

FEES CHARGES AND REFUNDS POLICY

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Approved by ABG on	25 September 2015	Scheduled review date	September 2017

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 in NIODA academic programs.

3 Fee Schedule

The Course information brochure 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 \$10.

4 Payment of fees

Fees will be invoiced semester by semester.

Payment for all fees should be by direct deposit, credit card or cheque 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 semester in which the student is enrolled.

Students taking Leave of Absence after the beginning of the semester will be charged full fees for that semester.

Withdrawal after the first class of semester will result in no refund of the relevant semester's fees.

5 Refunds

4.1 Total Refund

A total refund of fees will be made in the following circumstances:

- if an offer of a place is withdrawn by NIODA
- if NIODA is unable to provide or ceases to provide the subject for which the student has applied or is enrolled
- if a student fails a pre-requisite and is thus not permitted to re-enrol in the next semester.

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4.2 Partial Refunds

A student may be eligible for a partial refund of subject fees where circumstances are deemed to be exceptional. For instance, when all the following apply:

- circumstances are beyond the student's control
- circumstances did not make their full impact on the student until on or after the first class of the relevant semester
- circumstances make it impractical for the student to complete the requirements for that unit of study
- documentary evidence is provided.

This policy does not remove the right of a student to take action under Australian's consumer protection laws.

4.3 Refund Process

Any student who wishes to obtain a refund of fees should make application in writing to the Director of Academic Programs indicating the grounds for the request and enclosing supporting documentation.

6 Grievances

Grievances relating to fees should be referred to the CEO.

7 Related documents

Course Information Guide

Eligibility, Admissions and Enrolment Policy