

Policy number	P18	Version	10
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## 1. Purpose

This document sets out the policy and procedures concerning fees, charges and refunds at the National Institute of Organisation Dynamics Australia (NIODA).

## 2. Scope

This policy applies to all students and candidates in NIODA accredited academic programs.

## 3. Fee Schedule

The Course Information Guide details the fee schedule for each year. This is available on the NIODA website with fee scheduling updated in October of each year.

Fees are subject to a 5% annual increase, rounded to the nearest \$100.

## 4. Payment of fees

Fees are invoiced before the relevant census date for each subject.

For students and candidates not utilising FEE-HELP, payment for all fees should be by direct deposit or credit card made payable to NIODA. Fees must be paid in full, on a date determined by NIODA that is at least two weeks prior to the commencement of the semester in which the student/candidate is enrolled, unless a payment plan is negotiated. Any fees not paid in full by the date of the subject census or payment plan payment, will be subject to overdue fees, please refer to 4.2 in this policy.

### 4.1. Payment discount

Fees that are paid in full at least two weeks prior to the commencement of the subject in which the student/candidate is enrolled, may be eligible for a 3% if requested at the time of making the payment. This discount does not apply to FEE-HELP.

### 4.2. Payment Plan

4.2.1. A student/candidate may request the Administration Lead by email to schedule instalment payments to be completed within the semester of study by requesting a payment plan to [accounts@nioda.org.au](mailto:accounts@nioda.org.au).

4.2.2. If a student/candidate faces extenuating financial circumstances, through discussion with the Administration Lead, a legally binding payment agreement may be established beyond the semester of study with, a double signed document agreement in PDF

4.2.3. When instalment payment schedules are completed an email stating this is to be sent to the student/candidate within one week of the final payment

4.2.4. A student/candidate may not receive a Statement of Results, or Statement of Attainment if subject fees are overdue

4.2.5. A student/candidate may not graduate until all payments have been completed

Students/candidates taking Leave of Absence after the subject census\* date are charged full fees for that subject.

Withdrawal after the subject census date results in no refund of the relevant subject's fees.

\*For the master's degree and nested courses census dates for subjects are published on the NIODA website by 1 April for all subjects falling in the second semester of that year and by 1 November for subjects delivered in the first semester of the following year.

\*For the PhD degree census dates for subjects are published on the NIODA website by 1 April for all subjects falling in the second semester of that year and by 1 November for subjects delivered in the first semester of the following year.

### 4.3. Overdue payments and fees

Students and candidates that have not paid their invoice in full by the date of the subject census or are more than four weeks past the payment plan due date may:

- be restricted from accessing NIODA folders, subject materials, and email address
- incur a late fee charge of AUD\$80
- incur compounding daily interest charges (at the current interest rate of NIODA's NAB interest account) on the amount outstanding (or amount overdue if on payment plan)

Payments that are more than 90 days overdue are to be brought to the attention of the CEO and where necessary to the Finance and Risk Management Committee for discussion of action to be taken. This action may include but not be limited to; a payment plan if appropriate; debt recovery using debt collection agencies. Any extra expenses will be the liability of the candidate/student. Any payment plan that is entered into will become void if payments are not received in a timely manner; a timely manner would be considered four weeks of due date.

If a student/candidate is experiencing hardship, an application for special consideration may be made to [accounts@nioda.org.au](mailto:accounts@nioda.org.au). Documented evidence is to be provided to support the application. Evidence may include medical certificates, financial institution letters, work or other references relating to the circumstances.

## 5. Refunds

A refund of fees is made in the following circumstances:

- a. If a student/candidate withdraws from a subject prior to 5 pm on the census date for the relevant subject
- b. If NIODA is unable to provide or ceases to provide the subject for which the student/candidate has applied or is enrolled
- c. After 5 pm on the census date if special circumstances are approved (see 5.2).

### 5.1. Refund Process

- 5.1.1. When a student/candidate withdraws from a subject prior to or on the census date prior to 5 pm for the relevant subject, a refund is automatically arranged
- 5.1.2. If NIODA is unable to provide, or ceases to provide, the subject for which the student/candidate has applied or is enrolled all students/candidates affected are sent a full refund of fees paid for the subject
- 5.1.3. If a student/candidate withdraws from a subject after the census date or does not successfully complete the subject due to special circumstances, an application may be made following the process outlined in 5.2.

