

Policy – Fees and Charges, Refunds and Withdrawals for Navitas Professional Programs

Navitas Professional
ABN 25 100 404 199

Document

Document I.D.	NP-01.01-16P Fees and Charges, Refunds and Withdrawals for Navitas Professional Programs
Responsibility	Director, NP
Initial Issue Date	1 May 2015

Version Control

Issue Date:	Summary of Changes	Review Date
1 May 2015	Initial document, v1.0	1 May 2017
16 November 2015	Minor typographical corrections, v1.1	1 May 2017
8 April 2016	Changes to short course fees and refunds, v2.0	1 May 2017
22 June 2016	Change to ACS tuition fee, minor grammatical error corrected, v2.1	1 May 2017
1 July 2016	Change to instalment payment options, v2.2	1 May 2017
1 November 2016	Change credit card fee to 1.5%, v2.3	1 May 2017
30 August 2017	Addition of Study to Work, Removal of EEP and reduction of credit card fee to 0.2%, v2.4	1 Oct 2017
1 February 2018	Change of Business Unit name; update in line with review; update tuition fee information, v2.5	1 February 2020
1 July 2018	Change to Fees for FY19, Change to name from SMIPA to Accounting PYP, Remove instalment fee, v3.0	1 February 2020
1 Feb 2019	Include MCAP Fees, update weblinks, v3.1	1 February 2020
12 March 2019	Include clause on excess credit forfeiture, include MCAP refund. v3.2	1 February 2020

1. Purpose and Scope

The purpose of this Policy is to ensure that fees, charges, refunds and withdrawals are collected and administered in accordance with provisions of applicable legislative and contractual requirements.

For Fees and charges that may be applicable to transfers and deferrals refer to the NP Transfer and Deferrals Policy.

This policy applies to all previous, prospective and current participants (including applicants) of any of the programs operated by Navitas Professional.

2. Policy

2.1. Fees and Charges

- 2.1.1. Fees and charges are provided to the applicant prior to the time of enrolment through the relevant Navitas Professional Program webpage: <https://www.navitas-professional.edu.au/programs/>.
- 2.1.2. Fees and charges are reviewed annually, and current fees and charges are as noted on the relevant Navitas Professional Program webpage: <https://www.navitas-professional.edu.au/programs/>.
- 2.1.3. Application fees are payable with submission of an application and are non-refundable.
- 2.1.4. Participants will not be able to continue in their program if instalment payments are not paid by the due date shown on the invoice unless the State Operations Manager approves extension arrangements.
- 2.1.5. Late payments will incur an administrative fee of \$250.
- 2.1.6. All credit card payments will incur a 0.2% transaction fee to cover bank charges.
- 2.1.7. Participants who default on payment will be referred to a debt collection and credit rating agency.

See Schedule 1 for a detailed list of fees and charges by Program

Note: Engineering Education Australia will be paid by the applicant directly for the Professional Year Program. Navitas Professional does not administer fees on their behalf.

2.2. Refunds

- 2.2.1 Terms and conditions for refunds are provided to the participant through the applicable Program Application Form.
- 2.2.2 Participants are bound by the terms and conditions set out on the applicable Program Application Form and in the Participant's Handbook.
- 2.2.3 Refunds must be requested in writing using a refund request form.
- 2.2.4 To be considered for a refund a withdrawal must be made in writing using the applicable program withdrawal form.

2.2.5 A pro-rata refund of fees and charges paid may be granted if a participant withdraws for reasons of exceptional circumstances and at the discretion of the Director NP.

2.2.6 The Director NP reserves the right to grant refunds on a case-by-case basis.

See Schedule 2: Applicable Refunds by Program

2.3. Withdrawals

2.3.1. Participants wishing to withdraw from a program must submit the applicable program Withdrawal Form.

2.3.2. Navitas Professional will make no refund of tuition fees if written notice of withdrawal is received after the commencement of the program.

