



## Fee and Refund Policy and Procedure

In accordance with applicable legislation, The Management School Sydney is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for items such as tuition fees, course materials and student services.

### Fees payable

Fees are payable when the student has signed the student agreement to signify their acceptance of enrolment offer made by The Management School Sydney. The required first instalment amount must be paid within twenty eight (28) days of receiving the offer letter. The Management School Sydney may withdraw an offer of enrolment or discontinue training if fees are not paid as required.

The remaining fees must be paid by the due date listed in the payment instalment schedule listed on the offer letter. It should be noted that an RTO cannot require students to pay more than 50 per cent of their tuition fees before they start the course. A student or the person responsible for paying the tuition fees, may choose to pay greater than 50 per cent of their tuition fees before they start their course. If the student requests this, The Management School Sydney must be able to show evidence that the student has exercised choice in how much of their tuition fees are paid up front.

Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course.

### Schedule of Fees and Charges

The Chief Executive Officer is responsible for approving the The Management School Sydney Schedule of Fees and Charges. As a minimum the schedule of fees and charges is to include:

- the total amount of all fees including tuition fees, application fees, learning resources fees, training consumable fees and any other charges for enrolling in a training programme;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/application fee;
- the nature of the guarantee given by The Management School Sydney to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;



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- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc.;
- stipulate which fees and charges are refundable and which are not;
- the The Management School Sydney Fees and Refund Policy.

### Refunds - Giving notice of enrolment cancellation / withdrawal

- **Prior to commencement.** A student who gives notice in writing of withdrawal or cancellation 28 days or more prior to the scheduled commencement date of the course will be entitled to a 70% refund of tuition fees and 100% of material fees. A \$250 administration fee will be charged. (Non-refundable)
- A student who gives notice in writing of withdrawal or cancellation less than 28 days prior to the scheduled commencement date of the course will be entitled to a 50% refund of tuition fees and 100% of material fees. A \$250 administration fee will be charged. (Non-refundable)
- **After commencement.** A student who gives notice in writing of withdrawal or cancellation after the commencement of the course will not be entitled to a refund of fees paid.

A student who wishes to cancel their enrolment after the course has commenced, must give notice in writing. This may be via email or letter. The Management School Sydney staff who are approached with initial notice of cancellation are to ensure the student understands their consumer rights with regards to the refunding of tuition fees. The student is also to be advised of other options such as deferral or suspension of the enrolment. For further information on deferral or suspension, please refer to the Deferral, Suspension and Cancellation Policy.

Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. The Student can also obtain this from Student Services. Students who may not be eligible but are requesting a refund should also be provided with a Refund Request Form so the request can be properly considered by the Chief Executive Officer.

Every effort will be made to negotiate the transfer of training in the event of a prolonged illness or personal hardship. This will be at The Management School Sydney's convenience and with the approval of the Department of Education.



## **Refunds – Refused student visa**

A student who is refused a student visa to study in Australia will be entitled to a 100% refund of fees. An administration fee of \$250 will be charged (non-refundable). Evidence from the relevant Australian Government Department that the Visa was refused will need to be provided to The Management School Sydney.

## **Refunds – Misconduct**

No refund will be granted to a student whose enrolment is terminated for failure to comply with The Management School Sydney's policies and procedures and the requirements of their visa by the Department of Home Affairs (DHA).

Students who commit behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund. Please refer to the Behaviour Misconduct Policy for further guidance.

Discretion may be exercised by the Chief Executive Officer in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to the request. The Chief Executive Officer may also authorise any refund of tuition fees if the circumstances warrant it.

Where refunds are approved, eligible refunds will be made within 4 weeks after formal receipt of the claim. Monies refunded will be paid in Australia Dollars (AUD). Refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

## **Refunds - Cancellation of a course by The Management School Sydney (Provider default)**

1. This applies when TMSS fails to provide the course to the student on the agreed starting date; or the course ceases to be provided to the student at any time after it starts but before it is completed; and the student has not withdrawn from the course before TMSS's default.
2. TMSS may arrange for a suitable alternative placement within 14 days after the default day. If the student accepts this offer of a placement, student will need to sign an acceptance document.
3. Alternatively, if TMSS is unable to offer a suitable alternative placement or student does not accept the alternative suitable placement chosen by TMSS, then TMSS will pay the refund to the student, as determined by Education Services for Overseas Students (Calculation of Refund) Specification 2014 (<https://internationaleducation.gov.au/Regulatory-Information/Education-Services->



[for-Overseas-Students-ESOS- Legislative-Framework/ESOS-Regulations/Pages/default.aspx](#)

4. The refund will be paid within 14 days after the default day.
5. In the event that TMSS does not satisfy its obligation to an affected student, TPS (Tuition Protection Service) Director will facilitate access for the student to course placement or refunds.
6. Refunds (if any) will be deposited into the authorised account notified by the student on refund form.

