

# Policy – Fees and Charges, Refunds and Withdrawals for Navitas Professional Programs

**Navitas Professional**  
**ABN 25 100 404 199**

## Document

|                           |  |
|---------------------------|--|
| <b>Document I.D.</b>      | NP-01.01-16P Fees and Charges, Refunds and Withdrawals for Navitas Professional Programs |
| <b>Responsibility</b>     | Director, NP   |
| <b>Initial Issue Date</b> | 1 May 2015   |

## Version Control

| <b>Issue Date:</b> | <b>Summary of Changes</b>   | <b>Review Date</b> |
|--------------------|---|--------------------|
| 1 May 2015         | Initial document, v1.0  | 1 May 2017         |
| 16 November 2015   | Minor typographical corrections, v1.1   | 1 May 2017         |
| 8 April 2016       | Changes to short course fees and refunds, v2.0  | 1 May 2017         |
| 22 June 2016       | Change to ACS tuition fee, minor grammatical error corrected, v2.1                            | 1 May 2017         |
| 1 July 2016        | Change to instalment payment options, v2.2  | 1 May 2017         |
| 1 November 2016    | Change credit card fee to 1.5%, v2.3  | 1 May 2017         |
| 30 August 2017     | Addition of Study to Work, Removal of EEP and reduction of credit card fee to 0.2%, v2.4      | 1 Oct 2017         |
| 1 February 2018    | Change of Business Unit name; update in line with review; update tuition fee information v2.5 | 1 February 2020    |
| 5 April 2018       | Change of SMIPA to Accounting Professional Year Program v2.6                                  | 5 April 2020       |

# 1. Purpose and Scope

The purpose of this Policy is to ensure that fees, charges, refunds and withdrawals are collected and administered in accordance with provisions of applicable legislative and contractual requirements.

For Fees and charges that may be applicable to transfers and deferrals refer to the NP Transfer and Deferrals Policy.

This policy applies to program applicants and all participants who are currently enrolled in Navitas Professional programs.

# 2. Policy

## 2.1. Fees and Charges

2.1.1. Fees and charges are provided to the applicant prior to the time of enrolment through the relevant Navitas Professional Program webpage: <http://navitas-internships.com/programs/>.

2.1.2. Fees and charges are reviewed annually, and current fees and charges are as noted on the relevant Navitas Professional Program webpage: <http://navitas-internships.com/programs/>.

2.1.3. Application fees are payable with submission of an application and are non-refundable.

2.1.4. Participants will not be able to continue in their program if instalment payments are not paid by the due date shown on the invoice unless the State Operations Manager approves extension arrangements.

2.1.5. Late payments will incur an administrative fee of \$250.

2.1.6. All credit card payments will incur a 0.2% transaction fee to cover bank charges.

2.1.7. Participants who default on payment will be referred to a debt collection and credit rating agency.

See Schedule 1 for a detailed list of fees and charges by Program

Note: Engineering Education Australia will be paid by the applicant directly for the Professional Year Program. Navitas Professional does not administer fees on their behalf.

## 2.2. Refunds

2.2.1 Terms and conditions for refunds are provided to the participant through the applicable Program Application Form.

2.2.2 Participants are bound by the terms and conditions set out on the applicable Program Application Form and in the Participant's Handbook.

2.2.3 Refunds must be requested in writing using a refund request form.

2.2.4 To be considered for a refund a withdrawal must be made in writing using the applicable program withdrawal form.

2.2.5 A pro-rata refund of fees and charges paid may be granted if a participant withdraws for reasons of exceptional circumstances and at the discretion of the Director NP.

2.2.6 The Director NP reserves the right to grant refunds on a case-by-case basis. See Schedule 2: Applicable Refunds by Program

### 2.3. Withdrawals

2.3.1. Participants wishing to withdraw from a program must submit the applicable program Withdrawal Form.

2.3.2. Navitas Professional will make no refund of tuition fees if written notice of withdrawal is received after the commencement of the program.