2.3.3. Applicants who withdraw after the commencement of the program are liable for all tuition fees.

See Schedule 3: Withdrawal Process

2.4. Other conditions

Navitas Professional will use its best endeavours to ensure that participants are aware of any available refunds under this policy; however, it is the responsibility of the participant to be aware of any available refunds on their account and to maintain current contact details. Any balance remaining on the participant account three months after the participant has completed, cancelled or withdrawn from the program will be forfeited. Participants can access their account details by contacting their Navitas Professional office.

3. Responsibilities

The following are responsible for this policy:

- The **Director, NP** is accountable for the ongoing development, approval, implementation, dissemination and effectiveness of this Policy and the supporting processes and documentation.
- The **National Business Manager, NP** and **State Operations Managers, NP** are responsible for ensuring that all team members are aware of this Policy and their responsibilities defined herein.
- **NP employees** are responsible for being aware of and complying with this Policy.

4. Definitions

Unless the contrary intention is expressed in this Policy, the following words (when used in this policy) have the meaning set out below:

- **EEA** – Engineering Education Australia
- **AcctPYP** – Accounting Professional Year Program
- **ACS** – Australian Computer Society
- **NP** – Navitas Professional
- **PYP** – Professional Year Program

5. Review

This Policy is reviewed every two years by the relevant manager to ensure alignment to appropriate strategic direction and its continued relevance to Navitas Professional’s current and planned operations.

The next scheduled review of this document is listed in the Version Control section on Page 1.

6. Records

All records in relation to this policy will be managed as follows

Record type	Responsible	Location	Retention
Program Application Form	State Administration Office	Participant’s file - WIP	7 years
Withdrawal Form	State Administration Office	Participant’s file - WIP	7 years

7. Related documents

- CI-01.01-10P Professional Year Accreditation and Regulatory Requirements Policy
- NP-01.01-14P Transfer and Deferrals Policy
- NP-01.01-19P Internship Framework Policy
- PYP Application and Registration Form
- CEP Application and Registration Form
- NPIP Application and Registration Form
- MCAP Application and Registration Form
- PYP Participant Handbook; CEP Participant handbook; NPIP Participant Handbook; MCAP Participant Handbook
- ACS PY Withdrawal Application Form; CEP Withdrawal Form; EEA PY Withdrawal Request Form; NPIP Withdrawal Form; PYP Withdrawal Form; Study to Work Withdrawal Form
- Participant Invoices

Schedule 1 - Fees and Charges by Program

Australian Computer Society (ACS) – Professional Year Program

Application Fee \$250	Payable when applicants submit an application to Navitas for the Professional Year Program. This fee is not refundable.
Tuition Fee \$12,050	The tuition fee of \$12,050.00 is payable by instalments only. The first instalment is due two weeks prior to the commencement of the program.
Late payments \$250	Participants will not be able to continue with the program if instalments are not paid by the due dates shown on the invoice [^] . Late payments will incur a late fee of \$250.
All tuition fees are paid by instalments with total fees payable \$12,300	

ACS Tuition Fees Paid by Instalments

Instalment	Amount	Due	Invoice Issued
1 st Instalment	\$1,250	Two weeks prior to commencement	In Letter of Offer
2 nd Instalment	\$1,350	Week 4	At commencement
3 rd Instalment	\$1,350	Week 8	At commencement
4 th Instalment	\$1,350	Week 12	At commencement
5 th Instalment	\$1,350	Week 16	At commencement
6 th Instalment	\$1,350	Week 20	At commencement
7 th Instalment	\$1,350	Week 24	At commencement
8 th Instalment	\$1,350	Week 28	At commencement
9 th Instalment	\$1,350	Week 32	At commencement

[^] Instalment extensions of up to two (2) weeks may be granted at the discretion of the State Operations Manager, no more than two (2) extensions may be granted to any one participant.