### **Payment of Goods and Services Tax (GST)**

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course.

Where a student is enrolled in a course which is offering units of competence or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply to the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course.

### **Miscellaneous Charges**

The Management School Sydney will levy some miscellaneous charges for services. These may include:

- Re-issuing a certificate after it has been initially issued to a student;
- Replacing issued learning materials which the student has lost or damaged;
- Re-assessment services.

These miscellaneous charges are to be clearly specified in The Management School Sydney Schedule of Fees and Charges. It is to be made clear if these services will include GST. All miscellaneous charges are based on a cost recovery basis and are not intended to be a source of profit.

### **The Tuition Protection Service**

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:



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- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

### **Provider default**

In the unlikely event The Management School Sydney is unable to deliver a course where fees have been paid in advance and it does not meet its obligations to either offer the student an alternative course that is accepted or pay the student a refund of the unspent prepaid tuition fees, the TPS will assist the student in finding an alternative course or offer a refund if a suitable alternative is not found.

In the case of provider default there is no requirement for a student to lodge a Refund Request Form.

### **Fees being paid in advance**

The Management School Sydney acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet its responsibilities under the ESOS Act, The Management School Sydney requests payment of no more than 50% of the total tuition fees for the course before the student commences the course.

The Management School Sydney maintains a separate bank account in order to keep pre-paid tuition fees separate from day-to-day operating expense accounts. If a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the Tuition Protection Service.

### **Keeping students informed**

To ensure students are well informed of the financial considerations of their enrolment, The Management School Sydney undertakes to provide the following fee information to each student prior to enrolment:

- the total amount of all fees including tuition fees, application fees, materials fees and any other charges;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/application fee;



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- the nature of the guarantee given by The Management School Sydney to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed 'not competent' on completion of training and assessment;
- the amounts that may or may not be repaid to the student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider) and
- The Management School Sydney refund policy.

### **Student complaints about fees or refunds**

Students who are unhappy with the The Management School Sydney arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint or appeal the decision taken by the Chief Executive Officer. This should occur in accordance with the The Management School Sydney Complaints and Appeals Policy and procedure.

This refund policy, and the availability of our complaints and appeals processes, does not remove student rights to take further action under the Australian Consumer Protection laws.



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**Fee Table**

<b>NON-TUITION FEES (Non-Refundable)</b>	
Enrolment Fee (Non-refundable)	\$200
Accommodation Placement Fee (Non-refundable)	\$250
COE issue fee (Non-refundable)	\$50
Airport pick-up <i>(See condition in Homestay and Airport Pick-up Fees)</i>	\$200
<b>OTHER FEES (Non-Refundable)</b>	
Late payment penalty per instalment	\$100
Issuance of replacement certificate	\$100
Amendment of Confirmation Enrolment (COE)	\$50 per COE
Statement of attainment re-issue	\$100
Confirmation Letter	\$20
Subject / Exam reassessment	\$50 per unit
Class change request	\$30
Replacement / Renew Student Card	\$20
Photocopying / Printing / Scanning	\$0.20 per page
<b>REFUNDS</b>	
<b>Reason for refund of fees paid</b>	<b>Refund Payable</b>
If your visa application is rejected by the Australian Department of Home Affairs, you will need to attach proof of this in the form of the letter of rejection and contact the institute.	100% of the tuition fees and material fees are refundable and payable to you within 28 days.  A \$250 administration fee will be charged. (Non-Refundable)
Withdrawal from the course prior to commencement (28 days or more prior to the starting date of the course)	70% of the tuition fee and 100% of material fee are refundable and payable to you within 28 days.



