



## Sydney Business and Development Institute

| ABN: 81 113 651 639 | RTO No: 91192 |

CRICOS Code: 02725B

Level 2, 770 George Street Haymarket NSW 2000 Australia

### FEE PAYMENT POLICY

Sydney Business & Development Institute as a Nationally Recognised Training Organisation is able to charge fee for services for qualifications and Units of Competency delivered separately to the traineeship and funded training arrangements.

#### Enrolment fee

Each qualification requires the student to pay on submission of the enrolment form.

#### International student

Full Qualification enrolment fee of 20% of course cost and a non-refundable administration fee of \$500.

#### Domestic and funded learner

In cases whereby the required fee is in excess of \$1,500 an amount not exceeding \$1,500 will be collected with the outstanding amount to be collected over an established period to ensure that no more than \$1,500 is collected and retained at any one time.

#### International course costs

Please see Course Profile

#### Administration fee

Courses over \$5,000 incur an administration fee of \$500

Courses over \$1,000 and under \$5,000 incur an administration fee of \$150

#### Material fee

Please see course Profile

Full payment of the remaining amount to be received no later than 3 months prior to completion of the enrolled course.

\*Payment plan options are available

#### Late fee payment

It is the student's responsibility to pay course fees on time according to the agreed Fee Payment Advice. Overdue fees will incur a late fee penalty of 10% of the overdue payment amount and will be invoiced separately.

Should a student require an extension for their fee payments, they should apply in writing to the Head of Education and Training, at least two weeks prior to the fee due date. Any changes to the agreed Fee Payment Advice will incur an administration fee of \$150 invoiced separately.



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### Non-payment of fees – default and consequences clause

Should the payment not be made on the agreed date, the overdue account will be sent to a debt collection agency without any further notice. Matters which have been referred to the collection agency will not be handled by the institute and will be treated separately from any further accounts. Any costs incurred in the collection of fees are the responsibility of the student/ parent / guardian. The institute will not pay these fees.

A student with outstanding fees shall be suspended from undertaking any training and assessment services until such times as the outstanding arrears have been brought up to date.

Further conditions will apply to non-payment of fees including:

- breach of student visa conditions which may result in reporting through PRISMS
- non access to training and assessment information
- reported as course non-attendance

### Fee protection

In the circumstance of Sydney Business & Development Institute being unable to provide services for which the student has prepaid, the student will be placed into an equivalent course such that:

- the new location is suitable to the student; and
- the student receives the full services for which they have prepaid at no additional cost to the student; or
- be paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount

### Cooling off period

Student's shall be provided with sufficient materials and information including but not limited to marketing materials, enrolment form, direction to appropriate websites (i.e. [www.myskills.gov.au](http://www.myskills.gov.au)) so that they may make a fully informed decision about their enrolment into their choice of qualification and training organisation and as such the cooling off period being ten (10) working days expires on receipt of any initial payment and the initial enrolment will cease.

### Cancellations

Cancellations will be accepted with a full refund, less \$500 non-refundable administration fee up to 28 working days prior to course commencement of total course fees paid to date.

Cancellations will be accepted with a seventy-five (75) percent refund, of the enrolment fee, less \$500 non-refundable administration fee where the cancellation is less than 28 working days prior to course commencement of total course fees paid to date.



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After course commencement or the issue of login details, no refund will be issued on any fees paid including enrolment fee and administration fee.

Student's leaving the course for personal reasons may defer and be eligible for re-entry at a date not later than 6 months from the original enrolment, at the same cost as the original enrolment.

### Institute-initiated full qualification cancellations

A full refund will be given if Sydney Business & Development Institute is unable to run a course on the dates stated at time of enrolment for any reason and no suitable course or alternative provider is available.

