Fees and Refund Policy

Australis College Pty Ltd
RTO Number 31518

PURPOSE

Australis College will demonstrate financial viability to guarantee the training services provided. Australis College will provide accurate and timely information regarding course, administration fees, and applicable refunds to each student as per the Standards for Registered Training Organisations (RTOs) 2015.

SCOPE

It is the responsibility of Australis College to:

- Ensure the student is fully informed of any fees, charges and payment options involved in their enrolment through to the completion of their course.
- Inform the student of the terms and conditions about VET FEE- HELP loans and repayments.
- Hold public liability insurance.
- Be able to demonstrate financial viability.

Australis College must cooperate with the National VET Regulator, i.e. the Australian Skills Quality Authority (ASQA).

LEGISLATIVE CONTEXT

Standards for Registered Training Organisations (RTOs) 2015.
National Vocational Education and Training Regulator Act 2011.
Copyright Act 1968.
Australian Privacy Principles.
Vocational Education, Training and Employment Act 2000, Chapter 4: Vocational placement.
POLICY STATEMENT

Australis College complies with relevant Commonwealth and State legislation, as well as regulatory requirements that are relevant to its operations as an RTO and its scope of registration. Australis College holds public liability insurance and demonstrates that it is financially viable at all times. This policy will be reviewed annually or sooner as required as part of continuous improvement processes.

1. LEGISLATION

1.1 The Managing Director will ultimately be responsible for ensuring that Australis College complies with the VQF and relevant Commonwealth and State legislation, as well as regulatory requirements relevant to RTO operations.

2. INSURANCE

2.1 Australis College holds public liability insurance that covers the scope of its operations in accordance with the Standards for Registered Training Organisations (RTOs) 2015.

3. GUARANTEE OF SERVICES

3.1 Australis College is committed to delivering the services and training necessary for students to complete the training and assessment in every course that we offer. The nature of this guarantee is clearly communicated to our students in the Student Handbook.

3.2 Under the Higher Education Support Act 2003 (VET FEE-HELP), in the event that Australis College cannot continue to deliver a course and is unable to transfer a student into a comparable course with another ACPET Australian Student Tuition Assurance Scheme (ASTAS) provider, Australis College may refund under the ASTAS. The affected student will receive a refund equivalent to any student fees paid in advance for any undelivered unit of study offered by the provider.

3.3 In the event that there are changes to the agreed services such as new or a change in third party arrangements, or a change in ownership, Australis College will inform the student as soon as practicably possible.

3.4 Where Australis College collects prepaid fees in excess of $1500, Australis College is required to protect the student with the following arrangements:

- An unconditional financial guarantee from an Australian operated bank where:
  - a) The guarantee is for an amount no less than the $1500.
  - b) All establishment and ongoing maintenance costs for the bank guarantee are met by the RTO.

- Under the membership of ASTAS, approved by the National VET Regulator, if Australis College is unable to provide services for which the student has pre-paid, Australis College must ensure that the student is placed into an equivalent course that is geographically close to where the student enrolled, and ensure the student receives the full services for which they pre-paid at no additional cost. If this requirement cannot be met, the student is to be refunded for any difference between the pre-payment and the services that have not been delivered.
4. FEES AND CHARGES

4.1 The following fee information is provided to each client by the Course Consultant throughout the enrolment process:

- The total amount of all fees, including course fees, administration fees, materials fees and any other applicable charges. Refer to Students/Schedule of Tuition Fees.
- Payment terms, including the timing and amount of fees to be paid, and any non-refundable deposit/administration fee.
- In some circumstances, student may apply for payment plans to cover course fees. Approval is granted at the discretion of the accounting department at the College. Terms and Conditions do apply. If payment is more than thirty (30) calendar days late, interest will be accrued daily at the Federal Government General Interest Charge (GIC) rate. A late fee may be charged and enrolment suspended.
- Australis College will only accept tuition fees in advance up to the maximum amount approved by Australis College’s tuition assurance provider.
- Cooling off periods that apply.
- Adjustment to tuition fees where a Credit Transfer (CT) or Recognition to Prior Learning (RPL) application is approved.

4.2 Students may be required on occasion to pay additional fees not covered by the tuition fee schedule or VET FEE-HELP loan scheme. Some items that may incur an additional cost to the student include but not limited to:

- Practical Training Blocks that require travel and accommodation (only relevant to select qualifications).
- Uniform or clothing requirements for certain study areas.
- Any health and vaccination requirements (only relevant to select qualifications).
- Re-enrolment for units of competency not completed within the timeframes associated with the course completion dates (refer to section 9).
- Referrals to support networks or other study programs not offered by Australis College.

