



# Fee Payment and Refund Policy for Accounting PYP

## 1. Purpose

- 1.1. Top Education Institute (**TOP**) monitors students' payment in relation to its Accounting Professional Year Program (**Accounting PYP**).
- 1.2. The objective of this policy is to provide students with a clear understanding of the fee and charges of TOP's Accounting PYP and when and how their fees will be refunded by TOP.
- 1.3. This policy applies to all previous, prospective and current participants of the Account PYP program operated by TOP.
- 1.4. This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

## 2. Fee Payment

- 2.1. Fees and charges are reviewed annually by TOP
- 2.2. Fees and payment methods are provided to the applicant prior to the time of enrolment through offer letters.
- 2.3. All Accounting PYP students are required to pay 100% of all professional year fees.
- 2.4. The payment requirements are compulsory and non-negotiable.
- 2.5. Student will not be able to continue in their program if payment or instalment payments are not paid by the due date unless extension of payments are approved by the Finance Department.
- 2.6. Late payments will incur a late penalty of \$100 plus \$5 per business day.
- 2.7. All credit card payments will incur a 1% surcharge to cover bank charges.

### 3. Refunds

#### 3.1. Procedure

- 3.1.1 All refund requests must be submitted in writing on the Refund Form and must be accompanied by official documentary evidence of the grounds for the request.
- 3.1.2 To request a refund student must complete the Refund Form and submit it to the Student Service Department either by post, in person, by fax or by email. Where a refund is payable, the refund is made in Australian dollars, within 28 business days from the date the student lodges a written request for a refund of their tuition fees.
- 3.1.3 Payment will be made to an account in the student's name, in specific circumstances where the refund must be made to a third party, the student must apply for special approval. A letter giving the reason and consent for payment to the third party, as well as evidence that proves the relationship of the third party and the student, must be attached to the corresponding Refund Form.
- 3.1.4 If TOP is unable to provide the academic program offered then a full refund is payable within two weeks from the date the student lodges a written request for a refund of their tuition fees.
- 3.1.5 A refund of \$1400 from Advanced (\$7500) or Standard (\$5200) will be applied to students who have approved self-sourced placement.
- 3.1.6 For those students who have chosen the instalment plan, there will be a deduction of \$1400 from their total payable amount to students who have approved self-sourced placement.

#### 3.2. Refunds

- 3.2.1 Full tuition fee refunds are payable if:
  - TOP is unable to provide the program offered (tuition and all other compulsory fees will be refunded in this circumstance).
  - The offer of enrolment is withdrawn by TOP for reasons other than incorrect or incomplete information supplied by the student at the time of enrolment.
  - An Australian temporary graduate visa application is refused before commencement of the course. Refund of all fees minus administrative charge of 5% of total tuition fees. Students must supply evidence of their visa refusal to TOP.
  - The applicant fails to attend the compulsory orientation with TOP. Refund of all fees minus administrative charge of 5% of total tuition fees.
  - If the student has already made the payment but failed in the Pre

Enrollment Interview, full refund will be applied.

- Approval of an Australian temporary graduate visa or a bridging visa in relation to a lodged temporary graduate visa is delayed for reasons beyond the student's control resulting in the student being unable to commence the program in which they have accepted an offer of a place.  
Refund of all fees minus administrative charge of 5% of total tuition fees. Students must provide evidence that their visa has been delayed for reasons beyond their control.

3.2.2 Partial tuition fee refunds are payable in the following manner:

80% of total tuition fees	When the student decides and gives a written notice of not to enrol at least four weeks prior to the commencement of the Accounting PYP.
50% of total tuition fees	When the student decides and gives a written notice of not to enrol less than four weeks prior to the commencement of the Accounting PYP, but before the commencement of the Accounting PYP.
Unspent tuition fee	When an Australian temporary graduate visa application is refused after the student has commenced the course.

3.2.3 No tuition fee refund is payable if:

- After the Accounting PYP has commenced, the student withdraws before completing the program. In this case the student is liable to pay the full tuition fee and any expenses, costs or disbursements incurred in recovering the tuition fees.

#### **4. Deferral of Studies**

4.1. Where a student, after accepting an offer of a place in the Accounting PYP, gives written notice, any time prior to the commencement of the Accounting PYP of their intention to defer their place in the course to the next available intake, all tuition fees will be transferred to the next available intake.

#### **5. Refund due to Special Circumstances**

5.1. Where a student or their representative gives written notice prior to the commencement of the PYP that he/she is withdrawing from a course due to special circumstances applying to the student that:

- 5.1.1. are beyond the student's control ; or
- 5.1.2. do not make their full impact on the student until on or after the census date for the course ; or
- 5.1.3. Make it impracticable for the student to complete the requirements for the course

during the period in which the student undertook or was to undertake the course.

TOP as applicable may in its sole discretion grant a total or partial refund of tuition fees subject to the provision of documentary evidence in support of the application.

5.2. The following fees are non-refundable prior to the commencement of the course:

5.2.1. Fees charged for administrative services (for example, late fees, and reprints of transcripts).

## **6. Terms of Use**

TOP reserves the right to change these terms and conditions at any time without prior notice.