2.3.3. Applicants who withdraw after the commencement of the program are liable for all tuition fees.

See Schedule 3: Withdrawal Process

## 3. Responsibilities

The following are responsible for this policy:

- The **Director, NP** is accountable for the ongoing development, approval, implementation, dissemination and effectiveness of this Policy and the supporting processes and documentation.
- The **National Business Manager, NP** and **State Operations Managers, NP** are responsible for ensuring that all team members are aware of this Policy and their responsibilities defined herein.
- **NP employees** are responsible for being aware of and complying with this Policy.

## 4. Definitions

Unless the contrary intention is expressed in this Policy, the following words (when used in this policy) have the meaning set out below:

- **EEA** – Engineering Education Australia
- **Accounting PYP** – Accounting Professional Year Program
- **ACS** – Australian Computer Society
- **NP** – Navitas Professional

## 5. Review

This Policy is reviewed every two years by the relevant manager to ensure alignment to appropriate strategic direction and its continued relevance to Navitas Professional's current and planned operations.

The next scheduled review of this document is listed in the Version Control section on Page 1.

## 6. Records

All records in relation to this policy will be managed as follows

| Record type                     | Responsible                 | Location                 | Retention |
|---------------------------------|-----------------------------|--------------------------|-----------|
| <b>Program Application Form</b> | State Administration Office | Participant's file - WIP | 7 years   |
| <b>Withdrawal Form</b>          | State Administration Office | Participant's file - WIP | 7 years   |

## 7. Related documents

- CI-01.01-10P Professional Year Accreditation and Regulatory Requirements Policy
- NP-01.01-14P Transfer and Deferrals Policy
- NP-01.01-19P Internship Framework Policy
- PYP Application and Registration Form
- CEP Application and Registration Form
- NPIP Application and Registration Form
- PYP Participant Handbook; CEP Participant handbook; NPIP Participant Handbook
- ACS PY Withdrawal Application Form; CEP Withdrawal Form; EEA PY Withdrawal Request Form; NPIP Withdrawal Form; PYP Withdrawal Form; Study to Work Withdrawal Form
- Participant Invoices

## Schedule 1 - Fees and Charges by Program

### Australian Computer Society (ACS) – Professional Year Program

|  |   |
|--|---|
| Application Fee \$250  | Payable when applicants submit an application to Navitas for the Professional Year Program. This fee is not refundable.   |
| Tuition Fee \$11,950   | The tuition fee of \$12,930.00 (which includes the insurance for the program) is payable two weeks prior to the commencement unless paying in instalments (four payments)                 |
| Total fees if not paying in instalments \$12,200                             |   |
| Instalment Administrative Fee \$100  | There is a \$100 administrative fee if payment is made by instalments   |
| Late payments \$250  | Participants will not be able to continue with the program if instalments are not paid by the due dates shown on the invoice <sup>^</sup> . Late payments will incur a late fee of \$250. |
| If Tuition fees are paid in instalments total fees payable will be \$12,300* |   |

### ACS Fees Paid by Instalments\*

| Instalment                 | Amount  | Due                             | Invoice Issued     |
|----------------------------|---------|---------------------------------|--------------------|
| 1 <sup>st</sup> Instalment | \$1,550 | Two weeks prior to commencement | In Letter of Offer |
| 2 <sup>nd</sup> Instalment | \$1,500 | Week 4                          | At commencement    |
| 3 <sup>rd</sup> Instalment | \$1,500 | Week 8                          | At commencement    |
| 4 <sup>th</sup> Instalment | \$1,500 | Week 12                         | At commencement    |
| 5 <sup>th</sup> Instalment | \$1,500 | Week 16                         | At commencement    |
| 6 <sup>th</sup> Instalment | \$1,500 | Week 20                         | At commencement    |
| 7 <sup>th</sup> Instalment | \$1,500 | Week 24                         | At commencement    |
| 8 <sup>th</sup> Instalment | \$1,500 | Week 28                         | At commencement    |

\*Note payment by instalment includes a \$100 administrative fee

^Instatement extensions of up to two (2) weeks may be granted at the discretion of the State Operations Manager, no more than two (2) extensions may be granted to any one participant.

