



Policies and Procedure

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Gippsland Institute of Technology policies and procedures

The information in this section is an outline of some of the main policies and procedures that impact international students when studying at Gippsland Institute of Technology. It is important for students to read this information, access the hyperlinks to full versions of each policy and procedure and review the content. Students should understand policy and procedure requirements prior to completing and returning this Written agreement to the Institute.

Access to our full policy and procedure manual is available on request by contacting the Training Manager via e-mail at info@git.vic.edu.au. Students are encouraged to contact Gippsland Institute of Technology with any questions.

Students are required to comply with the requirements of Gippsland Institute of Technology policies and procedures during the period of enrolment at the Institute.

NC Standard 3 - International student fees & refund policy & procedure

Fee payment terms and conditions

Fees are collected in advance of course commencement and at the identified points during each course.

The tuition fees for each course are outlined below:

AUR30620 Certificate III in Light Vehicle Mechanical Technology **\$14,000** (inc enrolment fee \$250)

On enrolment \$7,000 is payable of which \$250 is a non-refundable enrolment fee. The remaining \$7,000 is payable one week prior to the commencement of term 3. Option 1: Course duration 52 weeks – 4 terms. Option 2: Course duration 70 weeks – 5 terms.

AUR40216 Certificate IV in Automotive Mechanical Diagnosis **\$4,500** (inc enrolment fee \$250)

On enrolment \$2,250 is payable of which \$250 is a non-refundable enrolment fee. The remaining \$2,250 is payable one week prior to the commencement of term 2. Course duration 26 weeks – 2 terms.

AUR50216 Diploma of Automotive Technology **\$5,500** (inc enrolment fee \$250)

On enrolment \$2,750 is payable of which \$250 is a non-refundable enrolment fee. The remaining \$2,750 is payable one week prior to the commencement of term two. Course duration 26 weeks – 2 terms.

Tuition fees indicated include the cost of learning materials and equipment e.g. textbooks and tools.

Other fees are charges that will apply if services are accessed by the student:

RPL Assessment per unit	\$400 per unit
Enrolment fee	\$250
Credit Transfer	No Charge
Issuance of first certificate/ statement of Attainment	No Charge
Re-submission of Assessment (after the permitted 3 attempts)	\$250
Issuance of replacement certificate or Statement of attainment	\$50
Re-training of a unit fee	\$250
Change of course fee	\$250
Course variation fee	\$150
Re-issue of overalls	\$50
Re-issue of course textbook	\$100

Refund terms, conditions and claims process

Definitions

Tuition fees:	Fees paid by the student (or third party) to Gippsland Institute of Technology for training and assessment services provided by Gippsland Institute of Technology.
Enrolment fee:	Fee paid by the student (or third party) to Gippsland Institute of Technology for the costs of processing a student enrolment application.
Course fee:	Course fee is the tuition fee plus the enrolment fee and materials fee paid.
Reassessment fee:	Students are permitted three attempts for each assessment task. The re-assessment fee is applied after the student has failed to demonstrate competence in an assessment task after three attempts.
Re attempt unit fee:	Students who are judged Not Yet Competent in a unit may have to undertake all training and assessment activities again. This re- attempt unit fee will be applied in this situation.
Change of course fee:	This fee is applied if the student wishes to change their course after the issuance of a Confirmation of Enrolment.
Course variation fee:	This fee is applied if a student wishes to change the start date after issuance of the Confirmation of enrolment or if the student wishes to suspend their studies for a period of time.
Provider default	<p>In the unlikely event that the Gippsland Institute of Technology is unable to deliver your course in full, you will be offered a refund of all the unused tuition fees paid to date. The refund will be paid within 2 weeks of the day on which the course ceased being provided.</p> <p>Alternatively, you may be offered enrolment in a suitable alternative course by the Gippsland Institute of Technology at no extra cost to you. Students have the right to choose whether they prefer a full refund of course fees, or to accept a place in another course.</p> <p>If you choose placement in another suitable course, we will ask you to sign a document to indicate that you accept the placement. If the Gippsland Institute of Technology is unable to provide a refund or place you in an alternative course our Tuition Protection Service (TPS) is provided.</p>
Student default	If a student withdraws from a course or has their enrolment cancelled by Gippsland Institute of Technology (e.g. for not maintaining satisfactory course progress, breaching the Gippsland Institute of Technology Code of conduct, not paying fees).