Please note that the internship component of the ACS - Professional Year Program attracts GST

Accounting Professional Year Program (AcctPYP)

Application Fee \$250	Payable when applicants submit their application to Navitas for the Professional Year Program. This fee is not refundable.
Tuition Fee \$11,000	The tuition fee of \$11,000 is payable by instalments only. The first instalment is due two weeks prior to the commencement of the program.
Late payments \$250	Participants will not be able to continue with the program if instalments are not paid by the due dates shown on the invoice [^] . Late payments will incur a late fee of \$250.
All tuition fees are paid by instalments with total fees payable \$11,250*	

AcctPYP Tuition Fees Paid by Instalments

Instalment	Amount	Due	Invoice Issued
1 st Instalment	\$1,250	Two weeks prior to commencement	In Letter of Offer
2 nd Instalment	\$1,400	Week 4	At commencement
3 rd Instalment	\$1,400	Week 8	At commencement
4 th Instalment	\$1,400	Week 12	At commencement
5 th Instalment	\$1,400	Week 16	At commencement
6 th Instalment	\$1,400	Week 20	At commencement
7 th Instalment	\$1,400	Week 24	At commencement
8 th Instalment	\$1,350	Week 28	At commencement

[^]Instalment extensions of up to two (2) weeks may be granted at the discretion of the State Operations Manager, no more than two (2) extensions may be granted to any one participant.

Please note that the internship component of the Accounting Professional Year Program attracts GST

Engineering Education Australia (EEA) – Professional Year Program

Engineering Education Australia charges tuition fees directly to the participant. See EEA website for Fee structure at <http://www.eeaust.com.au/professionalyear.html>

Career Experience Program (CEP)

Application Fee \$250	Payable upon application. This fee is not refundable.
Program Fee \$2,700	The tuition fee of \$2,700.00 is payable by instalments only. The first instalment is due two weeks prior to the commencement of the program. There is no difference in price for the length of the internship
Individual Workshop Fee \$400	Payable a minimum of two weeks prior to commencement of workshop.
Specialist Fee \$300	For internships that are in a specialist area. Applicants will be advised on application if their internship will incur this fee.
Late payments \$250	Participants will not be able to continue with the program if instalments are not paid by the due dates shown on the invoice [^] . Late payments will incur a late fee of \$250.

[^] Instalment extensions of up to two (2) weeks may be granted at the discretion of the State Operations Manager, no more than two (2) extensions may be granted to any one participant.

Please note that the internship component of the Career Experience Program (CEP) attracts GST

Navitas Professional Internship Program (NPIP)

Application Fee \$250	Payable when applicants have been interviewed by Navitas Professional and accepted into the program. This fee is not refundable.
Program Fee \$1,750	The tuition fee of \$1,750.00 is payable by instalments only. The first instalment is due two weeks prior to the commencement of the program. There is no difference in price for the length of the internship
Specialist Fee \$300	For internships that are in a specialist area. Applicants will be advised on application if their internship will incur this fee.
Late payments \$250	Participants will not be able to continue with the program if instalments are not paid by the due dates shown on the invoice [^] . Late payments will incur a late fee of \$250.

[^] Instalment extensions of up to two (2) weeks may be granted at the discretion of the State Operations Manager, no more than two (2) extensions may be granted to any one participant.

Please note that the internship component of the Navitas Professional Internship Program (NPIP) attracts GST

Marketing Career Advancement Program (MCAP)

Application Fee \$250	Payable upon application. This fee is not refundable.
Program Fee \$4,500	The tuition fee of \$4,500.00 is payable by instalments only. The first instalment is due two weeks prior to the commencement of the program. There is no difference in price for the length of the internship
Late payments \$250	Participants will not be able to continue with the program if instalments are not paid by the due dates shown on the invoice [^] . Late payments will incur a late fee of \$250.

[^] Instalment extensions of up to two (2) weeks may be granted at the discretion of the State Operations Manager, no more than two (2) extensions may be granted to any one participant.

Please note that the internship component of the Marketing Career Advancement Program (MCAP) attracts GST

Study to Work

Application Fee \$500	Payable when applicants have been assessed by Navitas Professional and accepted into the program. This fee is not refundable.
Program Fee \$1,250	For eligible students who are required to pay for their own Study to Work course. Payable once accepted into the program.