Please note that the internship component of the ACS - Professional Year Program attracts GST

### Accounting Professional Year Program

|  |   |
|--|---|
| Application Fee \$250  | Payable when applicants submit their application to Navitas for the Professional Year Program. This fee is not refundable.  |
| Tuition Fee \$10,900   | The tuition fee of \$12,700 (which includes the insurance for the program) is payable two weeks prior to the commencement unless paying in instalments (four payments)                    |
| Total fees if not paying in instalments \$11,150                             |   |
| Instalment Administrative Fee \$100  | There is a \$100 administrative fee if payment is made by instalments   |
| Late payments \$250  | Participants will not be able to continue with the program if instalments are not paid by the due dates shown on the invoice <sup>^</sup> . Late payments will incur a late fee of \$250. |
| If Tuition fees are paid in instalments total fees payable will be \$13,050* |   |

### Accounting PYP Fees Paid by Instalments\*

| Instalment | Amount | Due | Invoice Issued |
|------------|--------|-----|----------------|
|------------|--------|-----|----------------|

|                            |         |                                 |                    |
|----------------------------|---------|---------------------------------|--------------------|
| 1 <sup>st</sup> Instalment | \$1,900 | Two weeks prior to commencement | In Letter of Offer |
| 2 <sup>nd</sup> Instalment | \$1,300 | Week 4                          | At commencement    |
| 3 <sup>rd</sup> Instalment | \$1,300 | Week 8                          | At commencement    |
| 4 <sup>th</sup> Instalment | \$1,300 | Week 12                         | At commencement    |
| 5 <sup>th</sup> Instalment | \$1,300 | Week 16                         | At commencement    |
| 6 <sup>th</sup> Instalment | \$1,300 | Week 20                         | At commencement    |
| 7 <sup>th</sup> Instalment | \$1,300 | Week 24                         | At commencement    |
| 8 <sup>th</sup> Instalment | \$1,300 | Week 28                         | At commencement    |

\*Note payment by instalment includes a \$100 administrative fee

^Instatement extensions of up to two (2) weeks may be granted at the discretion of the State Operations Manager, no more than two (2) extensions may be granted to any one participant. Please note that the internship component of the Accounting Professional Year Program attracts GST

## Engineering Education Australia (EEA) – Professional Year Program

Engineering Education Australia charges tuition fees directly to the participant. See EEA website for Fee structure at <http://www.eeaut.com.au/professionalyear.html>

## Career Experience Program (CEP)

|                               |   |
|-------------------------------|---|
| Application Fee \$250         | Payable upon application. This fee is not refundable.   |
| Program Fee \$2,700           | Payable a minimum of two weeks prior to course commencement.  |
| Individual Workshop Fee \$400 | Payable a minimum of two weeks prior to commencement of workshop.   |
| Specialist Fee \$300          | For internships that are in a specialist area. Applicants will be advised on application if their internship will incur this fee. |

Please note that the internship component of the Career Experience Program (CEP) attracts GST

## Navitas Professional Internship Program (NPIP)

|                       |  |
|-----------------------|--|
| Application Fee \$500 | Payable when applicants have been interviewed by Navitas Professional and accepted into the program. This fee is not refundable. |
|-----------------------|--|

|                      |  |
|----------------------|--|
| Program Fee \$1,500  | For internships that are non-specialist such as Information Technology, Human Resources, Marketing, Business Administration etc.<br>There is no difference in price for the length of the internship |
| Specialist Fee \$300 | For internships that are in a specialist area. Applicants will be advised on application if their internship will incur this fee.  |

Please note that the internship component of the Navitas Professional Internship Program (NPIP) attracts GST

## Study to Work

|                       |   |
|-----------------------|---|
| Application Fee \$500 | Payable when applicants have been assessed by Navitas Professional and accepted into the program. This fee is not refundable. |
| Program Fee \$1,250   | For eligible students who are required to pay for their own Study to Work course. Payable once accepted into the program.     |