Refund terms and conditions

Student withdraws from the course after fees have been paid but before the course commences due to visa refusal	Full refund of tuition fees paid less enrolment fee
Student withdraws after course commencement due to visa refusal	Refund unused tuition fees paid less enrolment fee
Student withdraws from the course before course commencement (non-visa refusal)	90% of tuition fees paid refunded less enrolment fee
Student withdraws from the course on or after the course commencement date.	No refund of current term tuition fees paid or enrolment fee
Student in breach of visa conditions and/ or conditions of enrolment as per Written agreement and has enrolment cancelled by Gippsland Institute of Technology	No refund of current term tuition fees paid or enrolment fee

Provider default - the provider is unable to offer the course in full	% of unused tuition fees paid refunded or enrolment in another suitable course at Gippsland Institute of Technology or Tuition Protection Service (TPS)
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Student notifies Gippsland Institute of Technology in writing that they wish to cancel their enrolment within 7 days of accepting an offer and paying course fees. Only applicable pre-enrolment. (Cooling off period).	Full refund of course fees paid minus enrolment fee
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The Enrolment fee is non-refundable in all circumstances (except provider default)

Any refunded amount will have an amount deducted for any applicable transaction fees, bank charges and currency exchange fees. Transaction fees, bank charges and currency exchange rates will be applied at the rate charged to Gippsland Institute of Technology.

The Institute may amend tuition and other course related fees during the period of your enrolment. Any fee changes during the period of enrolment will not be applied to existing students. All students will be required to pay tuition and other course related fees as indicated in the Written agreement between the student and the Institute.

Refund process

1. Gippsland Institute of Technology provides applicants a 7 day cooling off period. This means that if a student accepts an offer of a place and pays Gippsland Institute of Technology relevant course fees before the course start date, and then changes their mind (for any reason), a full refund of course fees paid to date (minus the \$250 enrolment fee) will be provided. Students must notify Gippsland Institute of Technology in writing within 7 days of paying Gippsland Institute of Technology any fees.
2. Refund applications must be made in writing to the Gippsland Institute of Technology. The student refund Enrolment form is available from the Gippsland Institute of Technology, must be used as the written application.
3. Students must contact Gippsland Institute of Technology and request a copy of the Student refund Enrolment form. This will be sent to the student's e-mail address or given to them personally.
4. Refunds will be processed within 14 days of receipt of a written application and will include a statement explaining how the refund was calculated.
5. Refunds are made in the same manner fees were paid. e.g. If a student had paid fees through credit card, the refund amount will be credited to the credit card; and the same for other methods of payments.

Calculation of refunds

Refunds will be calculated as follows:

Course fee per week x number of weeks unused course fees the student has paid for at point of withdrawal

The weekly course fee for the course will be identified by calculating:

Total course fee divided by number of weeks in the course. e.g. Total tuition fee \$1,250/ 10 weeks duration = \$125 per week.

The number of weeks of course that have been paid for but remain unused will be calculated as follows:

The number of weeks course paid for minus the number of scheduled weeks of course completed at point of withdrawal from the course e.g 10 weeks course paid minus 6 weeks course completed = 4 weeks unused course.

The amount refunded will be the course fee per week x the number of weeks' unused course at point of withdrawal

e.g. Course fee of \$125 per week x 4 weeks unused course = \$500 refund paid to the student.

Any refunded amount will have an amount of \$140 deducted and any applicable transaction fees, bank charges and currency exchange fees, if they have been incurred before the day of default. Transaction fees, bank charges and currency exchange rates will be applied at the rate charged to the Gippsland Institute of Technology.

Tuition Protection Service

The Gippsland Institute of Technology is a member of the Tuition Protection Service (TPS). This means that the fees paid to the Gippsland Institute of Technology are safeguarded if the Gippsland Institute of Technology defaults on delivering the courses you are enrolled in.

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent course fees

In the unlikely event that the Gippsland Institute of Technology is unable to deliver the course you have paid for and does not meet our obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid course fees, the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

Prior to a student enrolling fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

There is no obligation on the student or the Gippsland Institute of Technology until the Written Agreement is signed by all parties, funds have been cleared by the Gippsland Institute of Technology bank and an official receipt is issued by the Gippsland Institute of Technology.