Schedule 2 – Applicable Refunds by Program

ACS and Accounting Professional Year Program Refunds

Full refund

Navitas Professional agrees to refund to the original fee paying party upon receipt of written notice of cancellation by the applicant, all tuition fees paid:

- Where Navitas Professional is unable to offer the Professional Year Program ACS/Accounting.
- Where Navitas Professional refuses the application for enrolment.
- Where written notice of cancellation is received more than 28 days prior to the commencement of the program.

Partial refund

Navitas Professional agrees to refund to the original fee paying party upon written notice of cancellation by the applicant, all tuition fees paid, less amounts retained below:

- If written cancellation is received less than 28 days prior to the commencement of the program, Navitas Professional will retain a non-refundable amount equal to Instalment 1.

No refund

Navitas Professional will make no refund of the application fee.

Navitas Professional will make no refund of the tuition fees if:

- Written notice of withdrawal is received after the commencement of the program. Applicants who withdraw after the commencement of the program are still liable for all tuition fees.
- The applicant provides false or fraudulent information/documentation.

EEA Professional Year Program Refunds

- There are no refunds once the Professional Year Program has commenced.

Career Experience Program Refunds

Full refund

Navitas Professional agrees to refund to the original fee paying party upon receipt of written notice of cancellation by the applicant, all tuition fees paid:

- Where Navitas Professional is unable to offer the Career Experience Program.
- Where Navitas Professional refuses the application for enrolment.
- Where written notice of cancellation is received more than 28 days prior to the commencement of the program.

Partial refund

Navitas Professional agrees to refund to the original fee paying party upon written notice of cancellation by the applicant, the tuition fee paid, less amounts retained below:

- If written cancellation is received less than 28 days prior to the commencement of the program, Navitas Professional will retain a non-refundable amount equal to instalment 1.

No refund

Navitas Professional will make no refund of the application fee.

Navitas Professional will make no refund of the tuition fees if:

- Written notice of withdrawal is received after the commencement of the program. Applicants who withdraw after the commencement of the program are still liable for all tuition fees.
- The applicant provides false or fraudulent information/documentation.

Navitas Professional Internship Program Refunds

Full refund

Navitas Professional agrees to refund to the original fee paying party upon receipt of written notice of cancellation by the applicant, all tuition fees paid:

- Where Navitas Professional is unable to offer the Navitas Professional Internship Program;
- Where Navitas Professional refuses the application for enrolment;
- Where written notice of cancellation is received more than 28 days prior to the commencement of the program.

Partial refund

Navitas Professional agrees to refund to the original fee paying party upon written notice of cancellation by the applicant, the tuition fee paid, less amounts retained below:

- If written cancellation is received less than 28 days prior to the commencement of the program, Navitas Professional will retain a non-refundable amount equal to instalment 1.

No refund

Navitas Professional will make no refund of the application fee.

Navitas Professional will make no refund of the tuition fees if:

- Written notice of withdrawal is received after the commencement of the program. Applicants who withdraw after the commencement of the program are still liable for all tuition fees.
- The applicant provides false or fraudulent information/documentation.

Marketing Career Advancement Program (MCAP) Refunds

Full refund

Navitas Professional agrees to refund to the original fee paying party upon receipt of written notice of cancellation by the applicant, all tuition fees paid:

- Where Navitas Professional is unable to offer the Marketing Career Advancement Program.
- Where Navitas Professional refuses the application for enrolment.
- Where written notice of cancellation is received more than 28 days prior to the commencement of the program.

Partial refund

Navitas Professional agrees to refund to the original fee paying party upon written notice of cancellation by the applicant, the tuition fee paid, less amounts retained below:

- If written cancellation is received less than 28 days prior to the commencement of the program, Navitas Professional will retain a non-refundable amount equal to instalment 1.

No refund

Navitas Professional will make no refund of the application fee.

