

Fees and Refund Policy and Procedure

1. Policy

The purpose of this Policy and Procedure is to ensure that Princeton International College provides clear, accurate, and transparent information regarding fees, charges, and refund arrangements, enabling students to make informed decisions prior to enrolment.

Princeton International College is committed to protecting student interests and ensuring that all fee-related practices are implemented in a fair, consistent, and compliant manner, in accordance with regulatory requirements.

This Policy and Procedure ensures that:

- Students have access to clear and accurate information about all fees and charges associated with their course prior to enrolment
- Students are able to make informed decisions about the services offered by Princeton International College
- Student rights as consumers are protected in accordance with Australian Consumer Law
- Students are informed of any changes to services, training products, or terms and conditions that may affect their enrolment
- Students have access to fair, transparent, and reasonable refund arrangements
- Appropriate student protection measures are in place in relation to fees paid in advance

This Policy and Procedure forms part of the College's broader governance, compliance, and consumer protection framework, and is implemented in conjunction with the College's enrolment, complaints and appeals, and records management processes.

The Chief Executive Officer (CEO) maintains overall responsibility for ensuring that all fee and refund practices are compliant with legislative and regulatory requirements, and that this Policy and Procedure is consistently applied across the organisation.

This Policy and Procedure is developed and implemented in accordance with the following legislation and regulatory frameworks:

- Standards for Registered Training Organisations (RTOs) 2025 (Outcome Standards)
- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth))

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2. Payment Methods

Princeton International College provides students with secure and convenient options for the payment of fees.

The College accepts payment through the following methods:

- Credit Card – Payments may be made securely over the phone or through the College's electronic invoicing system
- Electronic Funds Transfer (EFT) – Bank account details are provided in the Letter of Offer and Written Agreement

All payments must be made in accordance with the terms and conditions outlined in the student's Written Agreement.

The College ensures that all payment transactions are processed securely and recorded accurately in the Student Management System.

How to make the payment:

Students shall only transfer the funds electronically to the bank account below:

Bank name – Commonwealth Bank of Australia
Account Name – Princeton Education Group Pty Ltd.
BSB – 062 692
Account number – 7178 3694
SWIFT Code CTBAAU2S

Or

Pay the fee by using a debit card/credit card. Please contact Student Support Officer by calling 03 9191 1826.

Note: Once the students have received their invoice, the student will be required to pay the outstanding amount by the due date.

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3. Fees Paid in Advance

Domestic Students:

Princeton International College applies a student protection approach to fee collection for domestic students.

As a general guideline, the College does not require prospective or current domestic students to prepay more than \$1,500 in advance of training and assessment services being delivered. This approach is implemented as a consumer protection measure to ensure that students are not financially disadvantaged.

Where additional fees are payable, these are scheduled progressively and aligned with the delivery of training and assessment services.

Fees are structured to:

- Reflect the actual delivery of training and assessment
- Ensure that students are not required to pay for services that have not yet been delivered
- Support fair and reasonable payment arrangements over the duration of the course

Payment schedules are clearly outlined in the student's Written Agreement, including amounts and due dates.

International Students:

As per the ESOS Act (Education Services for Overseas Students Act 2000):

(1) A registered provider must not receive more than 50% of the total tuition fees for a course before an overseas student begins the course. The provider must keep those fees in a separate account

(2) Subsection (1) does not apply if:

either of the following choose to pay more than 50% of the overseas students, or intending overseas student's, total tuition fees for a course before the student has begun the course:

(i) the student;

(ii) a person who is responsible for paying those fees; or

(b) the course has a duration of 25 weeks or less.

Princeton International College manages fees paid in advance by international students in accordance with the Education Services for Overseas Students (ESOS) Act 2000.

For courses with a duration of 25 weeks or less, the College may require full payment of tuition fees prior to course commencement, as permitted under ESOS legislation.

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Where applicable:

- The College does not require international students to pay more than 50% of the total tuition fees prior to commencement for courses with a duration greater than 25 weeks
- Students, or the person responsible for paying the fees, may choose to pay more than 50% of the tuition fees in advance if they wish to do so

As Princeton International College currently delivers courses of 25 weeks or less, full payment of tuition fees may be required prior to commencement. This requirement is clearly outlined in the Letter of Offer and Written Agreement provided to students.

Tuition Protection Service (TPS)

Protection of tuition fees paid in advance by international students is managed in accordance with the Education Services for Overseas Students (ESOS) Act 2000 and the Tuition Protection Service (TPS) Framework.

