

Procedure	<p>1. General</p> <p>1.1. This procedure provides guidance for BPP Institute prospective students, current students and former students on paying fees and charges and obtaining refunds.</p> <p>2. Fees and Charges</p> <p>2.1. Payment of Fees</p> <p>a. Student payments are made via Electronic Funds Transfer (EFT) to BPP Institute, payWave, credit card and Direct Debit for payment arrangements.</p> <p>b. If the student wishes to withdraw before the completion of the course, the student is required to pay for a partial academic transcript. Please refer to https://BPPInstitute.vic.edu.au/student-information/fees-charges-and-refunds.</p> <p>c. There is no cost for the final academic transcript and completion letter on completion of the course, but it will only be issued if there are no outstanding fees or charges.</p> <p>2.2. Payment by Instalments</p> <p>a. Payment plans can be negotiated if students are not able to pay their tuition fees in full due to genuine financial hardship.</p> <p>b. Students can apply for a payment plan in person by meeting with an Admissions officer.</p> <p>c. The student must complete and sign a Direct Debit Request Form.</p> <p>d. Instalment amounts will be calculated to be paid in intervals as agreed between the student and the delegated BPP Institute officer.</p> <p>e. If a student's fees are overdue more than five business days from an agreed payment date, BPP Institute will commence the cancellation of enrolment due to non – payment of fees process.</p> <p>2.3. Late Payment of Tuition Fees</p> <p>a. A penalty for the late payment of outstanding fees of \$150 will be incurred if a student's fees are not paid in full or if an approved payment plan for the study period is not paid in full by the end of week 8 for undergraduate courses of the study period, and by the end of week 14 for graduate courses of the study period.</p> <p>2.4. Debt Recovery</p>
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- a. Debt recovery processes are in place to manage the collection and recovery of any overdue fees and charges, these include;
 - Follow up of the outstanding fees and charges by BPP Institute staff;
 - Referral of the outstanding student invoice to an external debt collection agency.

3. Refunds

3.1. Refund Information

- a. The Refund Schedule (Fees, Charges and Refunds Policy, Appendix 1) is reviewed annually by the Chief Executive Officer.
- b. The Refund Schedule, attached to the Policy is published on the BPP Institute website, and is included in the Written Agreement of each student.

3.2. Approval of Refunds

- a. Refunds for students will be approved by the Director of Admissions or delegate.

3.3. Refunds for Visa Refusal or Provider Default

- a. Refunds will be determined by the Schedule in the Fees, Charges and Refunds Policy;
- b. The Director of Admissions or delegate will calculate the refund before payment is made;
- c. A written explanation as to how the refund was calculated and a copy of the Refund Application Form signed by the student must accompany student refunds and be stored in the Student Management System.

3.4. Refunds other than Visa Refusal or Provider Default

- a. Refund application requests must be made in writing using the Refund Application Form and is available on request from the Admissions Department or from the BPP Institute website at <https://BPP Institute.vic.edu.au/forms/refund-application-form/>;
- b. Refunds will be determined by the Schedule in the Fees, Charges and Refunds Policy;
- c. The Director of Admissions or delegate will calculate the refund before payment is made;
- d. Details of refunds provided (including the Refund Application Form) must be stored in the individual student file in the Student Management System.

3.5. Payment of Refunds

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	If approved, refunds will be made within four weeks of receiving the completed Refund Application Form and will include a statement explaining how the refund was calculated.
Related Documents	Admissions Policy Admissions Procedure Advanced Standing Policy Advanced Standing Procedure Deferring, Suspending or Cancelling International Student's Enrolment Policy Deferring, Suspending or Cancelling International Student's Enrolment Procedure Direct Debit Request Form Fees, Charges and Refunds Policy Marketing Information and Practices Policy Refund Application Form Student Complaints and Appeals Policy Student Complaints and Appeals Procedure Transfer Between Registered Providers Policy Transfer Between Registered Providers Procedure Written Agreement
<i>For Administrative Use Only</i>	
Responsible Officer	Chief Executive Officer
Contact Officer/s	Director of Admissions
Approved by	Chief Executive Officer
Definitions	See BPP Institute's Glossary of Terms and Acronyms

Version History

Version No.	Approval Date	Amendment/s
1.	May 2025	First iteration <ul style="list-style-type: none">• For BPP Institute

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