

# Fees and Refund Policy

Australis College Pty Ltd

RTO Number 31518

## PURPOSE

To ensure Australis College meet applicable RTO Standards and funding and loan contract requirements in relation to financial viability and the disclosure of fees, charges and refunds.

## SCOPE

Australis will:

- Fully inform students of payment options, tuition fees and other charges related to their enrolment through to course completion.
- Fully inform students of applicable terms and conditions for their enrolment including withdrawals and refunds; and any applicable loan schemes or state funding.
- 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 is responsible for ensuring Australis complies with applicable regulations including the VET Quality Framework, RTO standards and other relevant Commonwealth and State legislation.

### 2. INSURANCE

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

### 3. COMMITMENT TO TRAINING SERVICES

- 3.1** Australis is committed to delivering the services necessary for students to successfully complete their studies, as detailed in our Student Handbook.

Should Australis be unable to deliver a course to enrolled students, Australis will seek to arrange for a transfer with the student's consent to another training provider offering a similar course in a similar geographical location (if relevant). If the student does not consent, they may change courses or unit(s) or obtain a refund for units of competency paid for but not able to be completed due to Australis 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 Vet Student Loan provider, Australis have an approved exemption in place and is required to comply with the interim arrangements for students enrolled under the VET Student Loan scheme. (Refer to the Statement of Tuition Assurance for Exempt VSL Providers [australiscollege.edu.au/students/](http://australiscollege.edu.au/students/).)
- 3.3** In the event there are changes to agreed services, Australis will inform the student as soon as practicable.
- 3.4** Australis only accept tuition fees in advance up to \$1,500, or the maximum amount approved by Australis' tuition assurance arrangements.

## 4. PAYMENT OPTIONS - RELATED FEES AND CHARGES

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

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

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

- Students may elect to pay tuition fees in full (for amounts less than \$1,500) at the time of enrolment. Students choosing this option are emailed an invoice and payment must be received prior to enrolment being finalised. Payment options may include Credit Card, Direct Debit or Cheque depending on the course, amounts and payment options selected. A surcharge applies to Credit Card payments.
- For some courses, students may be able to apply for a payment plan to cover tuition fees, payable within the course duration. Approval is solely at Australis' discretion. Terms and Conditions and eligibility requirements apply. If payment is more than 30 calendar days late, interest will accrue daily at the Federal Government General Interest Charge (GIC) rate. Course access may be suspended if payments are in arrears, as per the Student Handbook. A late fee may also be charged (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 is an approved education provider with Study Loans; a private loan scheme for eligible students in approved courses. This is applied for direct through Study Loans; with the funds periodically released to Australis as the student progresses through their course.
- Australis charge the student no additional fees for Study Loans, but the student will incur fees from Study Loan directly including an establishment fee, drawdown fees, management fees and late fees if applicable, as detailed at <https://studyloans.com.au/students/#the-loan>. 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), gap fees, loan fees and other course related equipment the student may need to access during their enrolment. Refer to [Students/Schedule of Tuition Fees](#).
- Some students may be required 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 require 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 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 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 direct fee for service ([FFS](#)) agreements.
- 5.2 Students with fees owing who choose to withdraw from the course, will not receive certification for unit(s) awarded until fees are paid.
- 5.3 Outstanding fee payments will result in course access being suspended, and if not rectified, eventually cancelled in accordance with the Student handbook.

## 6. RESUBMISSION FEES

- 6.1 Where a student is deemed not competent in a unit of competency after two submission attempts and still wish to continue with their studies, they may be required to re-enrol in the unit/module at the unit/module price applicable at that time.

## 7. RE-ENROLMENT FEES

- 7.1 Enrolments that expire before the student fully completes their course are deemed to be an Expired Enrolment. (Refer to the Withdrawal, Cancellation and Variation Policy.)

- 7.2** Any student who wishes to continue after their enrolment has Expired will need to re-enrol in the units they still wish to attain. This may be via a Rolling Re-enrolment or a Full Re-enrolment as detailed in the Student Handbook.
- 7.3** Any re-enrolment will incur additional costs as per the advertised prices at that time and will require agreement to a new course declaration which will have different terms and conditions and costs to the original enrolment. Re-enrolments are generally not able to access further State funding or the VET Student loan.
- 7.4** Students enrolled under VET Student Loans who have not completed their course by the completion date are deemed Expired and no longer have access to VET Student Loan to continue in their approved course. A re-enrolment requires acknowledgement of new enrolment terms and conditions and fees are payable under a Full Fee paying agreement.

