

# Fees and Refunds - Policy and Procedure

Policy Owner: Managing Director

## PURPOSE

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

## SCOPE

Informs students on the range of payment options, fees and charges that may apply to their enrolment including the criteria and procedure to apply for a refund.

Applies to staff communicating to students' payment options, fees and charges that apply at course enquiry and during enrolment. Also applies to staff who review and process refund applications.

## POLICY

### 1. AUSTRALIS COLLEGE FINANCIAL OBLIGATIONS AND COMMITMENT TO TRAINING SERVICES

- Australis College is committed to fully informing students on:
  - Tuition fees and other charges related to their enrolment through to course completion.
  - Payment options including any applicable loan schemes or state funding the student may qualify for.
  - Terms and conditions, the timing and amount of fees to be paid, and any non-refundable deposit or administration fees.
  - Cooling off periods that apply.
  - Adjustment to tuition fees where a Credit Transfer or RPL application is approved.
  - Items that may incur additional costs to the student for specific courses such as costs to attend placement or clinic days, uniform or health and vaccination requirements, police or working with children checks, referrals to support networks or study programs not offered by the College.
  - Charges that relate to withdrawals, variations of enrolment and refunds.
- The College is committed to their financial obligations to deliver training services so students are able to successfully complete their course by:
  - Holding public liability insurance.
  - Demonstrating financial viability as required by state and federal regulators.
  - Publishing this policy on its website.
- Where the College is 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.*

- 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 (VSL) scheme. (Refer to the Statement of Tuition Assurance for Exempt VSL Providers [australiscollege.edu.au/students/](http://australiscollege.edu.au/students/).)

- In the event there are changes to agreed services, Australis will inform the student as soon as practicable.
- Australis only accept tuition fees in advance up to \$1,500, or the maximum amount approved by Australis' tuition assurance arrangements.

## 2. PAYMENT OPTIONS

### FULL FEE-PAYING OPTION (FEE FOR SERVICE).

- Students may elect to pay tuition fees in full (for amounts less than \$1,500) at the time of enrolment.
- 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.

### 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 do not charge the student additional fees for Study Loans; 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.)

### VET STUDENT LOAN (VSL).

- 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 VSL 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 VSL 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.

### 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.

### 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.

## 3. NON-PAYMENT OR OVERDUE TUITION FEES

- Enrolments will not be finalised until tuition fees have been paid under direct fee for service (FFS) agreements.

- Students with fees owing who choose to withdraw from the course, will not receive certification for unit(s) awarded until fees are paid.
- Outstanding fee payments will result in course access being suspended, and if not rectified, the student's enrolment will be cancelled in accordance with the Student handbook.

#### 4. RESUBMISSION FEES

- 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.

#### 5. RE-ENROLMENT FEES

- 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.)
- 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.
- 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 VSL.
- Students enrolled under VSL who have not completed their course by the completion date are deemed expired and no longer have access to VSL 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.

#### 6. REPLACEMENT CERTIFICATION

- Students requiring a replacement Certificate or Statement of Attainment are required to send an email of the request to Student Services and will be subject to paying the prescribed fee on the Form (subject to change).

#### 7. REFUND OF TUITION FEES

- 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.
- 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.
- 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.
- Refunds processed under a [full paying](#) arrangement are subject to an administration fee as advertised at the time of the claim.
- Refunds will be processed within ten business days from the date of approval, students will be notified of the decision in writing within 30 calendar days of receiving the refund request.

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

- Fees will not be refunded under the circumstances outlined at [7](#) 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.
- Refer to the Traineeship Agreement and Handbook and Traineeship Training and Administration Procedure for refunds relating to Traineeships.

## 9. APPLICATION FOR REMISSION OF VETSL DEBT

- Refunds of a student's VETSL debt can only be granted where:
  - a) The student has grounds for special circumstances as defined by the VET Student Loans Act 2016 (refer to the Special Circumstances Policy for VET Student Loans students), OR
  - b) The College ceases 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.)

## 10. APPEALING A DECISION

- If a student is dissatisfied with the outcome related to Fees, Charges and Refunds, they may submit an appeal. Refer to the Grievances, Complaints, Appeals Policy and Procedure.
- Complaints and Appeals that proceed to third party investigation and resolution may incur a cost to the student under a Full fee paying agreement.

