



# PP008 Fees, Charges and Refund Policy and Procedure

## 1. Purpose

- 1.1. This policy has been developed to ensure the consistent application of course fees, ancillary charges and refunds by staff at Austral College. This policy applies to all students, namely Full (Standard) Fee Students and Eligible Individuals under Government funding scheme.
- 1.2. It outlines the approach of Austral College in managing fees and refunds as well as the way advanced payments are protected by Austral College.

## 2. Scope

- 2.1. This procedure applies to all prospective and enrolled students at Austral College.
- 2.2. All staff of Austral College may be required to apply this procedure in their roles.

## 3. Authority

- 3.1. The Victorian Campus Manager is responsible for the effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy and procedure. The Victorian Campus Manager is also responsible for publishing the most current information on tuition fees and all other fees applicable to students training on Austral College's website with easy access.
- 3.2. The Victorian Campus Manager is responsible for assessing all requests for refunds.
- 3.3. The Student Administration Officer is responsible for collecting, verifying, and filing evidence.
- 3.4. This Policy and Procedure is issued on the authority of the CEO. The CEO retains overall responsibility for the effective implementation of this policy and procedure.
- 3.5. Any complaints or breaches in relation to this policy should be reported to the CEO by email to: [info@australcollege.com.au](mailto:info@australcollege.com.au)

## 4. Definitions

- **ASQA** means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body.
- **Course fee** means the amount that Austral College charges for government funded students under the Skills First program for a course based on the rules issued by the Department.
- **Eligible Individual** means an individual who is eligible for government subsidised training in accordance with the eligibility requirements and related guidelines set out in the VET Funding Contract.
- **Fee Payer** means the nominated payer of a student's course fees, usually either the student or the employer paying on behalf of the student.



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- **Materials Fee** means an amount that either fully or partly covers the cost of materials for the course.
- **SRTOs** means the Standards for Registered Training Organisations (RTOs) 2015.
- **Tuition Fee** means the amount that Austral College charges students for qualifications or courses.

## 5. Policy Statement

- 5.1.** Austral College will act in accordance with Clauses 5.3, 7.3 and Schedule 6 of the Standards for Registered Training Organisation's 2015 and the Guidelines about Fees as published for the contract year.
- 5.2.** Austral College will implement an effective Fees, Charges and Refunds Procedure that applies to prospective students and students currently enrolled by Austral College.

## 6. Requirements, Process & Procedure

### 6.1. Pre-enrolment

- Prospective students seeking to enrol in a course with Austral College are advised of all fees and ancillary charges associated with a course, and are provided with a Statement of Fees that includes:
  - course/tuition fees,
  - administration fees,
  - materials fees and any other charges via a Statement of Fees; this information is also available on the relevant pages of the website ([www.australcollege.com.au](http://www.australcollege.com.au))
- The enrolment pack provided to each prospective student will include:
  - The total amount of all fees including course/tuition fees, administration fees, materials fees, and any other ancillary charges.
  - Payment terms, including the timing and fee amount(s) to be paid under a payment plan.
  - Any fees and charges for additional (optional) services.
  - How to access this Fees, Charges and Refund Policy.
- Prospective students seeking to enrol with Austral College must read and acknowledge that they understand the Course Fees, Ancillary Charges and Refund terms before an application for enrolment can be completed and enrolment is confirmed.
- Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.
- Students have the right to a 'cooling off period' if they signed up to a course. The cooling off period is 7 days from the date they signed their enrolment forms. To exercise this right, the student must notify our office by emailing [info@australcollege.com.au](mailto:info@australcollege.com.au) within 7 days of enrolment.
- Fee information relevant to a course is outlined in detail on the Statement of Fees as well as the RTO's website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training,



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whichever occurs first. The enrolment pack includes all costs for a course, any materials fees or levies and payment terms.

## 6.2. Fees in advance

- Austral College protects the fees that are paid in advance by students.
- Austral College does not require a student to ever pay more than \$1,500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.

## 6.3. Course Fees (Accredited)

- Course (Tuition) Fees do not include GST, as education is an exempt service under the GST Legislation.
- Fees are only accepted by direct bank deposit and are not collected in cash by any staff.
- Unless otherwise specified, course fees include the cost of all compulsory training and assessment materials.
- Any optional textbooks, materials, software or access to platforms that may be recommended (as determined on a course basis) but not required for completion of the course, are not included in course fees and will be an additional cost should the student wish to purchase such materials.
- The Student Enrolment Form is seen as acceptance of all fees and charges associated with the student's enrolment.
- Tuition fees will not be charged for any units that have a Credit applied.

