

# STUDENT FEES AND REFUNDS POLICY

## 1 POLICY

- 1.1 DYSGU English [the Academy] is committed to ensuring that student fees are collected appropriately for the course the student is enrolled to undertake.
- 1.2 This policy provides the structure through which the Academy collects fees and pays refunds.

## 2 SCOPE

- 2.1 This policy applies to all students of the Academy and covers tuition fees, administrative and miscellaneous charges.

## 3 POLICY

### Establishment of fees

- 3.1 Course Fees are established by the Executive Committee and approved by the Board.
- 3.2 The Executive Committee may also set other administrative and miscellaneous charges from time to time to be approved by the Board.
- 3.3 Approved fees and charges are to be clearly published on the Academy website and updated as required.

### Payment of fees

- 3.4 Fees are to be paid in full prior to students obtaining access to any courses.
- 3.5 Fees, administrative and miscellaneous charges may be collected in a specified currency as displayed on the website and the currency displayed will be dependent on location.
- 3.6 Fees can only be paid by through Payment Gateway via the website or through scanning PayU or a recognized and valid credit card.
- 3.7 Fees may be paid by a credit card in the name of another person on behalf of the student. The course, however, can only be accessed by the bona fide student whose name appears in the course application.
- 3.8 An online payment system shall be provided on the website through which students are to make payments.
- 3.9 The amount paid shall be equal to the full cost of any course selected.
- 3.10 Automated issue of a digital receipt is to be part of the online payment system.
- 3.11 The payment made online constitutes a binding agreement for the Academy to provide the selected course to the nominated student in the application.
- 3.12 Part payment is not permitted.

## **REFUNDS**

- 3.13 There are to be no refunds paid except in special circumstances.
- 3.14 The student changing their mind once payment has been made does not constitute a special circumstance for a refund.
- 3.15 A refund will be issued should the Academy not proceed with the course selected by the student. In that event, any course fees shall be repaid in full.
- 3.16 The Academy may, in its absolute discretion, refund to the student some or all tuition fees where it determines that there are extenuating or compassionate circumstances.

## **4 STUDENT COMPLAINTS AND GRIEVANCES**

- 4.1 As part of its commitment to quality, the Academy supports the right of students to raise complaints or grievances about issues relating to their experience at the Academy, including the payment and the administration of fees.
- 4.2 Students who have such complaints or grievances are directed to the Student Well Being and Support Policy.

## **5 ROLES AND RESPONSIBILITIES**

- 5.1 The Executive Committee is responsible for the overarching governance of this policy and its related procedures.
- 5.2 The Chair of the Executive Committee is responsible for:
  - a) ensuring compliance with this policy and related procedures.
  - b) ensuring that students are adequately notified of the existence of this policy and related procedures; and
  - c) the monitoring of information available from the review of records relating to the implementation of this procedure.

## 6 DEFINITIONS

**STUDENT WELL-BEING AND SUPPORT MODEL** means the Academy-developed model to guide the development, delivery and review of the following frameworks and processes: engagement and support; early intervention in relation to students at academic risk; student behavioural misconduct; critical incidents; and student complaints and grievances.

**COMPLAINT** means an issue or concern raised by a student who considers they have been wronged because of an action, decision or omission within the control or responsibility of the Academy.

**GRIEVANCE** means a matter to be investigated according to formal processes. This includes complaints which are not able to be resolved through informal processes or mediation, and matters relating to allegations of misconduct where disciplinary action against a student or staff member may be an outcome of the investigation.

**STUDENT** means an admitted or enrolled student of the Academy.

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