

Fees & Refunds Policy and Associated Procedures

1. Purpose

This policy sets out IOIS's approach to the fair, transparent management of fees, charges, payments, fee protection, and refunds for offshore learners. It ensures learners receive clear pre-enrolment information and that IOIS applies consistent rules and timeframes for invoicing, overdue accounts, adjustments (CT/RPL), and refunds.

Compliance anchor: Standards for RTOs 2025 (Outcome 2—pre-enrolment information & learner protection), AQF certification requirements, Australian Consumer Law (ACL).

IOIS delivers offshore only. CRICOS/ESOS/PRISMS/TPS do not apply.

2. Scope

All prospective and enrolled offshore students, IOIS staff, and approved third parties/agents involved in marketing, admissions, enrolment, finance, and student administration.

3. Principles

- Clarity & access: Fees, charges, payment schedules, and refund rules are published and provided before enrolment (website, Course Brochure, Offer Letter & Student Agreement, Student Handbook).
- Fairness: Fee arrangements are reasonable; refunds are handled consistently and in line with ACL.
- Protection of prepaid fees: IOIS maintains financial safeguards and limits advance payments, reducing student risk.
- Evidence: All payments, notices, decisions, and refunds are documented and retained for audit.

4. Information about Fees

- Prospective students can access fee information via the IOIS website/Course Brochure/Student Handbook.
- The Offer Letter & Student Agreement (OLSA) itemises: application fee, tuition fees, non-tuition fees, payment schedule, methods, due dates, and refund rules (including any statutory cooling-off rights under local consumer law, where applicable).
- Students are advised that published fees are reviewed annually; new fees ordinarily apply to new intakes only and are updated across marketing and learner information.
- All amounts are quoted in AUD unless specifically stated otherwise.

5. Schedule of Additional Fees (examples)

Fee/Charge	Amount
Deferral fee	\$100 Processing fee
Re-assessment fee (after 2 attempts)	\$50 per attempt
Late payment fee	\$100 per week in arrears
Credit Transfer	\$250 application
RPL	\$250 application + \$300 per unit assessed
Certificate re-issue	\$50

The current Fees & Charges Schedule is appended to the OLSA and published on the IOIS website.

6. Fee Protection

To minimise learner risk, IOIS:

- Does not require more than AUD \$1,500 in advance for services not yet provided. Students may opt to pay more, but IOIS will recommend staged payments.
- Maintains sufficient financial reserves to meet refund obligations at all times.
- Issues invoices by study period/milestones rather than collecting full fees upfront.

7. Payments

- Payment options and bank details are listed in the OLSA and on invoices.
- Fees must be paid by the invoice due date. Students who cannot pay on time must contact IOIS prior to the due date to discuss a plan.
- Receipts are issued for every payment; receipts are retained for ≥ 2 years after the student completes/withdraws.

7.1 Overdue Accounts (Offshore—no “reporting” language)

If payment is not received and no arrangement is in place:

1. First Warning – issued 5 working days after the due date.
2. Second Warning – issued 5 working days after the first warning.
3. Final Notice – issued 5 working days after the second warning; advises potential suspension of LMS access and/or cancellation of enrolment under the Deferral, Suspension, Withdrawal & Cancellation Policy.

4. If still unpaid: IOIS may suspend/cancel enrolment and refer the debt to a collection agency.

This replaces any CRICOS “intention to report” process and is internal to IOIS.

8. Fee Adjustments for Credit Transfer (CT) & RPL

- Where CT/RPL reduces enrolled units, IOIS reduces tuition fees pro-rata.
- Formula (guideline): $(Total\ course\ tuition \div total\ units) \times number\ of\ units\ credited = tuition\ reduction.$
- Adjusted duration/fees are confirmed in writing and reflected on the next invoice/OLSA variation.

9. Refunds

- Application fees are non-refundable, except where IOIS cancels a course before commencement.
- If IOIS cancels a course before or after commencement (“provider default”), IOIS will automatically refund applicable fees within 10 working days—no form required.
- All other refund requests must be lodged on the Refund Application Form within 10 working days of the precipitating event. IOIS will issue a written outcome within 20 working days and process any refund at that time.
- Refunds are paid in AUD to the original payer (unless legally required otherwise). Bank charges may be deducted if applicable and disclosed.
- This policy **does not limit rights under ACL**.