## 11. CREDIT CARD INFORMATION

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

## PROCEDURE

### 1. FEES AND CHARGES INFORMATION ON ENQUIRY AND DURING ENROLMENT.

- 1.1 All fees, charges, payment options, terms and conditions are outlined on the course pages of the College website and is also discussed on enquiry with Course Consultants.
- 1.2 At enrolment, students are sent a Course Declaration outlining all applicable tuition fees, enrolment terms and conditions and other fees or resources they may need to pay or acquire in addition to their tuition fee. This document must be signed and returned by the student before their enrolment in finalised.

- 1.3 Students choosing to pay tuition fees upfront without applying for loan/state funding are emailed an invoice, 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.
- 1.4 Payment plans are available for specific courses and will be set up as a monthly automatic payment on authorisation from the student.
- 1.5 Students who have applied for loan or state funding are emailed fee notices.
- 1.6 Following enrolment, all fees and charges enquires are to be directed to the College's Student Services Department.

## 2. REFUND APPLICATIONS AND REPLACEMENT CERTIFICATES.

- 2.1 All refund requests/applications not associated with a complaint must be emailed to [student.services@australiscollege.edu.au](mailto:student.services@australiscollege.edu.au).
- 2.2 As refund requests for current or past VSL students are determined by special circumstances or circumstances pertaining to a College breach of unacceptable conduct, the student must be referred to the Special Circumstances for Review for VET Student Loans Students or the VSL Tuition Assurance Policy to understand the application process, time frames for applying and evidence required to support the re-credit of their VETSL debt.
- 2.3 Refunds associated with a complaint against the College must be forwarded to the Quality department. Refer to the Grievances, Complaints, Appeals Policy and Procedure.
- 2.4 Replacement certificates must be requested from Student Services and will incur a fee advised at the time of enquiry.

## 3. INVESTIGATING ELIGIBILITY FOR A REFUND.

- 3.1 Student Services in consultation with an Executive Manager will review the refund application for eligibility against the principles in this Policy and state/federal regulations that apply.
- 3.2 The student's enrolment and file notes will be reviewed in determining a decision.

## 4. REFUND OUTCOME.

- 4.1 A written outcome will be emailed outlining the reasons for the approval/rejection of the refund application.
- 4.2 The response must advise the student of the option to submit an Appeal if they disagree with the decision and reasons provided.
- 4.3 Approved refunds are to advise the student to expect the refund to be processed within 10 business days.
- 4.4 The approval is to be forwarded to Finance for processing.

## 5. RESPONSIBILITIES

### Executive Management

- Responsible for ensuring financial obligations to students, state and federal regulators are being complied with.

### Quality

- May assist Student Services with the review of refund applications.

### Faculties

- Assesses student eligibility for re-enrolment options where a course has expired.

### Student Services

- Communicate accurate payment options, fees and charges to students to assist them in making an informed choice on their course/study options.
- Quality checks data for accurate payment processing.
- Investigates refund applications.

#### **Student Support/ Student Recruitment**

- Communicate accurate payment options, fees and charges to students to assist them in making an informed choice on their course/study options.
- Refer students to the website for further information on relevant policies, procedures and associated forms.

#### **Finance**

- Process payments and refund requests within a timely manner or as stated in policies and procedures.

#### **Marketing**

- Ensures all marketing material including the website and course brochures display accurate information on payment options, fees and charges.
- Publish current policies and procedures on the website, freely accessible to students.

### **SUPPORTING DOCUMENTS AND INFORMATION**

- A list of applicable legislation is detailed within the legislation tab in the Quality Management Register.
- CT – Credit Transfer.
- RPL – Recognition of Prior Learning.
- FFS – Fee for Service; students that are self-funded.
- Environment, Health and Safety – refer to the Health and Safety Policy.
- Internal recordkeeping, communication and training – refer to the Communication, Training and Recordkeeping Procedure.
- Student Handbook.
- Course Declaration.
- Student Code of Conduct Policy.
- Access and Equity Policy.
- Grievances, Complaints, Appeals Policy and Procedure.
- Withdrawal, Cancellation Variation Policy and Procedure.
- Schedule of Tuition Fees.
- Re-enrolment Form.
- Rolling re-enrolment Form.
- Public Liability Insurance Certificate.
- Special Circumstances and Review Policy and Procedure for VSL students.
- VET Student Loan Special Circumstances Form.
- VSL Special Circumstances Review Outcome Form.
- VET Student Loan Statement of Tuition Assurance for Exempt VSL Providers.