## 8. REPLACEMENT CERTIFICATION

- 8.1** 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).

## 9. REFUND OF TUITION FEES

- 9.1** All refund requests are subject to approval by a Review Officer in accordance with the Access and Equity Policy to ensure a fair and equitable process to all students.
- 9.2** Refund requests must be emailed to [student.services@australiscollege.edu.au](mailto:student.services@australiscollege.edu.au). Refunds processed under a [full paying](#) arrangement are subject to an administration fee as advertised at the time of the claim.
- 9.3** 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.
  - Where 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.
- 9.4** The only exceptions to this policy are:
- Where the student's application for enrolment is declined by Australis College.
  - Where Australis cancel 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.

- 9.5 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.

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

- 10.1 Fees will not be refunded under the circumstances outlined at 9.3 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.
- 10.2 Refer to the Traineeship Agreement and Handbook and Traineeship Training and Administration Procedure for refunds relating to Traineeships.

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

- 11.1 Students who have applied for a VET Student Loan will incur a debt for the unit of study they are enrolled in at the census date. Australis understand 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.) This specifies the circumstances from the VET Student Loans Act 2016, Higher Education Support Act 2003 and related guidelines in which Australis 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.

- 11.2 Special circumstances for remission of debt or refund of tuition fees include:

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

- 11.2.1 In considering these circumstances, Australis 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.

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

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

- 11.5 The student will be notified in writing of the outcome.

- 11.6** A student’s FEE-HELP balance will be re-credited by Australis should it cease to provide the course, or part of the course, after the student commenced, but before the scheduled 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.)

## 12. APPEALING A DECISION

- 12.1** 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 at <http://www.australiscollege.edu.au/students/>.

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

## 13. CREDIT CARD INFORMATION

- 13.1** Any Credit Card details received will be de-identified and destroyed once payment has been processed.
- 13.2** Any electronic communication received containing Credit Card information will also be permanently deleted.

## 14. COMMUNICATION, TRAINING AND RECORDKEEPING

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

## 15. ABBREVIATIONS

- 15.1** ASQA – the Australian Skills Quality Authority.
- 15.2** CASA – Civil Aviation Safety Authority.
- 15.3** CT – Credit Transfer.
- 15.4** RPL – Recognition of Prior Learning.
- 15.5** FFS – Fee for Service; students that are self-funded.

## 16. REFERENCES/SUPPORTING DOCUMENTS/DEFINITIONS

- 16.1** A list of applicable legislation is detailed within the *legislation tab* in the Quality Management Register.
- 16.2** Student Handbook.
- 16.3** Course Declaration.
- 16.4** Student Code of Conduct Policy.
- 16.5** Access and Equity Policy.
- 16.6** Complaints, Grievances and Appeals Policy.
- 16.7** Withdrawal, Cancellation and Variation Policy.
- 16.8** Schedule of Tuition Fees.
- 16.9** Re-enrolment Form.
- 16.10** Rolling re-enrolment Form.

- 16.11 Application for Replacement Certification Form.
- 16.12 Public Liability Insurance Certificate.
- 16.13 Special Circumstances and Review Policy for VET Student Loans Students.
- 16.14 VET Student Loan Special Circumstances Form.
- 16.15 VSL Special Circumstances Review Outcome Form.
- 16.16 VET Student Loan Statement of Tuition Assurance for Exempt VSL 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       |
|-------------|---------------------|--------------------------|------------|
| Prepared by | Erin Threlfall      | Student Services Manager | 04/09/2014 |
| Owned by    | Erin Threlfall      | 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 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            |
| 30/05/2019 | Sharleen Ejlertsen  | Quality Officer          | 5.1            |
| 06/06/2019 | Andrew Hetherington | Managing Director        | 5.2            |
|            |                     |                          |                |
|            |                     |                          |                |
|            |                     |                          |                |