

Policy No 9A

STUDENT FEES: Direct payment to institute

Ratified by the Academic Governance Body December 2016

Purpose

To set out Gestalt Therapy Brisbane Pty Ltd policy in relation to student fees paid directly to Gestalt Therapy Brisbane (GTB) and Gestalt Therapy Sydney (GTS).

Related policies

- Policy No. 17: Special Consideration
- Policy No. 8B: Termination of Student Enrolment
- Policy No. 9B: FEE-HELP

Access to this policy

This policy is available in the GTB Policy and Procedures Handbook and on the GTB/GTS websites.

Payment of Fees

GTB/GTS courses are conducted as integrated programs over a full academic year. Students are required to enrol for a complete a whole year of the education program. Students are required to pay their fees semester by semester.

Students are required to pay fees if they do not withdraw from the program before the census date of the semester they are studying. Census dates are communicated to students on the GTB website.

Year 4 students may defer TG400 subject for one year. Payment for this subject will be made in the year the student enrolls in the subject.

Satisfactory completion of educational requirements includes full payment of fees, late submission fines and return of overdue library books. GTB will not issue awards to students with overdue fees or overdue library items. Students who have particularly significant amounts of overdue fees will not be admitted into the next semester or next year of the program.

Assistance with fees

Students may negotiate a payment plan other than the one displayed on the student agreement. This payment plan needs to be negotiated with the Officer Administrator (GTB) and the Director of Education (GTS).

Students who are having difficulty paying their fees are asked to immediately make contact with GTB/GTS and negotiate a payment plan that will work for them and the institute.

Fee refunds - Students withdrawing from the program

GTB/GTS recognises that at times due to special circumstance students will need to withdraw from the program before the completion of their year of study. Please note that students who have accessed the FEE-HELP loan scheme should be dealt with through Policy 9B Students Fees: FEE-HELP

Students who pay their fees directly may apply for a refund to the Gestalt Educational Processes Committee (GEP) of their campus in the following circumstances.

1. If they withdraw from their studies prior to the census date. The census date for each semester is published on the GTB/GTS website.

2. If they withdraw from their studies after the census date or they have not completed the requirements of the unit and special circumstances apply, that are:
 - Beyond their control;
 - Do not make their full impact on them until on, or after, the census date; and,
 - Make it impracticable for them to complete the requirements for the unit.

Students need to make their request within 12 months from withdrawing from the course. The application should be in writing and the application should contain:

- The student's name and current address;
- The subject/s, semester and year to which the student is applying for a refund.; and,
- The special circumstances with documentation as to why the student considers that he/she is eligible to receive a refund. Documentation could include, but is not limited to, a medical certificate or statement from a counsellor, employer or independent member of the community, which details when the student's medical condition or personal circumstances began and how it has affected the student's ability to study.

GTB/GTS has the discretion to waive the 12 months time limit for applying for a refund if satisfied that the application could not have been made within the time limit.

The GEP will consider the student's application within 10 working days. Applicants will be notified of the decision within a further 10 working days.

Fee refunds - Students asked to leave the program

Students who have been asked to leave the program will be given upon leaving a refund of those fees for which they are entitled. Refunds will be exclusive of the education participated in by students after the census date.

A student will receive written notice of decision in relation to fee refunds (including any amount to be refunded) and reasons for the decision. The student will be informed of how to submit a valid request for a review of this decision and who to contact to answer further questions.

Right of review

Students who express dissatisfaction with the refund amount offered by the GEP may seek a review from one of the Directors of their campus. Such requests will be deemed to have triggered the GTB/GTS Grievance Procedure and must be made within 45 days from the day he/she first receives notice of the outcome of the initial request. The review request needs to include:

- The student's name and current address;
- The subject/s, semester and year to which the student is applying for a review of the decision not to refund fees; and,
- The specific reasons for seeking the review.

Privacy Statement

All personal information collected by Gestalt Therapy Brisbane and Gestalt Therapy Sydney is protected under the Privacy Act 1988 (Commonwealth of Australia). Any and all information will be treated with the utmost care, being kept strictly confidential within the confines of the educational program. It will not be sold, re-used, rented, loaned or otherwise disclosed to a third part, except where prior written permission is obtained from the individual who supplied the information and to whom the information refers.