

Student Fees and Charges Policy

1 PURPOSE

To provide a clear documentation process relating to fees and charges associated with students studying at Pioneer College. This policy has been developed in accordance with supports clause 5.3 of standard 5 and Clause 7.2 of Standard 7 of the standards for Registered Training Organisations 2015.

To ensure each current or prospective student is properly informed and protected through the provision of comprehensive and relevant fee information.

2 SCOPE

This policy applies to all Students who are commencing, have commenced or are continuing study with Pioneer College.

3 POLICY STATEMENT

3.1 GENERAL RULES

- 3.1.1 Pioneer College charge a variety of fees and charges for courses in relation to market demand.
- 3.1.2 Fees and charges are published and available online via Pioneer College's website.
- 3.1.3 Students are notified in their Letter of Offer and Acceptance (Written Agreement) of all fees and charges, including that these are subject to change.
- 3.1.4 Payments including fee deposits are not accepted from students until Pioneer College receives their signed and completed Letter of Offer and Acceptance (Written Agreement).
- 3.1.5 Tuition fees do not include Enrolment fee or Material fee. These will be listed in the letter of offer.
- 3.1.6 Fees and charges are reviewed at least annually.
- 3.1.7 Any changes to fees and charges are updated on all electronic and print material including Letter of Offer and Acceptance (Written Agreement) and marketing/recruiting materials.
- 3.1.8 International education agents are notified of any changes to fees and charges and are supplied with updated materials.
- 3.1.9 Pioneer College will not issue any qualification or award prior to the completion of payment of all fees and charges in full.
- 3.1.10 Rescheduling of any course or unit of competency may incur variations in fees and charges such as an increase to be paid or an amount to be refunded.

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- 3.1.11 Enrolling in a new course may incur new fees.
- 3.1.12 Fees paid will not be transferred to another educational institute should a Transfer of Provider request is approved.
- 3.1.13 Pioneer College enrolment fee is non-refundable.
- 3.1.14 In the event a student abandons the course, all fees due are payable.
- 3.1.15 A Refund of any fee will only be processed in accordance with the Refund Policy.

3.2 FEES AND CHARGES

- 3.2.1 Fees are payable as agreed with Pioneer College and documented in the Letter of Offer and Acceptance (Written Agreement). Tuition Fees are subject to change by giving a one term notice to the current students. Those who do not agree may seek a release from the Pioneer College.
- 3.2.2 As a general rule, all students are expected to pay at the minimum, Enrolment Fee + Material Fee for the first course + Tuition fee for the First Term, upfront before a CoE (Confirmation of Enrolment) is issued to them.
- 3.2.3 Each subsequent term Tuition Fee shall be payable before the commencement of the Term.
- 3.2.3 Pioneer College may restrict or withhold services or materials from learners if fees are overdue.
- 3.2.4 Students are required to pay the following fees:
 - a) Enrolment Fee (non- refundable).
 - b) Course Tuition Fees, as per letter of offer.
 - c) Material Fees, as per letter of offer.
 - d) Overseas Student Health Cover (OSHC), if arranged by the College.
 - e) Accommodation arrangement fee if the College agrees to provide help in this regard.
 - f) Airport Pickup fee if the College agrees to provide help in this regard.
 - g) Any other fees outlined in the Letter of Offer and Acceptance (Written Agreement).
- 3.2.4 Miscellaneous Charges as listed in 4.3 below are subject to revision by giving 4 weeks' notice to all concerned.

3.3 PAYMENT METHODS

All Fee payments must be made in Australian Dollars and can be paid by:

- Cash at our reception
- Direct (EFT) or RTGS / SWIFT Deposit
- A PayPal option is also available.

3.4 PAYMENT BY INSTALMENTS

- 3.4.1 Should the student experience financial difficulties or encounter unforeseen circumstances where payment of fees cannot be made, then the student may request a payment plan by instalments.

