EVANTAA INSTITUTE

ENROLMENT & FEES

Fees

Policy & Procedure

What you pay, when you pay it, and how we protect your prepaid tuition fees.

VERSION	EFFECTIVE	PROVIDER
4.0	June 2026	RTO 45866 · CRICOS 04025C

1. Purpose

Evantaa Institute outlines its approach to the collection, protection, and management of student fees. This policy ensures compliance with the Standards for Registered Training Organisations 2025, the ESOS Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018, and other relevant legislation.

This policy ensures that students are informed of all fees, charges, and payment conditions prior to enrolment and that fees paid in advance are appropriately protected.

2. Scope

This policy applies to:

- All tuition and non-tuition fees collected before or after course commencement
- All students, including domestic and international students
- Fees collected directly by Evantaa Institute or through authorised education agents

3. Definitions

To ensure clarity, the following definitions apply:

- Tuition Fees: The portion of fees that directly relate to delivery of the course, training, and assessment services. This does not include additional costs such as OSHC, administration, or materials.
- Non-Tuition Fees: Other charges such as application fees, materials fees, reassessment fees, late payment charges, homestay booking fees, or airport transfers.
- Pre-Paid Tuition Fees: Fees paid in advance of course or study period commencement.
- Principal Course of Study: The main or final course undertaken by a student where their visa covers multiple courses.
- CoE Start Date: The course commencement date stated in the Confirmation of Enrolment.
- TPS (Tuition Protection Service): The Australian Government scheme that protects international students' prepaid tuition fees in the event of provider default.
- Compassionate and Compelling Circumstances: Circumstances beyond a student's control such as serious illness, disability, bereavement, or natural disasters.

4. Policy

Fee Information Evantaa Institute publishes a Schedule of Fees, updated annually and available via the website, marketing materials, Student Handbook, and Student Agreement.

All fees, charges, and refund conditions are provided to students prior to enrolment through the Student Agreement, Student Handbook, and Evantaa Institute website.

Fee information is provided regardless of whether the student is recruited directly or through an education agent.

This information is provided prior to enrolment to ensure students can make informed decisions.

Students are advised to retain a copy of their written agreement and payment receipts.

Fee Charging Tuition fees are charged per enrolment period, not by individual unit.

Non-tuition fees (e.g. late payment, reassessment, deferment, reissue of documents) are communicated in advance.

Fees will not be varied during the period covered by the signed Student Agreement.

Evantaa Institute provides full disclosure of:

- Total tuition fees and applicable study periods
- All non-tuition fees
- Payment options and schedules
- Circumstances where fees may or may not be refunded
- Payment Terms
- Evantaa Institute will not accept any course money from an overseas student or intending overseas student until a written agreement has been signed or otherwise accepted.

Students are informed of:

- Payment schedules and due dates
- Refund conditions and processes
- Fee protection arrangements, including TPS
- Students may choose to pay more than 50% of tuition fees before course commencement. Evantaa Institute will retain evidence of this choice.
- Students are responsible for maintaining copies of agreements and payment records.
- Pre-paid Tuition Fees Evantaa Institute determines pre-paid fee amounts in accordance with the Student Agreement.

- Evantaa Institute will not require an overseas student to pay more than 50% of total tuition fees before course commencement, unless the course duration is less than 24 weeks.

Any prepaid fees will be protected through:

- Separate bank account arrangements
- Tuition Protection Service (TPS) compliance
- Prepaid fees are deposited within 5 business days and are only drawn down once the student commences the course.
- For domestic students, prepaid fees exceeding $1,500 are protected in accordance with regulatory requirements.
- On Commencement and Ongoing Payments Evantaa Institute will not require payment earlier than four (4) weeks prior to the start of the next study period.
- Invoices and payment reminders are issued at least four (4) weeks in advance.
- Students must pay fees by the due date as outlined in official communications.
- Late payment fees may apply.

Students with outstanding fees may:

- Be restricted from further enrolment
- Have results withheld
- Be subject to enrolment cancellation
- Certification may be withheld until all outstanding fees are paid, except where Evantaa Institute is not permitted to do so under applicable legislation.
- Fee Protection and TPS Evantaa Institute contributes to the Tuition Protection Service (TPS) in accordance with ESOS requirements.

In the event of provider default, Evantaa Institute will:

- Offer an alternative course, or
- Provide a refund in accordance with the ESOS Act
- Evantaa Institute will meet all obligations under the ESOS Act in the event of provider default, including notifying the Department of Education and affected students within required timeframes.
- Students may also access TPS support where applicable.

Refunds Refunds are managed in accordance with:

- Evantaa Institute Refund Policy and Procedure
- ESOS Act 2000
- Students are informed of refund conditions prior to enrolment.

- Refunds are processed within the required legislative timeframes as mentioned in the Refunds Policy and Procedure.
- Non-payment of Fees Students experiencing financial difficulty are encouraged to contact Evantaa Institute to arrange alternative payment options.

Where fees remain unpaid:

- Reminder notices will be issued
- Notices of intention to cancel may be issued
- PRISMS reporting may occur after the appeals processes
- Evantaa Institute will report student defaults via PRISMS in accordance with ESOS requirements.

5. Procedures

Fee Invoicing and Collection Administration staff issue invoices in line with payment schedules outlined in the Student Agreement.

Students are required to pay fees within the specified timeframe or as per an agreed payment plan.

Finance staff record payments and issue receipts.

Managing Instalments Instalment invoices are issued according to course payment schedules.

Students are given appropriate timeframes to meet payment obligations.

Receiving Payments Payments may be made via approved methods (EFTPOS, bank transfer, etc.).

All payments are recorded in the financial system and receipts issued.

Managing Overdue Fees Administration and Finance staff monitor outstanding fees.

Reminder notices are issued, and follow-up contact is made where payments are overdue.

Where fees remain unpaid:

- Students may be suspended from training
- Notice of intention to cancel enrolment may be issued
- PRISMS reporting may occur after internal appeals
- Reporting and Record Keeping
- All fee transactions are recorded and maintained securely.
- Student fee defaults and enrolment changes are reported via PRISMS where required.
- Records are retained in accordance with regulatory requirements.

6. Responsibilities

- The Campus Manager is responsible for fee collection and compliance with this policy.
- The Finance/Accounts Department manages invoicing, payments, and records.
- The CEO or delegated officer oversees compliance and approves fee structures.

7. Variations

Evantaa Institute reserves the right to modify this policy as necessary to comply with changes in legislation or organisational needs.

Document Control

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Version	4.0 (Rebranded and reissued under Evantaa Institute)
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