## Schedule 2 – Applicable Refunds by Program

### ACS and Accounting Professional Year Program Refunds

#### *Option 1 (Full Payment) – Full Refund*

Navitas Professional agrees to refund to the original fee paying party upon receipt of written notice of cancellation by the applicant, all tuition fees paid:

- Where Navitas Professional is unable to offer the Accounting PYP /ACS Professional Year Program
- Where Navitas Professional refuses the application for enrolment.
- Where written notice of cancellation is received more than 28 days prior to the commencement of the program. *Option 1 (Full Payment) - Partial Refund*

Navitas Professional agrees to refund to the original fee paying party upon written notice of cancellation by the applicant, all tuition fees paid, less amounts retained below:

- If written cancellation is received less than 28 days prior to the commencement of the program, Navitas will retain a non-refundable amount equal to 35% of the tuition fee.

#### *Option 1 (Full Payment) - No refund*

Navitas Professional will make no refund of the application fee.

Navitas Professional will make no refund of the tuition fees if:

- Written notice of withdrawal is received after the commencement of the program.

#### *Option 2 (Instalments) - Full refund*

Navitas Professional agrees to refund to the original fee paying party upon receipt of written notice of cancellation by the applicant, all tuition fees paid:

- Where Navitas Professional is unable to offer the Accounting PYP / ACS Professional Year Program ACS.
- Where Navitas Professional refuses the application for enrolment.
- Where written notice of cancellation is received more than 28 days prior to the commencement of the program.

#### *Option 2 (Instalments) - Partial refund*

Navitas Professional agrees to refund to the original fee paying party upon written notice of cancellation by the applicant, all tuition fees paid, less amounts retained below:

- If written cancellation is received less than 28 days prior to the commencement of the program, Navitas Professional will retain a non-refundable amount equal to Instalment 1.

#### *Option 2 (Instalments) No refund*

Navitas Professional will make no refund of the application fee.

Navitas Professional will make no refund of the tuition fees if:

- Written notice of withdrawal is received after the commencement of the program. Applicants who withdraw after the commencement of the program are still liable for all tuition fees.
- The applicant provides false or fraudulent information/documentation.

## EEA Professional Year Program Refunds

- There are no refunds once the Professional Year Program has commenced.

## Career Experience Program Refunds

### *Full refund*

Navitas Professional agrees to refund to the original fee paying party upon receipt of written notice of cancellation by the applicant, all tuition fees paid:

- Where Navitas Professional is unable to offer the Career Experience Program.
- Where Navitas Professional refuses the application for enrolment.
- Where written notice of cancellation is received more than 28 days prior to the commencement of the program.

### *Partial refund*

Navitas Professional agrees to refund to the original fee paying party upon written notice of cancellation by the applicant, the tuition fee paid, less amounts retained below:

- If written cancellation is received less than 28 days prior to the commencement of the program, Navitas Professional will retain a non-refundable amount equal to 35% of the tuition fee.

### *No refund*

Navitas Professional will make no refund of the application fee.

Navitas Professional will make no refund of the tuition fees if:

- Written notice of withdrawal is received after the commencement of the program. Applicants who withdraw after the commencement of the program are still liable for all tuition fees.
- The applicant provides false or fraudulent information/documentation.



## Navitas Professional Internship Program Refunds

### *Full refund*

Navitas Professional agrees to refund to the original fee paying party upon receipt of written notice of cancellation by the applicant, all tuition fees paid:

- Where Navitas Professional is unable to offer the Navitas Professional Internship Program;
- Where Navitas Professional refuses the application for enrolment;
- Where written notice of cancellation is received more than 28 days prior to the commencement of the program.

### *Partial refund*

Navitas Professional agrees to refund to the original fee paying party upon written notice of cancellation by the applicant, the tuition fee paid, less amounts retained below:

- If written cancellation is received less than 28 days prior to the commencement of the program, Navitas Professional will retain a non-refundable amount equal to 35% of the tuition fee.

### *No refund*

Navitas Professional will make no refund of the application fee.