Princeton International College is a participating member of the Tuition Protection Service (TPS), an initiative of the Australian Government designed to protect international students in the event that a provider is unable to deliver a course.

In the unlikely event that Princeton International College is unable to deliver a course for which tuition fees have been paid, and does not meet its obligations to either:

- Offer the student an alternative course that is accepted by the student, or
- Provide a refund of unspent prepaid tuition fees

the TPS will assist the student to:

- Be placed in a suitable alternative course with another provider at no additional cost, where possible, or
- Receive a refund of any unspent prepaid tuition fees if a suitable alternative cannot be arranged

Further information about the Tuition Protection Service is available on the Australian Government website-

[International students - Department of Education, Australian Government](#)

In addition to the protections provided under the TPS framework, Princeton International College implements internal safeguards for tuition fees paid in advance. Prepaid tuition fees are held in a separate account and are only accessed in accordance with the delivery of

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training and assessment services. This ensures that, where a refund is required prior to course commencement, it can be processed efficiently and without reliance on external mechanisms.

4. Fees and Charges

Princeton International College ensures that all fees and charges are clearly defined, transparent, and communicated to students prior to enrolment.

A Written Agreement is entered into between the College and each student before any payment is accepted. This agreement outlines:

- The services to be provided
- All tuition and non-tuition fees payable
- Payment terms and schedule
- Refund conditions and processes

In accordance with the Education Services for Overseas Students (ESOS) Act 2000, the Written Agreement includes:

- Details of amounts that may or may not be repaid in the event of student or provider default (including any tuition fees collected by education agents on behalf of the registered provider);
- The process for claiming a refund
- A clear explanation of what occurs if the course is not delivered
- The mandatory statement:

“This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.”

Princeton International College ensures that students are provided with an itemised breakdown of all applicable fees through the Letter of Offer and Written Agreement.

The College commits to delivering the agreed training and assessment services once a student has commenced their course, provided the student complies with all course requirements, unless the student formally withdraws.

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Fee Structure

Fees may include, but are not limited to:

- **Tuition Fees** – Fees directly related to the delivery of training and assessment
- **Registration and Administration Fees** – Non-tuition fees associated with enrolment
- **Material Fees** – Costs associated with learning resources
- **Overseas Student Health Cover (OSHC)** (where applicable)
- **Other Fees** – Including reassessment fees, repeat unit fees, or re-issuance of certification

Course fee	As per course offer and written agreements
Registration or Administration fee	As per course offer and written agreements
Materials fee	As per course offer and written agreements
Recognition of Prior Learning fee	Application fee of \$250 Unit fee \$600
Credit transfer fee	No charge
Repeat unit fee	Repeat unit fees are calculated based on the tuition fees outlined in the student's Letter of Offer and Written Agreement. The fee for a repeat unit is determined by dividing the total tuition fees for the course by the total number of units of competency within the course. The resulting amount will apply as the repeat unit fee for each unit required to be repeated.
Re-assessment Fee – Applicable from the 3rd attempt onwards (first two attempts are free).	\$350 per unit
Bank Transfer fee	What the bank charges for the transfer
Accommodation Services	Outsourced- contact College for details
Late Payment Fees	\$75 per month applies where fees remain unpaid after the due date.
Re-issue of a testamur (Certificate or Statement of Attainment)	\$25 Each
Airport meeting OSHC (Overseas Student Health Cover)	Outsourced- contact College for details Outsourced- contact College for details

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Tuition fees do not include non-tuition costs such as OSHC, materials, or optional services, unless explicitly stated. Additional fees such as reassessment, repeat unit fees, and RPL fees are applied in accordance with the College's Training and Assessment Policy and Procedure and are clearly outlined in the Written Agreement.

All applicable fees are clearly detailed in:

- The Letter of Offer
- The Written Agreement

Assessment-Related Fees

- Reassessment will only be offered to the students who have submitted their assessments but failed to achieve the satisfactory outcome and are marked NYC.
- Students are entitled to 3 assessment attempts for each assessment task where they have been marked NYC on submission of their assessment tasks. First 2 attempts will be free, and 3rd will be charged as per the offer letter and written agreements. If the student is unsuccessful after 3 assessment attempts, they will be required to repeat the unit and pay the repeat unit fee. Students found to have cheated or plagiarised work may not be entitled to re-sit assessments, instead they may be required to repeat the unit and pay the repeat unit fee. The repeat unit fee will be calculated on a pro-rata basis by dividing the total tuition fees for the course by the total number of units of competency within the course. The resulting amount will be applied as the fee for each individual unit to be repeated. Any NYC marked due to being absent will not be eligible for this entitlement. More details are in the student prospectus/relevant policy procedure which is available by sending your request to: support@princeton.edu.au.

