

# Fees and Refund Policy

Australis College Pty Ltd

RTO Number 31518

## PURPOSE

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

## SCOPE

It is the responsibility of Australis College to:

- Ensure the student is fully informed of tuition fees, additional charges and payment options involved in their enrolment through to the completion of their course.
- Inform the student of the terms and conditions, repayments and refund eligibility under the VET Student Loans scheme, Fee for Service arrangements and Queensland funding programs.
- Hold public liability insurance.
- Be able to demonstrate financial viability.
- Publish this policy on its website.

## POLICY STATEMENT

### 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. Should Australis College not be able to deliver a course to students once enrolled, the College will arrange for a transfer with the student's acknowledgement and consent to another Registered Training Organisation offering a similar course in a similar geographical location (if training is not facilitated primarily online). If this solution is not agreeable, the student may change courses, or unit(s) or choose to obtain a refund for units of competency paid for, but unable to complete training and assessment due to the College ceasing to provide that course or specific unit.

*Note: Refunds are not provided where the student has been provided the training and assessment but has not met the standard to gain competency in the unit of competency.*

- 3.2** As an approved provider under the VET Student Loans Act 2016, Australis College from the 1<sup>st</sup> January 2018 has an approved exemption in place and is required to comply with the interim arrangements for students enrolled under the VET FEE-HELP and VET Student Loan payment scheme. (Refer to the Statement of Tuition Assurance for Exempt VSL Providers and Statement of Tuition Assurance for Exempt VFH Providers on the Australis College website [australiscollege.edu.au/students/](http://australiscollege.edu.au/students/).)
- 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** Australis College will only accept tuition fees in advance up to \$1500.00, or the maximum amount approved by Australis College's tuition assurance provider.

## 4. PAYMENT OPTIONS - RELATED FEES AND CHARGES

**4.1** The following fee information is provided to each student during the enrolment process:

- Payment options available, terms and conditions, including the timing and amount of fees to be paid, and any non-refundable deposit/administration fee.
- Cooling off periods that apply.
- Adjustment to tuition fees where a Credit Transfer (CT) or Recognition to Prior Learning (RPL) application is approved.
- Items that may incur an additional cost to the student for specific courses such as:
  - Travel and accommodation to attend practical placement, clinic days or campus drop in's.
  - Uniform or clothing requirements.
  - Any health and vaccination requirements or police checks.
  - Re-enrolment for units of competency not completed within the timeframes associated with the course completion dates (refer to sections [7 and 8](#)).
  - Referrals to support networks or other study programs not offered by Australis College.

**4.2 FULL FEE PAYING OPTIONS (FEE FOR SERVICE).**

- Students may elect to pay their tuition fees in full (for amounts less than \$1500) at the time of enrolment. Students choosing this option are emailed an invoice and payment must be received within seven days prior to enrolment being finalised. Payments may be processed using Credit Card, Direct Debit or Cheque. A one percent surcharge applies to Credit Card payments.
- A student may apply for a payment plan to cover tuition fees over the duration of the course and minimise the financial burden of paying full fees upfront. Approval is granted at the discretion of the accounting department at the College. Terms and Conditions do apply. If payment is more than 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 the Withdrawal, Cancellation and Variation Policy).

- Students receiving Commonwealth assistance, may apply to have their tuition fees paid via Centrepay, authorising the Department of Human Services to make fortnightly payments on their behalf.

#### 4.3 STUDY LOANS.

- Australis College is an approved education provider with Study Loans; a private loan scheme available for eligible students in approved courses. This is applied for direct through Study Loans; funds are released and incurred as the student progresses through their course.
- Fees include a one-off establishment fee of \$200.00, a drawdown fee of \$25.00 per cluster of units and a monthly management fee of \$2.50. A \$25.00 fee is incurred to the student should monthly payments be overdue. Failure to make repayments or proceed through the course will result in Cancellation. (Refer to Withdrawal, Cancellation and Variation Policy.)

