

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 for VET Student Loans and repayments.
- Inform the student of the terms and conditions for Queensland funding programs.
- Hold public liability insurance.
- Be able to demonstrate financial viability.

Australis College must cooperate with the National VET Regulator, 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.](#)

[Privacy Act 1988.](#)

[Australian Privacy Principles.](#)

[Anti-Discrimination Act 1991.](#)

[Child Protection Act 1999.](#)

[Vocational Education, Training and Employment Act 2000, Chapter 4: Vocational placement.](#)

[Work Health and Safety Act 2011.](#)

[Higher Education Support Act 2003.](#)

[VET Student Loans Act 2016.](#)

[VET Student Loans Rules 2016.](#)

Effective date	Review by date	SOP policy number	Version	Page number
01/02/2017	01/02/2019	POL_TA_FR1	4.1	1
Fees and Refund Policy_V4.1				

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 VET Quality Framework 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 and VET Student Loans Act 2016, Australis College has an agreement with the Australian Council for Private Education and Training (ACPET) Australian Student Tuition Assurance Scheme (ASTAS) provider and Tafe Directors Australia Tuition Scheme, to protect students enrolled in approved VET Student Loan courses should Australis College cease to provide a VET course of study while a student is enrolled, but has not been able to complete. The Tuition Scheme Operator will arrange for the student whose tuition fees are covered under the VET Student Loan to finish the course, or an equivalent course; alternatively repay a student's tuition fees if the fees were paid using a VET Student loan and it is impractical for the student to finish the course or an equivalent course.

3.2.1 In the event Australis College is the secondary provider for tuition fees already covered, the student will not be charged for the replacement parts of the course, or equivalent course.

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.

4. FEES AND CHARGES

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

Effective date	Review by date	SOP policy number	Version	Page number
01/02/2017	01/02/2019	POL_TA_FR1	4.1	2
Fees and Refund Policy_V4.1				

- The total amount of all fees, including course fees, “covered fees” for VET Student Loan applicants, 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.
- A 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 (refer to Cancellation and Variation Policy POL_TA_CV1).
- 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 “covered fees” under the tuition fee schedule for the VET Student 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.

4.2.1 Students are issued with a written statement for covered fees under this loan agreement on their course declaration and on issuance of a VET Student Loan notice.

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.

Effective date	Review by date	SOP policy number	Version	Page number
01/02/2017	01/02/2019	POL_TA_FR1	4.1	3
Fees and Refund Policy_V4.1				

6. REFUND OF TUITION FEES (EXCLUDES VET STUDENT LOAN ENROLMENTS)

- 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 Student Loan or Queensland funding program.
- 6.4** Refunds are subject to a \$275 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 Student Loans 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:
- 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.

Effective date	Review by date	SOP policy number	Version	Page number
01/02/2017	01/02/2019	POL_TA_FR1	4.1	4
Fees and Refund Policy_V4.1				

- Where a student has not yet paid the full premium tuition fee amount and has utilised 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 Student Loans or any other government funding.

8. APPLICATION FOR REMISSION OF HELP DEBT

8.1 Students who have applied for a VET Student Loan or 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 to withdraw from the course by the census date. (Refer to VET Student Loan Special Consideration and Review Policy (POL_TA_VSL1) or VFH Special Consideration and Review Policy (POL_TA_VFH1)). This specifies the circumstances from the VET Student Loans Act 2016, Higher Education Support Act 2003 and related guidelines in which Australis College will be satisfied that special circumstances apply to the person that:

- Are beyond the person’s control;
- Do not make their full impact on the person until on or after the census date for the course, or part of the course; and
- Make it impracticable for the person to complete the requirements for the course, during the student’s enrolment in the course, or part of the course.

8.2 Special circumstances for a remission of debt or refund of tuition fees include:

- Medical reasons.
- Family/personal reasons.
- Employment-related reasons.
- Course-related reasons.

8.2.1.1 In considering these circumstances Australis College will consider whether the student could meet course requirements through:

- Private study.
- Attending training sessions and other activities.
- Engaging online.
- Completion of assessments, or demonstration of competencies.

8.3 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 **8.2**. An application form is available by contacting Student Services on student.services@australiscollege.edu.au. Applications must be made within twelve (12) months after the census date for the course, or part of the course.

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

Effective date	Review by date	SOP policy number	Version	Page number
01/02/2017	01/02/2019	POL_TA_FR1	4.1	5
Fees and Refund Policy_V4.1				

- 8.5 The student will be notified in writing of the outcome.
- 8.6 A student’s FEE-HELP balance must be re-credited by Australis College should it cease to provide the course, or part of the course, after it commenced, but before completion where the student has not yet completed the requirements for the course, or where it is impractical for the student under the Tuition Assurance Arrangement to finish the course, or an equivalent course. (Refer to VET Student Loan VET Tuition Assurance Policy POL_TA_VSL4)

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 Application for Special Circumstances Form 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.

Effective date	Review by date	SOP policy number	Version	Page number
01/02/2017	01/02/2019	POL_TA_FR1	4.1	6
Fees and Refund Policy_V4.1				

- 13.2 CASA – Civil Aviation Safety Authority.
- 13.3 CT – Credit Transfer.
- 13.4 RPL – Recognition of Prior Learning.
- 13.5 ACPET – Australian Council for Private Education and Training.
- 13.6 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 VET Student Loan Special Circumstances and Review Policy (POL_TA_VSL1).
- 14.6 VET Student Loan Special Circumstances Form.
- 14.7 VET Student Loan Statement of Tuition Assurance.
- 14.8 VFH Special Consideration and Review Policy (POL_TA_VFH1).
- 14.9 Cancellation and Variation Policy (POL_TA_CV1).
- 14.10 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.

	Name	Job title	Date
Prepared by	Natasha Skelly	Student Services Manager	04/09/2014
Owned by	Natasha Skelly	Student Services Manager	04/09/2014
Approved by	Andrew Hetherington	Managing Director	04/09/2014

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.

Date	Name	Job Title	Version Number
04/09/2014	Natasha Skelly	Student Services Manager	1.0

Effective date	Review by date	SOP policy number	Version	Page number
01/02/2017	01/02/2019	POL_TA_FR1	4.1	7
Fees and Refund Policy_V4.1				

31/03/2015	Sharleen Ejlertsen	Quality Officer	2.1
04/05/2016	Sharleen Ejlertsen	Quality Officer	2.2
13/07/2016	Lisa Street	Quality Auditor	2.3
22/07/2016	Natasha Skelly	Student Services Manager	3.0
11/01/2017	Sharleen Ejlertsen	Quality Officer	4.0
01/02/2017	Sharleen Ejlertsen	Quality Officer	4.1