Fee Information and Promotional Pricing

Princeton International College may offer promotional pricing or discounts from time to time.

Where promotional pricing applies:

- Students will be provided with the current applicable fees prior to enrolment
- All fees, including any discounts, will be clearly outlined in the Letter of Offer and Written Agreement
- Once a Written Agreement is signed, the agreed fees will not change for the duration of the course (unless otherwise stated)

Students are encouraged to contact the College for the most up-to-date fee information

Fee Adjustments

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- Fees may be updated prior to enrolment
- Once a student has entered into a Written Agreement, fees will not be increased for the duration of the agreed course
- Where a student extends the duration of their course, additional fees may apply for the extended period

Payment Arrangements

All students are required to:

- Review and sign the Written Agreement prior to enrolment
- Pay fees in accordance with the agreed payment schedule

In accordance with the Education Services for Overseas Students (ESOS) Act 2000, Princeton International College does not require international students to pay more than 50% of the total tuition fees prior to course commencement, where applicable.

However, students, or the person responsible for paying the fees, may choose to pay more than 50% of the tuition fees upfront if they wish to do so.

Any remaining balance will be paid in accordance with the payment schedule outlined in the Written Agreement.

Fee Collection and Non-Payment

Princeton International College applies a structured, consistent, and transparent process for the collection of fees after enrolment, in accordance with the terms outlined in the student's Written Agreement.

Payment Obligations

Students are required to:

- Review and sign the Written Agreement prior to enrolment
- Pay all fees in accordance with the agreed payment schedule

Instalment due dates are typically scheduled on a monthly basis and are clearly outlined in the Written Agreement.

Reminder Process

To support timely payment, the College implements the following process:

- Payment due dates are generally scheduled around the 15th of each month
- Students receive a reminder via SMS and written communication prior to the due date

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- Reminder notifications are typically issued during the first week of the relevant month to allow sufficient time for payment arrangements

Non-Payment Process

Where a student fails to make payment in accordance with the Written Agreement, the College will:

1. Issue a formal Intention to Cancel Enrolment notice
2. This notice is typically issued after the due date (generally around the 18th of the month) and will include:
 - Details of outstanding fees
 - Reasons for the proposed action
 - Information on the student's right to access the Complaints and Appeals Policy and Procedure
3. The student will be provided with 20 working days from the date of the notice to:
 - Pay all outstanding fees, and/or
 - Lodge an appeal
4. During this period:
 - The student's enrolment will be maintained
 - No cancellation or reporting action will occur until the appeals process is completed
5. Following the appeal period:
 - If no appeal is lodged → enrolment may be cancelled
 - If an appeal is lodged → the outcome will be determined in accordance with the **Complaints and Appeals Handling Policy and Procedure**, and the student's enrolment will be maintained until the appeals process is completed. No reporting action will be taken during this period.

Late Payment Fees

A late payment fee may apply where fees remain unpaid beyond the due date. Any overdue payments will incur a late payment fee of \$75 per month until the outstanding balance is cleared

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5. Refunds

Princeton International College manages all refunds in a fair, transparent, and consistent manner in accordance with the Education Services for Overseas Students (ESOS) Act 2000 and associated legislation.

Refund Application Process

All refund requests for visa refusal or withdrawal must be made in writing by submitting a completed Princeton International College Refund Application Form to the College.

- The Refund Application Form is available on the College website or can be requested from the College
- Students must attach all relevant supporting documentation (e.g. visa refusal evidence, withdrawal request)

Princeton International College will process approved refunds:

- Within 4 weeks of receiving a complete written application and all supporting evidence, or
- Within 14 days in the case of provider default, in accordance with ESOS requirements

All approved refunds will be paid to:

- The student, or
- A person authorised by the student

It is the student's responsibility to apply for a refund where applicable.

Student Default

If a student withdraws from their course after fees have been paid, refunds will be made in accordance with the Written Agreement signed by the student and the refund conditions outlined in the table below.

Student default includes (but is not limited to):

- Withdrawal from the course
- Failure to commence or continue the course
- Breach of College policies or visa conditions

Where a student fails to comply with the Written Agreement or breaches College policies and procedures, appropriate action will be taken in line with the relevant College policies.