#### 4.4 VET STUDENT LOAN.

- At pre-enrolment, students applying for a VET Student Loan will be advised of all fees, including tuition fees (covered fees) and gap fees, loan fees and other course related equipment that the student may need to have access to during their enrolment. Refer to [Students/Schedule of Tuition Fees](#).
- Students may be required on occasion to pay additional (gap) fees not covered by fees advertised or the “covered fees” under the tuition fee schedule for the VET Student Loan scheme. Any gap fees are discussed at pre-enrolment and requires the student’s authorisation via a course declaration prior to enrolment.
- Students applying for a VET Student Loan are issued with a written statement for covered fees under this loan agreement on their course declaration and on the issuance of a VET Student Loan notice.
- A two day cooling off period applies.

#### 4.5 QUEENSLAND CERTIFICATE 3 GUARANTEE AND HIGHER LEVEL SKILLS.

- Co-contribution fees for students enrolling under these Queensland government programs are published on the Australis College website.

#### 4.6 QUEENSLAND USER CHOICE.

- Student and Employer co-contribution fees are published on the Australis College website, and are outlined in further detail in the Traineeship Training and Administration Procedure.

## 5. NON PAYMENT OR OVERDUE TUITION FEES

- 5.1 Enrolments will not be finalised until tuition fees have been paid under [FFS](#) agreements.
- 5.2 Students with fees owing who choose to cancel from the course, will not receive certification for unit(s) awarded until fees are paid.
- 5.3 Outstanding fee payments overdue by a period of three weeks will result in course access being suspended; once two payments have been missed, and following notification from the College, enrolment will be cancelled.

## 6. RESUBMISSION FEES

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

**6.1.1** 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.

## 7. COURSE RE-ENROLMENT FEES

**7.1** Students who are unable to complete a significant portion of their course by their completion date must submit an application to re-enrol. (Refer to the Withdrawal, Cancellation and Variation Policy.)

**7.2** Fees 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.

**7.3** Students are required to complete and submit a Re-enrolment Form to their Training Faculty.

**7.4** Where a student enrolled under VET Student Loans considers they have grounds for [special circumstances](#), the student will need to provide a separate Application for Special Circumstances Form and must provide evidence as at [12.3](#) to re-enrol without incurring any fees.

## 8. ROLLING RE-ENROLMENT FEES

**8.1** Rolling re-enrolment allows a student additional time to complete their course beyond the expiry date on a month by month basis. (Refer to the Withdrawal, Cancellation and Variation Policy.) Fees for rolling re-enrolment vary between Faculties and are paid by an agreed automatic monthly payment plan from the student's nominated debit or credit card.

## 9. REPLACEMENT CERTIFICATION

**9.1** Students requiring a replacement Certificate or Statement of Attainment are required to complete the Application for Replacement Certification Form and will be subject to paying the prescribed fee on the form (subject to change).

## 10. REFUND OF TUITION FEES

**10.1** All refund requests submitted are subject to approval by a Review Officer in accordance with our Access and Equity Policy ensuring a fair and equitable process to all students.

**10.2** Refund requests must be sent in writing to [student.services@australiscollege.edu.au](mailto:student.services@australiscollege.edu.au). Refunds processed under a [full paying](#) arrangement are subject to a \$275.00 administration fee.

**10.3** 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.
- The student has been provided with all training and assessment but has not met the standard to gain competency in the unit of competency.
- If a student has submitted work, that has been plagiarised or falsified.
- If the student has breached their enrolment terms and conditions as per their Course Declaration, Student handbook and the Code of Conduct Policy.
- If a student enrolment has expired past the completion deadline.

**10.4** 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 weeks.
- Where a student has applied for VET Student Loan or Queensland funding program.

**10.5** Refunds will be processed within ten business days from the date of approval and will be notified of the decision in writing within 28 calendar days of receiving the refund request.

## 11. REFUND OF CO-CONTRIBUTION FEES (CERTIFICATE 3 GUARANTEE AND HIGHER LEVEL SKILLS)

**11.1** Fees will not be refunded under the circumstances outlined at [10.3](#) for students enrolled in Certificate 3 Guarantee and Higher Level Skills. Should a refund be granted and processed, receipt of payment must be retained showing the name of the student, date and amount of refund including the unit(s) of competency.

