

P20: FEES

Overseer: PBC Principal
 Approval Authority: PBC Board of Management
 Review Schedule: 3 yearly Next Review Due: Feb 2021

Review Table			
Date	Review Type <ul style="list-style-type: none"> • Scheduled • Policy amendment • Admin update 	Summary of Changes	Review person/group
29/06/09	Admin Update	Conversion from Policy Manual to new format.	Adam Niven
22/10/13	Admin Update	3.1.1.1 b Fee change	Approved by BoM 21/10/13
20/03/14	Admin Update	3.1.1.1 b and c & 3.2.1.3 b and c "week four" changed to "census date" Minor grammatical correction.	Adam Niven.
18/12/14	Admin	Minor spelling correction	Adam Niven
25/02/18	Policy amendment	Adjustments to 1.2 & 3	David Smith
14/02/2019	Policy Amendment	Updated 1.4 and added 2.3.2 as a CRICOS requirement	Hanlie van Rooyen
05/04/2019	Policy Amendment	Inserted 3 as a FEE-HELP requirement, renumbered 4.	Hanlie van Rooyen

Preamble

All fees charged and accompanying refund policies are included in the College's prospectus and published on the Web. The fees charged are published in October of the year prior to the year of study.

1. Student Fees

- 1.1. Fees can be paid in the following ways:
 - In full at the beginning of each semester.
 - Through the government FEE-HELP scheme (see Fee-Help).
 - Part up-front cash payment and part FEE-HELP funded.
- 1.2. Payments made by Credit Card may attract a 2.5% surcharge in line with real costs.

- 1.3. The fees of all Australian students are underwritten by a Tuition Assurance guarantee which was entered into as part of the approval as a Higher Education Provider.
- 1.4. The fees of all Overseas' students are insured through our contribution to the Tuition Protection Service (TPS).

2. Refund Policy

- 2.1. Australian and international students (non-student visa students)
 - 2.1.1. For Australian and non-student visa students, the following sets out the College's policy regarding the refunding of fees:
 - 2.1.1.1. When a student withdraws from any unit or the full course, the following refunds will apply:
 - a. Any time before the census date, a full refund of any tuition fees paid in advance will be granted.
 - b. If Perth Bible College withdraws its offer to provide a program to a student, fails to provide a program offered, or is terminated as a Higher Education provider (before or after the commencement of the semester), students would either receive a refund of the student contribution or tuition fee for any incomplete units of study or the funds would be transferred, with the student's agreement, to the second provider with which they enrol.
 - c. This agreement does not remove the right to take further action under Australia's Consumer Protection Laws.
- 2.2. Overseas students
 - 2.2.1. For students on an international student visa, the following sets out the College's policy regarding the refunding of fees for overseas students:
 - 2.2.1.1. No refund for the application fee paid will be given.
 - 2.2.1.2. If a student's application for a student visa is unsuccessful, a full refund of any tuition fees paid in advance will be granted.
 - 2.2.1.3. When an overseas student withdraws from their course, the following refunds will apply:

- a. Any time before the semester commences, a full refund of any tuition fees paid in advance will be granted;
- b. After the semester commences and until the census date of the semester, 50% of the semester's fee will be refunded; and
- c. After the census date of the semester, no refund will be granted of the semester fees.
- d. If Perth Bible College withdraws its offer to provide a program to a student, fails to provide a program offered, or is terminated as a Higher Education provider (before or after the commencement of the semester), the provider default provisions of the ESOS Act 2000 will apply.
- e. If Perth Bible College withdraws a student from a program because the student has seriously breached the international student visa conditions or rules of Perth Bible College after the commencement of the semester, no refund will be granted for that semester's fees.
- f. This agreement does not remove the right to take further action under Australia's Consumer Protection Laws.

2.3. Application for Refund

2.3.1. Refunds will be processed upon the receipt of written notification of a change of enrolment. A Change of Enrolment form is considered as an appropriate form of notification.

2.3.2. In the event of a student's death or incapacitation, the refund(s) will be paid to the person(s) and/or institution(s) nominated by the student on their "Third Party Reimbursement Nomination" Form, which is included in their Letter of Offer.

3. Procedures for Re-Crediting a FEE-HELP Balance under 'Special Circumstances'

3.1. If a student paid their fees through FEE-HELP and fails to withdraw from a unit of study before census date and a deferral, according to P03: ENROLMENT, subsection 4 is not applicable, they can apply to have their FEE-HELP debt re-credited. This is only possible if they meet the criteria for 'special circumstances'.

- 3.2. To meet special circumstances, a student needs to provide documentary evidence of circumstances that:
 - 3.2.1. were beyond their control,
 - 3.2.2. did not make the full impact on the student until on or after the census date(s) of the unit(s); and
 - 3.2.3. made it impossible for the student to complete the unit(s).
- 3.3. The student needs to submit an application for re-crediting their FEE-HELP debt under 'Special Circumstances' within 12 months of the census date of that unit(s) by writing to the PBC College Administrator at 1 College Court, Karrinyup, WA 6018 or by email on kminetto@pbc.wa.edu.au.
- 3.4. PBC might give the student more time if it was not possible for them to apply within 12 months.
- 3.5. The College Administrator, the Dean of Students and the Dean of Studies will consider the application and the documentary evidence to confirm 3.1.1., 3.1.2. and 3.1.3. applies to the described circumstances.
- 3.6. If the abovementioned process delivers a positive outcome, the student will be notified in writing within 28 days, and their FEE-HELP balance will be re-credited with the applicable amount.
- 3.7. If the abovementioned process does not deliver a positive outcome, the student will be notified in writing within 28 days, including reasons for the decision.
- 3.8. If the student is not satisfied with PBC's decision, they can submit a formal grievance as outlined in P22: GRIEVANCE PROCEDURES. This must be done in writing within 28 days of receiving the decision.
- 3.9. If the student is not satisfied with the outcome of the internal grievance process, they can apply for an external review with the Administrative Appeals Tribunal (AAT) <https://www.aat.gov.au/> within 28 days; in person at Level 13, 111 St Georges Terrace, Perth WA, by email at generalreviews@aat.gov.au, by mail at GPO Box 9955, Perth WA 6848, or by fax at 08 6222 7299.

4. Discounts

- 4.1. **Staff Discount 50%** - All Staff, including their family members, are eligible for this discount on PBC courses.