Refunds in such cases will be determined in accordance with the refund conditions outlined in the table below, the Written Agreement, and applicable legislation

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Visa Refusal

Where a student's visa application is refused, refund arrangements will be managed in accordance with the Education Services for Overseas Students (ESOS) Act 2000 and refund conditions table below.

Refund outcomes may vary depending on:

- Whether the visa refusal occurred before or after course commencement
- The circumstances of the refusal

Students must provide appropriate evidence of visa refusal when submitting a refund application

Provider Default

In the unlikely event that Princeton International College is unable to deliver the course in full:

- Students will be offered:
 - A refund of unspent tuition fees and material fees paid, or
 - Placement in an alternative course at no additional cost
- Refunds will be paid within 14 days of the date the course ceased being provided

If the student accepts placement in an alternative course, the student will be required to sign a document confirming acceptance.

Students are not required to submit a refund application in cases of provider default. If the College is unable to meet these obligations, the Tuition Protection Service (TPS) will assist students.

Additional Conditions

- Refunds are paid in Australian Dollars
- Non-tuition fees (e.g. registration, administration, material fees) may be non-refundable unless otherwise stated in the Written Agreement and the refund Conditions table below
- Refund details are maintained in:
 - Individual student records
 - The Refund Register

Statutory Cooling-Off Period

A statutory cooling-off period is a period provided to consumers under Australian Consumer Law that allows them to withdraw from certain agreements established through unsolicited marketing or sales practices, such as door-to-door sales or telemarketing.

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This cooling-off period is 10 days from the date the agreement is made.

Princeton International College does not engage in unsolicited marketing or sales practices. Therefore, the statutory cooling-off provisions do not apply to students who voluntarily enrol in a course with the College.

Changes to Terms and Conditions

Where there is any change to the agreed services, training products, fees, or policies that may affect a student's enrolment, Princeton International College will notify affected students in writing prior to the changes taking effect.

This may include changes to:

- Course delivery arrangements
- Ownership or third-party arrangements
- Training product transitions
- Policies and procedures
- Fees and charges

Students will be provided with at least 28 days' written notice prior to any such changes coming into effect.

Where a change impacts the terms of the student's enrolment or the services agreed at the time of enrolment, students have the right to lodge an appeal.

All appeals will be managed in accordance with the Complaints and Appeals Handling Policy and Procedure.

Refund conditions:

Tick Box	Reason for asking Refund	Refund protocols in place
	Visa refusal <u>prior</u> to course commencement	The amount of a refund is calculated as the initial deposit paid minus the lesser of the following amounts: (a) 5% of the amount of course fees received by the provider in respect of the student before the default day. (b) \$500.
	Via refusal <u>after</u> to course commencement	Refund will be calculated as per refund amount calculator#. No refund of the registration fees.

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Withdrawal from the student <u>before</u> the course commencement	10 business days or more prior to the commencement of a course: Full refund of the tuition fees paid to the college as initial deposit. No refund of the registration, administration of any other non-tuition fees. 9 business days or less prior to the commencement of a course: 75% refund of the tuition fees paid to the college as initial deposit. The amount retained (25%) by Princeton International College is required to cover the costs of staff and resources which will have already been committed based on the student's initial intention to undertake the training. No refund of the registration, administration of any other non-tuition fees.
Withdrawal from the student <u>after</u> the course commencement	Refund will be calculated in accordance with ESOS legislation and the Refund Calculation Instrument, which is explained below#. There is no refund of the non-tuition fees and charges.
Residency status change from International to Permanent resident (Provide application along with proof of visa status changes with copies from passport)	Fee status will change from next course (If the residency status has changed after the start of the current course).
Airport pick-up	These services are arranged through third-party providers. Refunds, where applicable, are subject to the terms and conditions of the respective service provider
Home stay fees and accommodation booking fee	These services are arranged through third-party providers. Refunds, where applicable, are subject to the terms and conditions of the respective service provider
OSHC Refund Policy (Calculation of refund will be done as per the provider policy)	If Princeton International College has organized the OSHC, we will refund the OSHC

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		directly to the student under following conditions: Refunds for OSHC will be processed in accordance with the policy of the OSHC provider.
	Overpayment	Full refund of the overpaid amount (Any amount paid over and above the Registration fees/Administration fees/ Course fees/Tuition fees/ Material fees mentioned on the Written Agreement)
	College is unable to provide the course for which the original offer was made before commencement (Provider default)	Full refund of course fees
	Course withdrawn by the College after commencement (Provider default)	Calculation as per Refund amount calculator# (Default period of Provider taken in count)
	Student breach the college's policies and procedures or the signed written agreement	No Refund

#Refund Calculator:

#Refund Calculator as per Education Services for Overseas Students (Calculation of Refund) Instrument 2024.