9.1 Refund Circumstances – IOIS Offshore Delivery

Circumstance	Refund Due
IOIS cancels a course before commencement.	Full refund of all fees paid.
IOIS cancels a course after commencement.	Full refund of unspent tuition fees, calculated as: weekly tuition x weeks in the default period (from date of default).
Student withdraws ≥ 4 weeks before commencement.	Application fee non-refundable; 100% refund of other fees.

Circumstance	Refund Due
Student withdraws < 4 weeks before commencement.	Application fee non-refundable; 90% refund of other fees.
Student does not commence on the agreed start date and has not previously withdrawn.	No refund; fees for first study period are payable.
Student withdraws after commencement.	No refund; fees for current study period are payable.
Enrolment cancelled for misconduct or serious breach of IOIS policy.	No refund; fees for current study period are payable.
Offer withdrawn due to false/misleading/incomplete information supplied by student.	No refund; fees for first study period are payable.
Overpayment of fees.	Full refund of the overpaid amount.

10. Procedures

10.1 Process Invoices

1. Set up invoices per the OLSA payment schedule (study-period/milestone based).
2. Send invoices to the student (or payer) with due dates and payment instructions.
3. Issue receipts upon payment and update accounting/SMS.
4. Retain receipts ≥ 2 years post completion/withdrawal.

10.2 Manage Overdue Fees

1. Monitor for overdue amounts daily/weekly.
2. Send Payment Reminder; allow 5 working days.
3. Issue First Warning if still unpaid; after a further 5 working days, issue Second Warning.
4. After a further 5 working days, issue Final Notice (advising possible suspension/cancellation).
5. If unresolved: action suspension/cancellation per policy; refer debt if necessary.
6. Record all notices, calls, and outcomes in the student file/SMS.

10.3 Process Refunds

1. Provider default (IOIS cancels): Notify affected students within 3 working days; process automatic refunds within 10 working days.
2. All other cases: Student submits Refund Application Form (within 10 working days of event).
3. Assess against the Refund Circumstances Table; decide and notify within 20 working days.
4. Pay refund to original payer in AUD; update accounting/SMS; file evidence.

10.4 Adjust Fees for CT/RPL

1. Confirm CT/RPL outcome in writing.
2. Apply pro-rata reduction and update invoice/OLSA.
3. Keep CT/RPL calculations and approvals on file.

11. Records & Retention

- Invoices, receipts, warnings, payment plans, refund forms/decisions: retain ≥ 2 years post completion/withdrawal.
- Policy versions/schedules: retain current and superseded copies per records management procedure.

12. Responsibilities

- **CEO:** Ensures financial safeguards and approves policy.
- **Academic (RTO) Manager:** Oversees implementation; approves fee adjustments and refunds; ensures alignment with Standards for RTOs 2025.
- **Administration & Student Support Officer:** Issues invoices, tracks payments, manages overdue notices, prepares refund calculations, maintains records.
- **Finance/Accounts (if applicable):** Bank reconciliations, payment receipts, refund disbursements.
- **Agents/Third Parties:** Must not make unapproved fee claims; must use IOIS-approved fee schedules.

13. Related Documents

- IOIS Offer Letter & Student Agreement (OLSA)
- IOIS Fees & Charges Schedule
- IOIS Refund Application Form
- IOIS Deferral, Suspension, Withdrawal & Cancellation Policy



- IOIS Complaints & Appeals Policy
- IOIS Student Handbook
- IOIS RPL Kit / Credit Transfer Form
- IOIS Records Management Procedure



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Document Version Control

Document Title	IOIS Fees & Refunds Policy and Associated Procedures	
Reviewed By	Compliance Manager	
Approved By	Chief Executive Officer	
Version	Changelog	Created / Modified Date
1.0	IOIS Fees & Refunds Policy and Associated Procedures V1.0	July 2025



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