4.3 For some units of competency within an elective stream which is not covered by VET FEE-HELP.

5. RESUBMISSION FEES AND REPLACEMENT CERTIFICATION

5.1 Students requiring a replacement Certificate or Statement of Attainment will need to complete the Application for a Replacement Qualification Form and will be subject to paying the prescribed fee on the form (subject to change).

5.2 Where a student is deemed not competent after two (2) submission requests; and if they still wish to continue with their studies; they will be recharged the unit enrolment fee amount (subject to change).

5.2.1 Please note that this policy does not apply to students undertaking courses in aviation where the competency evidence is generated from CASA licensing examination and/or test results. If deemed not competent after the first submission of assessment evidence based
on CASA results, the student will be required to pay for the unit re-enrolment cost and re-assessment costs.

6. REFUND OF TUITION FEES (EXCLUDES ELIGIBLE VET FEE-HELP PROGRAMS)

6.1 All refund requests must be sent in writing to student.services@australiscollege.edu.au. All requests submitted are subject to approval. The student will be notified of the decision in writing.

6.2 Fees will not be refunded under the following circumstances:

- Once the program has commenced for short or non-accredited courses.
- Once the unit of study start date has passed, the relevant tuition fee amount for that unit of study will not be refunded.
- For Payment Plans, any fees due prior to the cancellation date will not be refunded.
- For units of competency that the student has commenced, received resources for, or accessed through online learning platforms.
- If a student has submitted work, that has been plagiarised.
- If a student enrolment has expired past the completion deadline.

6.3 The only exceptions to this policy are:

- Where the student’s application for enrolment is declined by Australis College.
- Where Australis College cancels a unit in which the student has enrolled or where the commencement of a course is postponed for more than four (4) weeks.
- Where a student has applied for VET FEE-HELP Assistance.

6.4 All Refunds are subject to a $250 administration fee.

7. TRANSFERRING BETWEEN COURSE OPTIONS

7.1 Students may change from a Professional Option to the Premium Option of the same course they are enrolled in. The below guidelines will apply in regards to tuition fees:

- The tuition fees paid to date under the Professional Option will be deducted from the full tuition fee of the Premium Option. The balance will be payable by the student via their chosen payment method.
- Students will not be charged for units of competency where a Credit Transfer (CT) has been approved.
- Course Declaration is required to be completed confirming the change.
- Students will be charged a $250 administration fee for the change. This fee cannot be paid under VET FEE-HELP Assistance or any other government funding.

7.2 Students may change from a Premium Option to the Professional Option of the same course they are enrolled in. The below guidelines will apply:

- Eligibility criteria must be met and the Course Declaration is required to be completed.
- Students will not be eligible for a refund for tuition fees already paid.
• Where a student has already paid more than the full tuition fee amount for the Professional Option, no further tuition fees will be charged. Students will not be eligible for a refund for fees already paid.

• Where a student has not yet paid the full premium tuition fee amount and has utilized the Premium Service, the student will be charged the professional tuition fee amount pro-rata for the remainder of the course. This will be calculated by the Student Services Team.

• A quote will be provided by Student Services for the Professional Option outlining the tuition fee payable, the duration of the course and any approved Credit Transfers (CT).

• Students will be charged a $250 administration fee for the change. This fee cannot be paid under VET FEE-HELP Assistance or any other government funding.

8. APPLICATION FOR REMISSION OF VET FEE-HELP DEBT

8.1 Students who have applied for VET FEE-HELP Assistance will incur a debt for the unit of study they are enrolled in at the census date. We understand that special circumstances may occur where it is not possible for you to withdraw from your course by the census date. Refer to VFH Special Consideration and Review Policy (POL_TA_VFH1) available on the Australis website.

8.2 Special circumstances for a remission of VET FEE-HELP debt or refund of tuition fees are defined under the Higher Education Support Act (2003) and related guidelines, with strict requirements related to:

• When the circumstances occurred;

• When they affected the student; and

• The timeframes in which students can apply for refund/remission of fees.

8.3 In order for an application for the remission of VET FEE-HELP debt or refund of tuition fees to be considered, it must meet all three elements of the Special Circumstances test as defined by HESA (2003). These are:

• That the circumstances were beyond the student’s control.

• That the circumstances made their full impact on or after census date.

• That the circumstances made it impracticable for the student to complete the requirements of the relevant subject.

8.4 All applications must be submitted in writing to student.services@australiscollege.edu.au with any supporting documentation as soon as practicable addressing the points in section 8.3. An application form is available by contacting Student Services on student.services@australiscollege.edu.au.