Method for working out amount of refund:

refund amount = weekly tuition fee × weeks in default period

Source: [Education Services for Overseas Students \(Calculation of Refund\) Instrument 2024 - Federal Register of Legislation](#)

Definition:

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Weekly Tuition Fees	Total tuition fees for the course/number of calendar days in the course X 7
Weeks in default period	Number of calendar days from the default day to the end of the period to which the payment relates / 7
Refund amount	Weekly tuition fees X Weeks in default period
Course Fees	Sum of Tuition and Non-Tuition fees except Registration fees.

Appeals:

Once a decision is made on a student's application for fee refund, the student will be notified in writing of the outcome.

Student has the right to appeal against the decision and must lodge an appeal within **20 working days** of being formally notified of the decision. Please refer to 'Princeton International College *Appeals Handling Policy and Procedure* available on our website www.princeton.edu.au or can be taken from the college reception for the information on lodging an appeal against a decision.

This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Statement of Attainment

Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation, or transfer prior to completing the qualification, provided they have paid in full for the tuition related to the Units of Competency to be included on the Statement of Attainment.

Written Agreement

Full details of refund arrangements and conditions are outlined in the Written Agreement between the student and Princeton International College.

The Written Agreement is issued after an application has been received, assessed, and accepted, and an offer has been made to the student.

There is no obligation on either the student or Princeton International College until:

- The Written Agreement is signed by both parties
- Any required fees have been paid and cleared

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- An official receipt has been issued

Students are strongly advised to contact Princeton International College with any questions they have about fees and refunds prior to applying. Contact: support@princeton.edu.au

6. Record Management

Princeton International College ensures that all records relating to fees, payments, and refunds are maintained accurately, securely, and in accordance with legislative and regulatory requirements.

Records maintained under this Policy and Procedure include, but are not limited to:

- Student Written Agreements
- Payment records and receipts
- Invoices and fee schedules
- Refund applications and supporting documentation
- Refund calculations and payment records
- Communication records relating to fees and refunds
- Complaints and appeals relating to fees and refunds
- Refund Register and relevant financial registers

All records are:

- Maintained in the Student Management System-Wisenet
- Accessible only to authorised personnel
- Protected in accordance with privacy and confidentiality requirements
- Retained in line with the College's Records Management Policy and Procedure

The Administration and Records Officer are responsible for maintaining accurate records, while the CEO maintains oversight to ensure compliance and integrity of recordkeeping practices.

7. Roles and Responsibilities

Princeton International College ensures that responsibilities relating to fees, payments, and refunds are clearly defined and aligned with the organisational structure.

Role	Responsibilities
Chief Executive Officer (CEO)	• Overall accountability for implementation and compliance of this Policy and Procedure • Ensures compliance with ESOS Act 2000, National Code 2018, RTO Standards 2025, and ELICOS Standards 2018 • Approves fee structures, refund arrangements, and Written Agreement

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Role	Responsibilities
	terms • Oversees financial management, fee collection, and student protection measures • Manages PRISMS reporting and regulatory obligations • Oversees complaints and appeals related to fees and refunds • Ensures continuous improvement and governance oversight
Administration and Records Officer	• Prepares Letters of Offer and Written Agreements • Processes payments and maintains financial and student records in the Student Management System • Issues invoices, reminders, and notices for fee payments • Maintains Refund Register and student financial records • Ensures accurate recordkeeping and document control in line with compliance requirements • Supports administrative processing of enrolment and documentation
Student Support Officer	• Provides students with information about fees, payment arrangements, and refund processes • Supports students in understanding their rights and responsibilities • Assists students during refund and appeals processes • Refers students to appropriate staff for financial or administrative matters • Maintains communication and support records relating to student enquiries
Trainer and Assessor	• Refer students to Administration or Student Support for fee-related enquiries • Identify and report student concerns that may impact participation due to financial issues • Support student engagement by directing students to appropriate support services

All staff must comply with this Policy and report any non-compliance to the CEO.

8. References

This Policy and Procedure is developed in accordance with:

- Standards for Registered Training Organisations (RTOs) 2025
- Education Services for Overseas Students Act 2000 (ESOS Act)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Education Services for Overseas Students (Calculation of Refund) Instrument 2024
- Australian Consumer Law (Competition and Consumer Act 2010)