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3.4.2 If an instalment plan is approved, then a revised payment schedule will be determined.

3.5 LATE PAYMENT

3.5.1 Should a student not pay the required fees by the due date and has not obtained an instalment plan, then the following late payment fees apply:

- Payment fees, after 7 days late an additional 5% penalty will be applied on all of the dues.

3.5.2 Should an Instalment Plan be entered into, the due dates are final and if one instalment is not paid on time, the whole Instalment Plan shall be scrapped, and all the dues shall become due.

3.6 CANCELLATION

3.6.1 The failure to pay any owed fee may result in the cancellation of the student's enrolment and subsequently the relevant CoE(s).

3.6.2 In the event that a final notice to cancel CoE, the student shall have 20 days to access the Complaints and Appeals process.

3.7 TUITION ASSURANCE

In accordance with the ESOS Act, Pioneer College ensures the security of Student Fees through membership to the Tuition Protection Service.

4 SCHEDULE OF FEES

4.1 ENROLMENT FEE (NON-REFUNDABLE)

A non-refundable application fee of \$250.00 applies.

4.2 CURRENT COURSE COSTS

Listed below are the current course costs (subject to review and change)

Course Code	Course Title	Duration (weeks)	Tuition Fee	Material Fee	Total Cost
BSB50420	Diploma of Leadership and Management	52	\$9,000.00	\$500.00	\$9,500.00
BSB60420	Adv. Dip of Leadership and Management	52	\$9,000.00	\$500.00	\$9,500.00
BSB80120	Graduate Diploma of Management	104	\$22,000	\$1,000.00	\$23,000.00
SIT30821	Cert III in Commercial cookery	52	\$10,500.00	\$1,500.00	\$12,000.00
SIT40521	Cert IV in Commercial cookery	26*	\$6,000.00	\$1,000.00	\$7,000.00
SIT50422	Diploma of Hospitality Management	26*	\$6,000.00	\$500.00	\$6,500.00
SIT60322	Advance Diploma of Hospitality Management	26*	\$6,000.00	\$500.00	\$6,500.00

* subject to approved Credit Transfer (CT).

4.3 NON-TUITION FEES AND CHARGES

ITEM	\$
Deferment fee	50.00
Re-issue of CoE	25.00
CoE extension fees: <i>[Tuition fees / course duration] X extension duration</i>	Refer to formula
Airport pick up	100.00
Re-issuance of lost Diploma / Certificate	50.00
Additional statement of attainment (one statement of attainment will be provided free of charge)	25.00
Re-issuance of lost Student Workbook	50.00
Re-issuance of lost ID card	20.00
Evaluation of RPL/unit	150.00
Evaluation of Credit Transfer / unit	100.00
Catch up on missing practical Class	250.00
Catch up on missing theory Class	100.00
Academic administration fee / per PLAGIARISED assessment	50.00
Re-assessment Theory (per assessment)	50.00
Resubmit fee after 2nd attempts (per assessment)	50.00
Late Assessment penalty fees (per assessment) 7 days after agreed due date by Trainer. (An additional \$5 penalty charge per day thereafter)	50.00
Re-assessment practical / per practical assessment	150.00
Re-enrolment per unit / week (1 week or less)	150.00
Re-enrolment per unit (units more than 1 week)	500.00

Records of updates and changes

Version number	Issue date	Nature of Amendment
1.0	01/07/2020	Final version, submitted for registration
2.0	03/05/2022	Changed RTO name, changed email address, added few more fees related to assessment policy
2.1	04 April 2023	Review course fees and charges, deleted offshore enrolment fees, change qualification tuition and material fees, OSHC fees Allianz instead of AHM
2.2	15 May 2023	Added CoE extension fees
3.0	06 June 2023	Added GDM Course Made text and arrangement changes to the list in 4.2 and 4.3
3.1	27 Nov 2023	Improved the language, Corrected the Course Fee & Duration Streamlined the table 4.3