8.5 Each application will be assessed by the Chief Operations Officer within twenty-eight (28) calendar days of receiving the application.

8.6 The student will be notified in writing of the outcome.

9. COURSE RE-ENROLMENT FEES

9.1 Students who are unable to complete their course within the timeframes outlined in their study plan and have previously been granted an extension must submit an application to re-enrol.
9.2 Fees may apply to re-enrol and will be dependent on the units of competency required to complete. Fees will be calculated as per the current Schedule of Tuition fees.

9.3 Students are required to complete a re-enrolment form available by contacting student services on 1300 887 991 or emailing student.services@australiscollege.edu.au. Students will be required to read this policy and the Cancellation and Variation Policy (POL_TA_CV1) located on the website before submitting the application.

9.4 The Re-enrolment form must be completed together with reasons for the application, dated, signed and emailed to for processing.

9.5 Where a student considers they have grounds for special circumstances in section 8, the student, will need to provide a separate VFH Application for Special Circumstances and must provide evidence as at 8.3 to re-enrol without incurring any fees.

10. APPEALING A DECISION

10.1 If the student is dissatisfied with the outcome, they may submit an appeal. Please see the Complaints, Grievances and Appeals Policy (POL_TA_CA1) on the Australis College Website. Complaint and Appeal Forms are available from quality@australiscollege.edu.au.

11. CREDIT CARD INFORMATION

11.1 Any Credit Card details received will be de-identified and destroyed once payment has been processed.

11.2 Any electronic communication received containing Credit Card information will also be permanently deleted.

12. COMMUNICATION, TRAINING AND RECORDKEEPING

12.1 For internal use only - refer to the Communication, Training and Recordkeeping Procedure (PRO_SM6).

13. ABBREVIATIONS

13.1 ASQA – the Australian Skills Quality Authority.

13.2 CASA – Civil Aviation Safety Authority.

13.3 CT – Credit Transfer.

13.4 RPL – Recognition of Prior Learning.

13.5 VFH – VET FEE-HELP.

13.6 ACPET – Australian Council for Private Education and Training.

13.7 ASTAS – Australian Student Tuition Assurance Scheme.
14. REFERENCES/SUPPORTING DOCUMENTS/DEFINITIONS

14.1 Australian Student Tuition Assurance Scheme (ASTAS) – ASTAS ensures that any Australian student displaced from a course, due to a member’s inability to continue the course, is relocated efficiently and with minimal disruption to a comparable course with another member or approved provider.

14.2 Student Handbook.

14.3 Public Liability Insurance Certificate.

14.4 ASTAS Certificate.

14.5 VFH Special Circumstances and Review Policy (POL_TA_VFH1).

14.6 Cancellation and Variation Policy (POL_TA_CV1).

14.7 Complaints, Grievances and Appeals Policy (POL_TA_CA1).

APPROVAL AND AUTHORISATION

Completion of the following signature blocks signifies who is responsible for the creation, implementation, review and approval of this policy.

<table>
<thead>
<tr>
<th>Name</th>
<th>Job title</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepared by</td>
<td>Natasha Skelly</td>
<td>Student Services Manager</td>
</tr>
<tr>
<td>Owned by</td>
<td>Natasha Skelly</td>
<td>Student Services Manager</td>
</tr>
<tr>
<td>Approved by</td>
<td>Andrew Hetherington</td>
<td>Managing Director</td>
</tr>
</tbody>
</table>

SUMMARY OF REVISIONS

Australis College is committed to maintaining systematic control over its documentation. This includes the accurate recording of amendments and versions of documents through the Version Control Register SmartSheet.

This policy document will be reviewed two (2) years from its effective date or sooner as required.

<table>
<thead>
<tr>
<th>Date</th>
<th>Name</th>
<th>Job Title</th>
<th>Version Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/09/2014</td>
<td>Natasha Skelly</td>
<td>Student Services Manager</td>
<td>1.0</td>
</tr>
<tr>
<td>31/03/2015</td>
<td>Sharleen Ejlertsen</td>
<td>Quality Officer</td>
<td>2.1</td>
</tr>
<tr>
<td>04/05/2016</td>
<td>Sharleen Ejlertsen</td>
<td>Quality Officer</td>
<td>2.2</td>
</tr>
<tr>
<td>13/07/2016</td>
<td>Lisa Street</td>
<td>Quality Auditor</td>
<td>2.3</td>
</tr>
<tr>
<td>22/07/2016</td>
<td>Natasha Skelly</td>
<td>Student Services Manager</td>
<td>3.0</td>
</tr>
</tbody>
</table>