

# PAX Fees and Charges Policy and Procedure

<b>Policy Title</b>	<b>PAX Fees and Charges Policy and Procedure</b>			
<b>Policy Number</b>	<b>P - 10</b>	<b>Version Number</b>	<b>V5 Feb 2025</b>	<b>Status</b> <b>ENDORSED</b>
<b>Owner</b>	<b>Quality and Compliance Manager</b>	<b>Approved By</b>	<b>CEO</b>	

<b>Related legislation/applicable section of legislation:</b>	
<b>ESOS/NCP</b>	<ul style="list-style-type: none"> <li>ESOS Act (2000), Education for Overseas Students Amendment Act 2014 National Code of Practice for Providers of Education and Training to Overseas Students</li> <li>National Code 2018</li> </ul>
<b>SRTOs 2015</b>	<p><b>Standards 2.1, 2.3, 2.4, 4.1</b></p> <p><a href="http://www.asqa.gov.au/users-guide-to-the-standards-for-registered-training-organisations-2015/users-guide-to-the-standards-for-registered-training-organisations-2015.html">http://www.asqa.gov.au/users-guide-to-the-standards-for-registered-training-organisations-2015/users-guide-to-the-standards-for-registered-training-organisations-2015.html</a></p>
<b>Legislative Context</b>	<ul style="list-style-type: none"> <li>National Vocational Education and Training Regulator Act 2011 (Cth)</li> <li>Standards for Registered Training Organisations 2015</li> <li>Education and Training Reform Act 2006 (Victoria)</li> <li>Migration Act; and Migration Regulations</li> <li>Competition and Consumer Act 2010</li> <li>Competition and Consumer Act 2010</li> <li>The Australian eMarketing Code of Practice 2005</li> <li>Privacy Act 1988 (Cth)</li> <li>Victorian Guidelines for VET Providers (Victoria)</li> <li>Overseas Students Ombudsman at Website: <a href="http://www.oso.gov.au">http://www.oso.gov.au</a></li> </ul>
<b>Related Policies and forms</b>	<ul style="list-style-type: none"> <li>PAX Refund Policy and Procedure</li> <li>PAX Complaints and Appeals Policy and Procedure</li> <li>Letter of Offer and Acceptance</li> <li>Payment plan</li> <li>Version control Register</li> <li>Continuous Improvement Register</li> <li>PAX Course Progress and Intervention Strategy Policy and Procedure</li> <li>PAX Course Completion within Expected Duration Policy &amp; Procedure</li> <li>PAX Deferral, Suspension, Cancellation and Non-commencement of Student Enrolment Policy &amp; Procedure</li> <li>PAX Admission and Enrolment Policy and Procedure</li> </ul>

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## 1. POLICY

PAX Institute of Education Pty Ltd RTO #22207, CRICOS #03152D trading as PAX Institute will ensure that it applies fees and charges to the international students as per the CRICOS approved fee structure. PAX Management reviews fees and charges on a regular basis.

## 2. PURPOSE

The purpose of this policy is to provide guidelines to the various fee and charges applicable to the students during admissions, enrolment and study.

## 3. SCOPE

This policy/procedure applies to all international students.

## 4. POLICY STATEMENT

PAX Institute of Education will charge a range of fee and charges for courses. These charges will be provided to the student in the Letter of Offer and Acceptance Agreement prior to the issuance of the CoE.

Students are required to have a signed Acceptance Agreement in place prior to enrolment and they shall pay the Fees as outlined in the Acceptance Agreement. Students are required to have a signed Payment Plan in place prior to commencing classes.

Enrolment in a new course may incur new fees.

Application fee, accommodation and airport pickup fees are non-refundable. (Refer Fee Schedule for details)

Fees can be paid in full or an initial deposit payable on enrolment as mentioned in the Letter of Offer/ Student Course Acceptance Agreement. If fee is paid in full prior to course commencement, the student must acknowledge that in the written agreement that the full fee is being at their own will and not upon PAX's request.

Fees paid by credit card will incur a further charge. (Refer Fee Schedule)

Regular Invoices will be sent by the Finance Department 10 days before the due date.

All fees and charges are subject to change, and the latest version of this policy is applicable at all times.

Tuition fees may be subject to change for the courses that are not commenced yet. Should this occur, students will be provided with a new Letter of Offer and Acceptance detailing the fee structure. Only upon acceptance by the student the CoE will be revised to reflect the new fees and charges.

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## 4.1 Late Fee Payment

- Balance of fees is to be paid on an instalment program outlined in Payment Agreement that is prepared and given to the student on Induction and enrolment day.
- Late payment of Fees will incur a penalty on the fee instalment owed to PAX as referred in the Payment Agreement.
- College may restrict or withhold services or materials from the student if fees are overdue.
- Late payment fee can be waived off on CEO's discretion.

## 4.2 Cancellation of Course on Non-Payment

- First warning / reminder notification will be sent to the student if the payment is overdue by 7 days from the payment due date. This warning/reminder can be made by SMS/Email.
- Second warning/reminder will be sent to the student if the payment is overdue by 14 days from the payment due date. This warning/reminder can be made by SMS/Email.
- Final intention to report notification (ITR) will be sent to the student if the payment is overdue by 28 days from the payment due date. Student will be given 20 days to access the PAX appeals process. This can be sent by SMS/Email.
- If at any time during the above process, student chooses to payment, student will be charged late payment fee amounting to the number of days in the late payment period.

## 4.3 Course Abandonment

In the event a student abandons the course, all fees due are payable to PAX upon demand.