Navitas Professional will make no refund of the tuition fees if:

- Written notice of withdrawal is received after the commencement of the program. Applicants who withdraw after the commencement of the program are still liable for all tuition fees.
- The applicant provides false or fraudulent information/documentation.

## Study to Work

### *Full refund*

Navitas Professional agrees to refund to the original fee paying party upon receipt of written notice of cancellation by the applicant, all tuition fees paid:

- Where Navitas Professional is unable to offer the Study to Work Program;
- Where Navitas Professional refuses the application for enrolment;
- Where written notice of cancellation is received before any liaison is conducted with a Navitas Careers & Internships staff member. *Partial refund*

Navitas Professional agrees to refund to the original fee paying party upon written notice of cancellation by the applicant, the tuition fee paid, less amounts retained below:

- If written cancellation is received after being assessed as eligible for the Study to Work program, but the applicant has not commenced any program related activity (Internship Placement Coordinator one-on-one meeting, workshop, accessing online resources such as Moodle, Lynda, MyNavCV and SONIA), Navitas Professional will retain a non-refundable amount equal to 50% of the tuition fee.
- If written cancellation is received after the applicant has commenced any program related activity (Internship Placement Coordinator one-on-one meeting, workshop, accessing online resources such as Moodle, Lynda, MyNavCV and SONIA), and the applicant experiences exceptional circumstances during these activities that prevent them from continuing, Navitas Professional will retain a non-refundable amount equal to 50% of the tuition fee.

### *No refund*

Navitas Professional will make no refund of the tuition fees if:

- Written notice of withdrawal is received after the commencement of any program related activities (Internship Placement Coordinator one-on-one meeting, workshop, accessing online resources such as Moodle, Lynda, MyNavCV and SONIA). Applicants who withdraw after the commencement of the program are still liable for all tuition fees.
- The applicant provides false or fraudulent information/documentation.

## Schedule 3 - Withdrawals Process

### ACS Professional Year Participants Withdrawal Process

An *'ACS PY Withdrawal Application Form'* needs to be completed and this should include the participant's reason for withdrawal. These forms can be obtained from the participant's local Navitas Professional office. Once completed the form is returned to Navitas Professional who will forward to the ACS on the participant's behalf. As per the Terms & Conditions on the professional year application form, any outstanding tuition fees will need to be paid at time of withdrawal.

### EEA Professional Year Participants Withdrawal Process

An *'EEA PY Withdrawal Request Form'* needs to be completed and this should include participant's reason for withdrawal. These forms can be obtained from the participant's local Navitas Professional office. Once completed the form is returned to Navitas Professional who will forward it to EEA on the participant's behalf. EEA will contact the participant directly should any outstanding fees be payable at the time of withdrawal.

### Accounting Professional Year Program Participants Withdrawal Process

A Navitas Professional *'PYP Withdrawal Form'* needs to be completed and this should include the participant's reason for withdrawal. These forms can be obtained from the participant's local Navitas Professional office. Once completed the form is returned to Navitas Professional, as per the Terms & Conditions on the professional year application form, any outstanding tuition fees will need to be paid at time of withdrawal.

### Career Experience Program Withdrawal Process

A Navitas Professional *'CEP Withdrawal Form'* needs to be completed and this should include the participant's reason for withdrawal. These forms can be obtained from the participant's local Navitas Professional office. Once completed the form is returned to Navitas Professional, as per the Terms & Conditions of the Career Experience Program.

### Navitas Professional Internship Program Withdrawal Process

A Navitas Professional *'NPIP Withdrawal Form'* needs to be completed and this should include the participant's reason for withdrawal. These forms can be obtained from the participant's local Navitas Professional office. Once completed the form is returned to Navitas Professional, as per the Terms & Conditions of the Navitas Professional Internship Program.

### Study to Work Withdrawal Process

A Navitas Professional *'Study to Work Withdrawal Form'* needs to be completed and this should include the participant's reason for withdrawal. These forms can be obtained from the participant's local Navitas Professional office. Once completed the form is returned to Navitas Professional, as per the Terms & Conditions of the Study to Work Program.