### 5.2. Refunds for withdrawal after a census date where a subject is not successfully completed due to special circumstances

- 5.2.1. *Students/candidates not utilising FEE-HELP*

For the master's and nested degrees to have fees refunded under special circumstances, a written application should be made to either the Master's Leadership Team for master's students ([masters.leadership@nioda.org.au](mailto:masters.leadership@nioda.org.au)) or to the PhD Course Committee for PhD candidates ([phd@nioda.org.au](mailto:phd@nioda.org.au)). Special circumstances are those situations that:

- were beyond the student's/candidate's control, and
- did not make their full impact on the student/PhD candidate until on or after the census date for the subject in question, and
- made it impractical for the student/candidate to complete the requirements for the subject in the period during which the subject was undertaken or was to be undertaken

Documented evidence is to be provided to support the application. Evidence may include medical certificates, work or other references relating to the circumstances.

An application can be made up to 12 months from the withdrawal date or, if the student/candidate did not withdraw 12 months after the completion date of the subject.

On receipt of the application a member of the relevant committee will arrange a meeting to discuss the application with the student/candidate. The student/candidate is entitled to bring a support person to this meeting.

Advice of outcome will be provided to the student/candidate within five business days.

### *Appealing decisions*

Students/candidates have the right to appeal a decision to not refund their student fees. There is a 28 day time limit after receipt of the original decision for submission of an appeal application to the CEO ([ceo@nioda.org.au](mailto:ceo@nioda.org.au)).

#### 5.2.2. *Students/candidates utilising FEE-HELP*

For the master's and nested degrees to have fees refunded under special circumstances a written application should be made to the Master's Leadership Team ([masters.leadership@nioda.org.au](mailto:masters.leadership@nioda.org.au)) and for PhD candidates to the PhD Course Committee ([phd@nioda.org.au](mailto:phd@nioda.org.au)). Special circumstances are those situations that:

- were beyond the student/PhD candidate's control, and
- did not make their full impact on the student/candidate until on or after the census date for subject in question, and
- made it impractical for the student/candidate to complete the requirements for the subject in the period during which the subject was undertaken, or was to be undertaken

Documented evidence is to be provided to support the application. Evidence may include medical certificates, work or other references relating to the circumstances.

An application can be made up to 12 months from the withdrawal date or, if the student/candidate did not withdraw 12 months after the completion date of the subject.

On receipt of the application a member of the relevant committee will arrange a meeting to discuss the application with the student/candidate. The student/candidate is entitled to bring a support person to this meeting.

Advice of outcome from will be provided to the student/candidate within five business days of a response from the Education Department.

### *Appealing decisions*

Students/candidates have the right to appeal a decision to not re-credit or remit their loan scheme debt. There is a 28 day time limit after receipt of the original decision for submitting an appeal application to the CEO ([ceo@nioda.org.au](mailto:ceo@nioda.org.au)).

### **6. Grievances**

Grievances and appeals relating to fees, charges and refunds should be taken up as per the NIODA Grievance Policy. The Grievance Policy is published on the NIODA website <https://www.nioda.org.au/policies>.

### **7. External Review**

Students and candidates have the right to complain to the National Student Ombudsman, a free and independent service for students to resolve complaints about their higher education provider.

Website: <https://www.nso.gov.au/making-a-complaint>

Telephone: 1300 395 775

Students/candidates also have the right to apply to the Administrative Appeals Tribunal (AAT) for a review of the original decision or a decision that has been reviewed. Students/PhD candidates should be aware that the other party at the AAT will be the Department of Education and Training and that NIODA will forward all relevant documents to the department.

The standard application fee for an AAT review is approximately \$920 which the student/candidate is required to pay. This cost may be subject to change. There are some exceptions to this cost including for students/PhD candidates on Austudy or Abstudy or where financial hardship can be proven.

The nearest registry of the AAT is Level 4, 15 William St, Melbourne VIC 3000. AAT contact details are:

Email: [generalreviews@aat.gov.au](mailto:generalreviews@aat.gov.au)

Post: GPO Box 9955, Melbourne, VIC 3001

Website: <http://www.aat.gov.au>

### **8. Publication**

This policy is publicly available on the NIODA website <https://www.nioda.org.au/policies>.

### **9. Related documents**

Course Information Guides

Eligibility, Admissions and Enrolment Policy

Grievance Policy

Guidelines in the Event of Course Discontinuation