Navitas Professional will make no refund of the tuition fees if:

- Written notice of withdrawal is received after the commencement of the program. Applicants who withdraw after the commencement of the program are still liable for all tuition fees.
- The applicant provides false or fraudulent information/documentation.

Study to Work

Full refund

Navitas Professional agrees to refund to the original fee paying party upon receipt of written notice of cancellation by the applicant, all tuition fees paid:

- Where Navitas Professional is unable to offer the Study to Work Program;
- Where Navitas Professional refuses the application for enrolment;
- Where written notice of cancellation is received before any liaison is conducted with a Navitas Careers & Internships staff member.

Partial refund

Navitas Professional agrees to refund to the original fee paying party upon written notice of cancellation by the applicant, the tuition fee paid, less amounts retained below:

- If written cancellation is received after being assessed as eligible for the Study to Work program, but the applicant has not commenced any program related activity (Internship Placement Coordinator one-on-one meeting, workshop, accessing online resources such as Moodle, Lynda, MyNavCV and SONIA), Navitas Professional will retain a non-refundable amount equal to 50% of the tuition fee.
- If written cancellation is received after the applicant has commenced any program related activity (Internship Placement Coordinator one-on-one meeting, workshop, accessing online resources such as Moodle, Lynda, MyNavCV and SONIA), and the applicant experiences exceptional circumstances during these activities that prevent them from continuing, Navitas Professional will retain a non-refundable amount equal to 50% of the tuition fee.

No refund

Navitas Professional will make no refund of the tuition fees if:

- Written notice of withdrawal is received after the commencement of any program related activities (Internship Placement Coordinator one-on-one meeting, workshop, accessing online resources such as Moodle, Lynda, MyNavCV and SONIA). Applicants who withdraw after the commencement of the program are still liable for all tuition fees.
- The applicant provides false or fraudulent information/documentation.

Schedule 3 - Withdrawals Process

ACS Professional Year Participants Withdrawal Process

An *'ACS PY Withdrawal Application Form'* needs to be completed and this should include the participant's reason for withdrawal. These forms can be obtained from the participant's local Navitas Professional office. Once completed the form is returned to Navitas Professional who will forward to the ACS on the participant's behalf. As per the Terms & Conditions on the professional year application form, any outstanding tuition fees will need to be paid at time of withdrawal.

EEA Professional Year Participants Withdrawal Process

An *'EEA PY Withdrawal Request Form'* needs to be completed and this should include participant's reason for withdrawal. These forms can be obtained from the participant's local Navitas Professional office. Once completed the form is returned to Navitas Professional who will forward it to EEA on the participant's behalf. EEA will contact the participant directly should any outstanding fees be payable at the time of withdrawal.

Accounting Professional Year Participants Withdrawal Process

A Navitas Professional *'PYP Withdrawal Form'* needs to be completed and this should include the participant's reason for withdrawal. These forms can be obtained from the participant's local Navitas Professional office. Once completed the form is returned to Navitas Professional, as per the Terms & Conditions on the professional year application form, any outstanding tuition fees will need to be paid at time of withdrawal.

Career Experience Program Withdrawal Process

A Navitas Professional *'CEP Withdrawal Form'* needs to be completed and this should include the participant's reason for withdrawal. These forms can be obtained from the participant's local Navitas Professional office. Once completed the form is returned to Navitas Professional, as per the Terms & Conditions of the Career Experience Program.

Navitas Professional Internship Program Withdrawal Process

A Navitas Professional *'NPIP Withdrawal Form'* needs to be completed and this should include the participant's reason for withdrawal. These forms can be obtained from the participant's local Navitas Professional office. Once completed the form is returned to Navitas Professional, as per the Terms & Conditions of the Navitas Professional Internship Program.

Study to Work Withdrawal Process

A Navitas Professional *'Study to Work Withdrawal Form'* needs to be completed and this should include the participant's reason for withdrawal. These forms can be obtained from the participant's local Navitas Professional office. Once completed the form is returned to Navitas Professional, as per the Terms & Conditions of the Study to Work Program.