## 4.4 Provider Initiated Course Deferral, Suspension or Cancellation

- PAX may at its discretion defer the commencement date, cancel or vary a course prior to course commencement. In the event of deferral or cancellation before course Commencement PAX will refund fees in accordance with the ESOS Act Section 27 and the student agrees that there shall be no further entitlement to damages whatsoever.
- Upon suspension of enrolment, the fees remain due on the scheduled dates according to the Payment Agreement.
- Regarding cancellation of a student's enrolment during the course refer to the PAX Refund Policy.

## 4.5 Student Initiated Course Deferral, Suspension or Cancellation

- In the event of deferral or cancellation before course Commencement PAX will refund fees in accordance with the PAX Refund Policy.
- Upon suspension of the course, the fees scheduled in the Payment Agreement, remain due on the scheduled dates.
- Regarding cancellation of enrolment during a course refer PAX Student Refund Policy.

## 4.6 Tuition Fee Protection

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PAX assures the security of student fees through its compliance with the requirements of the Education Services for Overseas Students Act 2000 (ESOS).

#### 4.7 Recognition of Prior Learning & Obligations to Recognize AQF Qualifications

RPL will be charged per qualification. Please refer the [Fee Schedule](#)

#### 4.8 Course Materials

- Tuition fees do not include the cost of resource materials, equipment, Kits and tools and uniforms required for specific courses.
- Additional fees for the cost of materials, additional equipment or other resources necessary to successfully complete a course will be charged. Material Fee includes learning resources (PowerPoint handouts and printouts), Chef's Uniform and Chef's kit. Please refer the [Fee Schedule](#) for further information.

#### 4.9 Course Extension/Re-enrolment

- Course extension or Re-enrolment arising due to implementation of intervention strategy with meeting academic course progress above >50% or on request by student to complete pending units will be charged based on the total duration of the extension.
- Extension course fee will be calculated as per the term/s. (units scheduled as per the annual Timetable).

#### 4.10 Unit Re-submission

- To be eligible for resubmission, the student must participate in learning and classroom activities and undertake the given assessment tasks.
- Resubmission is an informal process and can be arranged between student and trainer/assessor through mutual understanding. Trainers/Assessors allow up to two resubmission attempts before deciding the next step.
- For practical assessments (conducted in the kitchen), student who fails to attend the session will be given the opportunity to do the second attempt on the condition that the student pays \$ 100 to cover the costs associated with the practical assessments.

#### 4.11 Unit Re-assessment

- If a student does not qualify for two attempts of resubmission or is still deemed Not Yet Competent (NYC) after the resubmission, they will need to go through the reassessment process.
- Student can re-submit the assessment per unit in 2 attempts. These are free of charge.
- If the student fails in the 2 free attempts; the third attempt will be Re-assessment and it will be chargeable to the student. Refer [Fee Schedule](#).
- Student may also be charged to re-attempt the unit due to act of plagiarism or other academic misconduct. Refer [Fee Schedule](#)
- Students will be charged reassessment fees if the student is being reassessed during Term Break Schedule or additional classes arranged for the student. A charge of \$100 per reassessment will be levied.
- The Institute has the right to charge a student the \$100 reassessment fee if a student agrees to be reassessed but fails to attend for the reassessment.

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- If the student fails after the Re-submission and Re-assessment, then the student will be required to Re-sit for training for the unit. A charge of \$200 per reassessment will be levied. The CoE will be extended as per 4.9 above.
- For practical assessments (conducted in the kitchen), student who fails to attend the session will be given the opportunity to do the second attempt on the condition that the student pays \$ 100 to cover the costs associated with the practical assessments.

### 4.12 Additional Charges

- Student ID cards are issued free of charge.
- Testamurs, Statement of Results and Completion letter and Statement of attainments are issued free of charge
- Re-issue of the above documents will incur a charge. Refer [Fee Schedule](#)

## 5. RESPONSIBILITY

The CEO is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy. The CEO has overall responsibility for the implementation and review of this policy.

Any complaints or breaches in relation to this policy should be reported to the CEO in person or by email to: [timple.j@pax.edu.au](mailto:timple.j@pax.edu.au)

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## 6. APPENDIX 1 - FEE SCHEDULE

<b>OTHER NON-TUITION FEES AS APPLICABLE</b>	
Non-tuition fees and charges are not refundable	
Application Fee (Non- refundable)	AUD\$300
English Placement Test	\$15 Per attempt
Credit card surcharge	3%
Airport Pick Up Fee	AUD\$200.00
Overseas Student Health Cover (OSHC)	Stipulated by your health cover provider
Recognition of prior learning (RPL) per unit	AUD\$250.00
Re-assessment fee Per unit	AUD\$100.00
Late Payment Fee - per day after the payment due date	AUD\$10.00
Re-issue of Testamurs/ Record of Results/ Statement of Attainment	AUD\$100.00
Deferment/Suspension application fee	AUD\$300.00
Course cancellation fee	\$100.00
Refund amounts transferred via international bank draft or international bank transfer	\$50.00
Re-issue of Student ID	AUD\$20.00
Re-assessment due to act of plagiarism or any other form of academic misconduct	AUD\$300.00
Posting Qualifications or any other documents (Standard post)	AUD\$50.00
Re-enrolment/Extension fees (applicable for students reported for non-commencement and students who are re-enrolling or extending the COE in the same course on compassionate grounds)	AUD\$300.00
Late Assessment Submission Fee	\$50.00
Unit Resit/Repeat Unit Fee (per unit)	\$500.00
Change of Course request	\$200.00
Chef's Kit (Includes: Butcher's steel knife, serrated, boning & pallet knives, whisk, tongs, pastry brush, perforated spoon, wooden spoon, paring knife, turning knife, peeler, two tea towels, reusable piping bags, round and star nozzles and pastry scraper)	AUD\$180.00
Chef's Shoes	AUD\$50.00
Late request of Credit Transfer (if request is received after enrolment)	\$200.00
Materials/Resources Fee	Stipulated per course

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