

# **Fees and Refund Policy**

## **1. Purpose**

The primary purpose of this Fees and Refund Policy is to establish a clear and structured framework governing all financial transactions between the Universal Institute of Education and its students. This framework encompasses all applicable course fees, associated charges, and the conditions under which refunds may be issued. The policy ensures that the application of fees and charges is carried out consistently and fairly, adhering to the guidelines set out within this document.

The management of Universal Institute of Education undertakes regular reviews of these fees and charges. This proactive approach ensures that the financial obligations placed on students are both reasonable and justifiable, being calculated and levied in accordance with prevailing market research and relevant government guidelines.

Universal Institute of Education reserves the right to charge fees for the various services it provides to students who are undertaking a course of study. This extends to other related services that the Institute may offer.

Transparency, sound governance, and diligent management of fees and charges are considered paramount. These elements are crucial for maintaining financial transparency within the institution and for ensuring that students' rights and responsibilities, concerning their financial obligations, are clearly articulated, understood, and consistently upheld.

## **2. Scope**

This policy has a specific scope of application. It is designed to apply exclusively to all domestic students who are officially enrolled in nationally recognized training courses offered at the Institute. This delineation ensures clarity regarding who is governed by the guidelines herein.

## **3. Fee Structure**

The policy outlines a clear fee structure, comprising several distinct categories:

- **Tuition Fees:** These fees are directly associated with the cost of the course or qualification in which the student is enrolled. The precise amount of tuition fees will be explicitly specified in the course information provided to the student.
- **Material Fees:** Certain courses may necessitate the use of specific materials or resources. Material fees are levied to cover the cost of these items, ensuring that students have access to the tools they need for effective learning.

- **Administration Fees:** These are non-refundable fees charged for various administrative services provided by the Institute. These fees contribute to the costs associated with processing applications, maintaining student records, and other essential administrative functions.

To ensure that students are fully informed of the financial implications of their enrolment, the complete fee structure is provided to students prior to the enrolment process. Additionally, this information is readily available to students upon request, ensuring transparency and open communication.

## 4. Payment Terms

### • 4.1 Payment Structure

- The policy establishes a general payment structure based on installments.
- The first installment is typically due within 7 days after the student's enrolment is confirmed. This initial payment secures the student's place in the course.
- A second installment is scheduled to be paid 21 days after the due date of the first installment. This staggered payment approach aims to ease the financial burden on students.
- It is important to note that installment percentages and specific due dates may be subject to variation. These variations can occur based on the specifics of the student's individual enrolment agreement or their unique circumstances. Any such variations will be clearly communicated and agreed upon with the student.

### • 4.2 Payment Methods

- The Institute offers a variety of payment methods to provide flexibility and convenience to students.
- These methods include, but are not limited to, bank transfer, credit card payments, and other approved methods. The availability of multiple options ensures that students can choose the method that best suits their needs.

### • 4.3 Payment Plans

- Recognizing that some students may require alternative payment arrangements, the Institute may offer payment plans.
- The availability of payment plans is subject to request and must be agreed upon by both the student and the Institute prior to the student's enrolment. The terms and conditions of any payment plan will be clearly documented.

## 5. Refund Conditions

The policy outlines specific conditions under which refunds may be granted:

- **5.1 Refunds Within 14 Days of Application**

- If a student withdraws from a course within 14 days of their application date, they may be eligible for a refund.
- In such cases, a \$300 administration fee will be deducted from the total course fee. This fee covers the administrative costs incurred by the Institute in processing the application and subsequent withdrawal.
- The remaining balance of the course fee, after the deduction of the administration fee, will be refunded to the student.

- **5.2 Refunds Within 28 Days of Application**

- If a student withdraws from a course after 14 days but within 28 days of their application date, a different refund condition applies.
- In this scenario, 50% of the total course fee will be retained by the Institute. This retention partially compensates the Institute for costs incurred.
- The remaining 50% of the course fee will be refunded to the student.

- **5.3 No Refunds After 28 Days of Application (Post-Census Date)**

- Beyond 28 days from the application date, or after the census date (if applicable), no refunds will be issued.
- The census date is a critical point in time defined by the Institute, and it signifies the last date for changes in enrolment to avoid financial penalty.
- The policy clearly states that once this period has elapsed, the student is no longer eligible for any refund of course fees.

## 6. Refund Application Process

To ensure a systematic and auditable approach to refund requests, the following process is in place:

- **Submission:** Students who wish to request a refund must submit their request in writing. This formal submission must be made using the official Refund Request Form. The Refund Request Form is readily accessible from the administration office or available online for download.

- **Documentation:** It is the student's responsibility to include all relevant supporting documents with their refund request. These documents may include evidence of extenuating circumstances, withdrawal notifications, or any other information that supports the student's claim for a refund.
- **Processing Time:** The Institute is committed to processing refund applications in a timely manner. Refund applications will be processed within a reasonable timeframe, with an example being 28 days from the date of submission. Students will be kept informed of the progress of their application.

## **8. Appeals**

The policy also includes a mechanism for students to appeal a refund decision:

- If a student is dissatisfied with the outcome of their refund application, they have the right to appeal the decision.
- The appeal process is governed by the Institute's broader Complaints and Appeals Policy, which provides a framework for addressing student grievances.
- To initiate an appeal, the student must submit their appeal within 10 business days from the date they receive the refund decision. This timeframe ensures that appeals are addressed promptly.