**11.2** Refer to the Traineeship Agreement and Handbook and Traineeship Training and Administration Procedure for refunds relating to Traineeships.

## 12. APPLICATION FOR REMISSION OF HELP DEBT DUE TO SPECIAL CIRCUMSTANCES

**12.1** 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. The College understands that special circumstances may occur where it is not possible to withdraw from the course by the census date. (Refer to the VET Student Loan Special Consideration and Review Policy or the VFH Special Consideration and Review Policy.) 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.

**12.2** Special circumstances for remission of debt or refund of tuition fees include:

- Medical reasons.
- Family/personal reasons.

- Employment-related reasons.
- Course-related reasons.

**12.2.1** 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.

**12.3** Students may request an application form from Student Services, and are to submit their completed form to [student.services@australiscollege.edu.au](mailto:student.services@australiscollege.edu.au) along with any supporting documentation. Applications must be made within 12 months after the census date for the course, or part of the course.

**12.4** Each application will be assessed by the Chief Operations Officer within 28 calendar days of receiving the application.

**12.5** The student will be notified in writing of the outcome.

**12.6** 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 the completion date, meaning the student is unable to complete the requirements for the course as per their enrolment conditions, 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.)

## 13. APPEALING A DECISION

**13.1** If the student is dissatisfied with the outcome related to Fees, Charges and Refunds, they may submit an appeal. Please see the Complaints, Grievances and Appeals Policy and Complaint and Appeals Forms on the Australis College Website <http://www.australiscollege.edu.au/students/>.

**13.1.1** Complaints and Appeals that proceed to third party investigation and resolution may incur a cost to the student under a Full fee paying agreement.

## 14. CREDIT CARD INFORMATION

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

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

## 15. COMMUNICATION, TRAINING AND RECORDKEEPING

**15.1** *For internal use only* - refer to the Communication, Training and Recordkeeping Procedure.

## 16. ABBREVIATIONS

- 16.1 ASQA – the Australian Skills Quality Authority.
- 16.2 CASA – Civil Aviation Safety Authority.
- 16.3 CT – Credit Transfer.
- 16.4 RPL – Recognition of Prior Learning.
- 16.5 FFS – Fee for Service; students that are self-funded.

## 17. REFERENCES/SUPPORTING DOCUMENTS/DEFINITIONS

- 17.1 A list of applicable legislation is detailed within the *legislation tab* in the Quality Management Register.
- 17.2 Student Handbook.
- 17.3 Course Declaration.
- 17.4 Student Code of Conduct Policy.
- 17.5 Access and Equity Policy.
- 17.6 Complaints, Grievances and Appeals Policy.
- 17.7 Withdrawal, Cancellation and Variation Policy.
- 17.8 Schedule of Tuition Fees.
- 17.9 Re-enrolment Form.
- 17.10 Rolling re-enrolment Form.
- 17.11 Application for Replacement Certification Form.
- 17.12 Public Liability Insurance Certificate.
- 17.13 Special Circumstances and Review Policy for VET Student Loans Students.
- 17.14 VET Student Loan Special Circumstances Form.
- 17.15 VSL Special Circumstances Review Outcome Form.
- 17.16 VFH Special Consideration and Review Policy.
- 17.17 VET Student Loan Statement of Tuition Assurance for Exempt VSL Providers.
- 17.18 VET FEE-HELP Statement of Tuition Assurance for Exempt VFH Providers.

## 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
<b>Prepared by</b>	Erin Threlfall	Student Services Manager	04/09/2014
<b>Owned by</b>	Erin Threlfall	Student Services Manager	04/09/2014
<b>Approved by</b>	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 Quality Management Register.

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
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
27/04/2018	Sharleen Ejlertsen	Quality Officer	4.2
09/08/2018	Sharleen Ejlertsen	Quality Officer	5.0