Fees and Refund Policy

Australis College
RTO Number 31518

VISION
To be Australia’s most trusted RTO.

MISSION
To provide exceptional industry-relevant training that creates real employment outcomes for our students.

VALUES
Student-focused | Innovation | Courage | Quality | Learning | Accountability | Health & Wellbeing

APPROVAL AND AUTHORISATION
Completion of the following signature blocks signifies whom is responsible for the creation, implementation, review and approval of this Policy.

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<tr>
<th>Name</th>
<th>Job title</th>
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<tr>
<td>Prepared by</td>
<td>Natasha Skelly</td>
<td>04/09/2014</td>
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<td></td>
<td>Managing Director/Chief Executive Officer</td>
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**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 ([https://app.smartsheet.com/b/home](https://app.smartsheet.com/b/home)).

A copy of this register is downloaded regularly and can be accessed via [Z:\POLICIES & PROCEDURES\VERSION CONTROL REGISTER_SMARTSHEET DOWNLOAD](Z:\POLICIES & PROCEDURES\VERSION CONTROL REGISTER_SMARTSHEET DOWNLOAD).

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<td>04/09/2014</td>
<td>Natasha Skelly</td>
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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 NVR standards for continuing registration.

SCOPE
It is the responsibility of Australis College to:

- Comply with relevant legislation and regulatory requirements, and to ensure that staff and students are fully informed of these requirements.
- 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).

The VQF operates within a legislative framework.

LEGISLATIVE CONTEXT

- Copyright Act 1968.
- Privacy Act 1988.


- Vocational Education, Training and Employment Act 2000, Chapter 4: Vocational placement.

1. Legislation
1.1 The CEO 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 In accordance with the Standards for NVR Registered Training Organisations 2012; Australis College holds public liability insurance.

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.

4. Fees and Charges
4.1 The following fee information is provided to each client throughout the enrolment process:
   - The total amount of all fees, including course fees, administration fees, materials fees and any other applicable charges.
   - Payment terms, including the timing and amount of fees to be paid, and any non-refundable deposit/administration fee.

4.2 With regards to collecting fees in advance from students:
   - When Australis College collects fees in advance, it will comply with Option 1: the RTO is administered by a state, territory or Commonwealth government agency (ASTAS - Australian Student Tuition Assurance Scheme).

5. Resubmission Fees and Replacement Certificates
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).
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 self-study and RPL students, after the iTrian Online Training Portal has been accessed.
- If a student has submitted work that has been plagiarised.
- If a student enrolment has expired past the completion deadline.

6.2.1 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.

7. Applications for Remission of VET Fee-Help Debt

7.1 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.

7.2 Special circumstances for the purposes of 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.

7.3 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.
7.4 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 7.3. An application form is available on the Australis website.

7.5 Each application will be assessed by the General Manager of Operations within 28 days of receiving the application.

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

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

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

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

10. Communication and Training
10.1 Policy document is to be communicated to the team within 5 working days of its approval and implementation.

10.2 Employees must read the policy document and sign the comprehension statement to confirm their understanding.

10.2.1 Training is readily available, if required and will be administered by the policy owner of this document or authorised delegate within 15 working days of communicating the document.
DEFINITIONS

**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.

The scheme provides members with a low-cost solution to fee protection legislation.

REFERENCES/SUPPORTING DOCUMENTS

Australis College Student Handbook

Public Liability Insurance Certificate

ASTAS Certificate

Compliance Calendar

Standards for NVR Registered Training Organisations 2012

VFH Special Consideration and Review Policy

Complaints and Appeals Policy
## Comprehension Statement

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### Key Principles

- The CEO is ultimately responsible for ensuring Australis College complies with Commonwealth and state legislation.
- Australis College holds public liability insurance.
- The Guarantee of services to students is outlined in the student handbook.
- Fees and Charges are communicated to potential students during the enrolment process.
- Students will be required to pay fees for replacement certificates, and for re-submissions of assessments after 2 attempts.
- Terms and conditions for student refund of tuition fees including non-VET FEE-Help and VET FEE-Help programs.
- Appeals – refer to Complaints and Appeals Policy. Forms available from quality email address.
- Credit card information will be destroyed after processing.

### Declaration

I have read and understood this SOP and related key principles.

Name: __________________________________________________________

Signature: _______________________________________________________

Date: __________________________________________________________

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