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	A \$250 administration fee will be charged. (Non-Refundable)
Withdrawal from the course prior to commencement (less than 28 days prior to the starting date of the course)	50% of the tuition fee and 100% of material fee are refundable and payable within 28 days.  A \$250 administration fee will be charged. (Non-Refundable)
Withdrawal on or after the course start date where visa is granted to the student	No refund
If you start a Course on the Course Start Date and your student visa is rejected, you will need to attach proof of this in the form of the letter of rejection and contact the institute.	Refund on a pro rata basis, the tuition fee for the weeks from when you withdrew from the course until the end of the period that the tuition fee have been paid to (that is, on a pro-rata basis) apply to and payable to you within 28 days.
Student provides misleading or false information	No refund
Breach of student visa conditions, visa cancellation or failure to comply with enrolment conditions	No refund for courses undertaken
Special circumstances where the student is not able to travel to Australia, not due to a visa rejection, but due to compelling or compassionate reasons outside the control of the student, supported by written evidence and as determined by the college	100% of the fees are refundable and payable to you within 28 days.  A \$250 administration fee will be charged. (Non-Refundable)
Late arrival to a course and student has been granted a visa	No refund
Change of visa sub-class to permanent resident	Pro-rata refund based on number of weeks studied
Student expelled from the college for breaching college policies and has started and is completing a course	No refund
<b>REFUND – TMSS Default</b>	
1. This applies when TMSS fails to provide the course to the student on the agreed starting date; or the course ceases to be provided to the student at any time	



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after it starts but before it is completed; and the student has not withdrawn from the course before TMSS's default.

2. TMSS may arrange for a suitable alternative placement within 14 days after the default day. If the student accepts this offer of a placement, student will need to sign an acceptance document.
3. Alternatively, if TMSS is unable to offer a suitable alternative placement or student does not accept the alternative suitable placement chosen by TMSS, then TMSS will pay the refund to the student, as determined by Education Services for Overseas Students (Calculation of Refund) Specification 2014 (<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>)
4. The refund will be paid within 14 days after the default day.
5. In the event that TMSS does not satisfy its obligation to an affected student, TPS (Tuition Protection Service) Director will facilitate access for the student to course placement or refunds.
6. Refunds (if any) will be deposited into the authorised account notified by the student on refund form.

### Homestay and Airport Pick-up Fees

1. The Homestay Placement Fee is non-refundable.
2. If you cancel your homestay or wish to leave your homestay early, you must give TMSS two weeks' notice or pay two weeks rent in lieu of notice.
3. If you cancel your airport pick-up with less than 24 hours' notice, there will be no refund payable. If your flight details change, you must notify TMSS at least four hours before the original arrival time or pay an additional airport pick-up fee.
4. If your application for an Australian visa is refused, TMSS will refund all homestay rent and airport pick – up fees after receiving evidence from the relevant Australian authority that your visa application was refused.

### Applying For a Refund

All requests for a refund must be submitted in writing using the Refund Application Form and submitted to Student Services with attached official documentary evidence to support



the grounds for request. Our form is also available online at (<http://www.tmss.edu.au>) or the student can ask a copy at the reception.

### **Refunds Procedures**

1. A student must make an application for a refund by completing a 'Request for Student Refund' form including any relevant documentary evidence and submitting it to Student Services. Refund applications will be reviewed and are subject to the college approval
2. Approved refunds will be processed for students within four (4) weeks of the 'Request for Student Refund' form being received.
3. Refunds can be processed directly into a nominated bank account through Electronic Funds Transfer (EFT) taking into account bank processing times. Refunds cannot be made in cash. The College may request further information or evidence to confirm that you are the person entitled to receive the refund or give a direction to pay the refund.
4. Where a third party such as an agency pays the student fees, refunds will be paid to the specified persons other than the overseas student who can receive a refund in respect of the overseas student identified in the written agreement consistent with the ESOS Act. All refund considerations will be strictly limited to the monies paid, which the College has received from the student as tuition fee only i.e. exclusive of all non-refundable fees.

### **Withdrawal on or After Your Schedule Course or Package Commencement Date**

1. No refund of tuition fees will be made after your scheduled course or package commencement date.
2. In case of withdrawal from a commenced course or package, you must give TMSS four weeks' written notice prior to your next instalment due date or pay four weeks in lieu of notice. The total number of academic weeks delivered to you will form part of the withdrawal fee calculation.
3. Any amount that is due prior to your withdrawal being submitted must be paid in full at the time your withdrawal is processed. For example, if a tuition payment or late fee is due, this must be paid in full at the time you submit your withdrawal.
4. You must complete a minimum of six months of your principal course (being the highest qualification level in a package of courses) before you will be able to change to another provider. If the student wants to transfer before completing six months of their principal course, the student needs to comply with the following conditions:



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- 4.1 The course in which the overseas student is enrolled has ceased to be registered
- 4.2 TMSS has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course.
- 4.3 TMSS has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- 4.4 Any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.