### Deferral/suspension

Students may apply for deferral or suspension of their studies if they have good reason for doing so (compassionate or compelling circumstances). It is at the discretion of Sydney Business & Development Institute to grant or decline any student's request for deferral or suspension of studies, in accordance with its documented procedures for assessing such requests.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. Students who request a deferral will not incur an administration fee however will remain responsible for all tuition fees and debts during the enrolment period as agreed upon in the Fee Payment Advice.

Students leaving the course for personal reasons may defer or withdraw and be eligible for re-entry at a date not later than 6 months from the original enrolment, at the same cost as the original enrolment.

### Withdrawal after commencement

Application to withdraw from the enrolled course must be made in writing to the Head of Education and Training 28 days prior to the intended withdrawal date by completing the Request for Deferral, Cancellation or Withdrawal form.

Applications to withdraw from an enrolled course will incur a fee of \$500.

Students will remain responsible for all tuition fees payable on the 15<sup>th</sup> of each month and debts incurred during the 28 day notice period as agreed upon in the Fee Payment Advice. Attendance is mandatory during the 28 day notice period.

### Refunds

All applications for refunds or re-entry shall be lodged with the Head of Education and Training in writing by completing the request for refund form.

### No refund policy

We do not issue refunds if you:

- simply changed your mind
- you misused the product or service in any way that contributed to the problem
- you asked for a service to be done in a certain way against the advice of the business or were unclear about what you wanted
- a problem with a service was completely outside of the business' control
- were issued course material, commenced or logged into the course
- had poor performance preventing you completing the course
- non-attendance

### Change to course

- should a student wish to change their course, the request must be made in writing to the Institute
- for any approved changes to downgrade a course after commencement of the course, a \$500 administration fee will apply
- no charge will apply should the student wish to upgrade to a higher course
- the enrolment fee is transferable to approved course less \$500 administration fee

All applications for refunds or re-entry shall be lodged with the Head of Education and Training in writing by completing the change of course form.

### Short Courses, Units of Competency and Part Qualifications

Sydney Business & Development Institute delivers a range of short courses, Units of Competency and Part Qualifications which are designed to upskill the learner and/or prepare them for further training. Each short course, Unit of Competency or Part Qualification shall have a published commencement and completion date which is readily available and easily accessible by each potential learner.

Whilst these offerings are not a full qualification or in some circumstances not nationally recognised training, they still require significant input and preparation time.

As such the following applies to each enrolment:

- all courses must be paid for 14 days prior to the course commencement date
- no entry will be permitted into courses that are unpaid
- enrolment applications for courses valued over \$1,000 and under \$5,000 must be accompanied by a non-refundable or non-transferable administration fee of \$150
- enrolment applications for courses valued over \$5,000 must be accompanied by a non-refundable or non-transferable administration fee of \$500



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**Note:** Online enrolments, short courses, Units of Competency and Part Qualifications are considered commenced at the time we provide you with course material and login details and as such no refund is applicable once course material or login details have been issued.

### Late enrolments

Enrolling for the course within seven (7) days of the commencement date is considered a late enrolment.

As such learners enrolling late will be required to pay the full course fee at the time of enrolment and the following applies.

- no entry will be allowed into unpaid courses
- no refunds are given for cancellations

### Transfer to another short course, unit of competency or part qualification

In certain circumstances at the discretion of SBDI you may be able to transfer from one course to another.

Course fees will be carried over to the new course, plus an additional administration fee

- transfer to another course, unit of competency or part qualification valued over \$1,000 and under \$5,000 must be accompanied by a non-refundable or non-transferable administration fee of \$150
- transfer to another course, unit of competency or part qualification valued over \$5,000 must be accompanied by a non-refundable or non-transferable administration fee of \$500

to be paid by the learner before the enrolment can be processed. Changing courses will only be possible subject to availability.

### Institute initiated cancellations of a short course, unit of competency or part qualification

If a course is cancelled by SBDI (e.g. the minimum number of learners are not enrolled), an enrolled learner will be offered the next available course date or moved to the course of their choice subject to suitability and no additional fees will be incurred. All enrolment fee's will be transferred to the alternative course date or choice.