year Program has commenced.

Engineering Experience Program Refunds

Full Refund

Navitas Professional agrees to refund to the original fee paying party upon receipt of written notice of cancellation by the applicant, all tuition fees paid:

- Where Navitas Professional is unable to offer the Engineering Experience Program.
- Where Navitas Professional refuses the application for enrolment.
- Where written notice of cancellation is received more than 28 days prior to the commencement of the program.

Partial Refund

Navitas Professional agrees to refund to the original fee paying party upon written notice of cancellation by the applicant, the tuition fee paid less amounts retained below:

- If written cancellation is received less than 28 days prior to the commencement of the program. Navitas will retain a non-refundable amount equal to 35% of the tuition fee.
- Where a participant is unable to commence an internship, due to lack of suitable industry vacancies, six (6) months after completion of the workshops, at the discretion of Navitas Professional, the participant will be given the following options:
 - Navitas Professional will refund an amount equal to 35% of the tuition fee to the participant if they decide they no longer wish to continue the program; or
 - Navitas Professional will continue with the placement process until a suitable placement has been secured.

No Refund

Navitas Professional will make no refund of the application fee.

Navitas Professional will make no refund of the tuition fee if:

- Written notice of withdrawal is received after the commencement of the program. Applicants who withdraw after the commencement of the program are still liable for all tuition fees.
- The applicant provides false or fraudulent information/documentation.

Career Experience Program Refunds

Full refund

Navitas Professional agrees to refund to the original fee paying party upon receipt of written notice of cancellation by the applicant, all tuition fees paid:

- Where Navitas Professional is unable to offer the Career Experience Program.
- Where Navitas Professional refuses the application for enrolment.
- Where written notice of cancellation is received more than 28 days prior to the commencement of the program.

Partial refund

Navitas Professional agrees to refund to the original fee paying party upon written notice of cancellation by the applicant, the tuition fee paid, less amounts retained below:

- If written cancellation is received less than 28 days prior to the commencement of the program, Navitas Professional will retain a non-refundable amount equal to 35% of the tuition fee.

No refund

Navitas Professional will make no refund of the application fee.

Navitas Professional will make no refund of the tuition fees if:

- Written notice of withdrawal is received after the commencement of the program. Applicants who withdraw after the commencement of the program are still liable for all tuition fees.
- The applicant provides false or fraudulent information/documentation.

Navitas Professional Internship Program Refunds

Full refund

Navitas Professional agrees to refund to the original fee paying party upon receipt of written notice of cancellation by the applicant, all tuition fees paid:

- Where Navitas Professional is unable to offer the Navitas Professional Internship Program;
- Where Navitas Professional refuses the application for enrolment;
- Where written notice of cancellation is received more than 28 days prior to the commencement of the program.

Partial refund

Navitas Professional agrees to refund to the original fee paying party upon written notice of cancellation by the applicant, the tuition fee paid, less amounts retained below:

- If written cancellation is received less than 28 days prior to the commencement of the program, Navitas Professional will retain a non-refundable amount equal to 35% of the tuition fee.

No refund

Navitas Professional will make no refund of the application fee.

Navitas Professional will make no refund of the tuition fees if:

- Written notice of withdrawal is received after the commencement of the program. Applicants who withdraw after the commencement of the program are still liable for all tuition fees.
- The applicant provides false or fraudulent information/documentation.

Schedule 3 - Withdrawals Process

ACS Professional Year Participants Withdrawal Process

A Navitas Professional 'Withdrawal Form' needs to be completed and this should include the participant's reason for withdrawal. These forms can be obtained from the participant's local Navitas Professional office. Once completed the form is returned to Navitas Professional who will forward to the ACS on the participant's behalf. As per the Terms & Conditions on the professional year application form, any outstanding tuition fees will need to be paid at time of withdrawal.

EEA Professional Year Participants Withdrawal Process

An EEA 'Withdrawal Form' needs to be completed and this should include participant's reason for withdrawal. These forms can be obtained from the participant's local Navitas Professional office. Once completed the form is returned to Navitas Professional who will forward it to EEA on the participant's behalf. EEA will contact the participant directly should any outstanding fees be payable at the time of withdrawal.

SMIPA Professional Year Participants Withdrawal Process

A Navitas Professional 'Withdrawal Form' needs to be completed and this should include the participant's reason for withdrawal. These forms can be obtained from the participant's local Navitas Professional office. Once completed the form is returned to Navitas Professional, as per the Terms & Conditions on the professional year application form, any outstanding tuition fees will need to be paid at time of withdrawal.

Engineering Experience Program Withdrawal Process

A Navitas Professional 'Withdrawal Form' needs to be completed and this should include the participant's reason for withdrawal. These forms can be obtained from the participant's local Navitas Professional office. Once completed the form is returned to Navitas Professional, as per the Terms & Conditions of the Engineering Experience Program.

Career Experience Program Withdrawal Process

A Navitas Professional 'Withdrawal Form' needs to be completed and this should include the participant's reason for withdrawal. These forms can be obtained from the participant's local Navitas Professional office. Once completed the form is returned to Navitas Professional, as per the Terms & Conditions of the Career Experience Program.

Navitas Professional Internship Program Withdrawal Process

A Navitas Professional 'Withdrawal Form' needs to be completed and this should include the participant's reason for withdrawal. These forms can be obtained from the participant's local Navitas Professional office. Once completed the form is returned to Navitas Professional, as per the Terms & Conditions of the Navitas Professional Internship Program.