## 6.4. Concession

- Austral College does not offer Concession Rates

## 6.5. Fee Waiver

- Austral College does not offer fee waivers

## 6.6. Statement of Fees

- All students will receive a Statement of Fees prior to enrolment which is an individualised quote for the course they are enrolling in. This will include:
  - the code, title, and currency of the training product in which the student is to be enrolled
  - tuition fees relevant to the individual enrolment taking account of any applicable credit transfers
  - any other applicable fees, such as student services, amenities, goods, or materials



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## 6.7. Reporting and Allocation of Fees

- The Student Administration Officer is responsible for ensuring that the correct tuition and non-tuition fees and funding received are reported in AVETMISS files against the student's enrolment
- Austral College will keep accounts and records in a way that clearly distinguishes income or fee-for-service training from government subsidised training.
- Austral College will establish and maintain a separate general ledger account to record receipt of income from tuition fees and the payment of refunds of tuition fees.

## 6.8. Terms of Payment

- Austral College only accepts the following method of payment – direct bank transfer.
- Students are provided with a Tax Invoice for their course fees and any additional charges that incur.

## 6.9. Late Payment

- Where a student is more than fourteen (14) days overdue with payments, Austral College reserves the right to suspend training services until payment is made to bring fees up to date.
- Students who are having trouble in paying their fees are invited to call our office on 1300 005 065 to make alternative arrangements for payment during their period of difficulty.
- For long-term outstanding amounts, Austral College reserves the right to utilise the services of a debt recovery agency to ensure the collection of all fees. Access to studies may be suspended until outstanding payments are resolved.
- In cases where outstanding payments cannot be resolved, and a period of at least 60 calendar days has passed since the payment due date, Austral College reserves the right to cancel (terminate) the enrolment with immediate effect, and all access to the Learning Management System will be terminated.

## 6.10. Ancillary Charges

- There are some charges that are ancillary to course fees. Please see the table below which outlines all charges which may apply.

| <b>Administration Fees</b>  | <b>Fee (Include GST)</b>       |
|---|--------------------------------|
| Hard copies of learning materials in addition to online   | \$16 (per unit)                |
| Re-issue of qualifications or Statement of Attainment   | \$30                           |
| Extension of Enrolment (4 weeks)  | \$200                          |
| Extension of Enrolment (8 weeks)  | \$400                          |
| <b>Assessment (Re-Submission) Fees</b>  |                                |
| For written assessments in any course, the course fee includes 3 attempts (including the initial submission). Where an additional assessment is required in order to achieve competency, Austral College reserves the right to charge a student an additional reassessment fee. | \$50 per re-submission marking |



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## 6.11. Course Refunds

- Austral College reserves the right to cancel workshop programs. If students have enrolled in a program that has been cancelled, Austral College will provide a full refund of the fees paid by the student.
- Where a student submits a request for a refund in writing more than 10 (ten) business days prior to the commencement of a workshop program and no course materials have been issued, Austral College will charge a \$250 administration fee from the tuition fee. This will be withheld from any refund amount.
- Where a student submits a request for a refund less than 10 (ten) business days prior to the commencement of a workshop program and 'no course materials have been issued', Austral College will charge a \$500 administration fee from the enrolment fee.
- Where a student submits a request for a refund after the commencement of a workshop program then no refund will be given unless extenuating circumstances occur. This is irrespective as to whether the student does not show up for his/her scheduled classes, face to face or online, or accesses any learning material. Austral College will assess each application on a case-by-case basis.

## 6.12. Important Notes:

- Requests for a refund based on extenuating or compassionate circumstances will be considered on a case-by-case basis.
- If a refund is granted, payment will be made by electronic transfer into the student's nominated bank account.
- All requests for refunds will be assessed by the Victorian Campus Manager of Austral College. Refunds will be processed and paid within 15 (fifteen) business days if the request is granted. The Victorian Campus Manager will advise students about the outcome in writing.

| Examples of Refund Scenarios   | Refund   |
|--|--|
| Student withdraws from the course after course materials have been issued / accessed through Learning Management System  | No refund  |
| Student withdraws from the course after workshop or course has commenced   | No refund  |
| Administration Fees  | No refund  |
| Austral College is unable to provide the course after course start date (for which the original offer was made)  | Full refund  |
| Student submits a request for a refund more than 10 (ten) business days prior to the commencement of a workshop program and no course materials have been issued / accessed through Learning Management System | Austral College will charge a \$250 administration fee, and refund any amount already paid above this.<br>If course materials have been issued / accessed through Learning Management System, no refund is applicable. |



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|  |   |
|--|---|
| Student submits a request for a refund less than 10 (ten) business days prior to the commencement of a workshop program and no course materials have been issued / accessed through Learning Management System | Austral College will charge a \$500 administration fee, and refund any amount already paid above this. If course materials have been issued / accessed through Learning Management System, no refund is applicable. |
| Student abandons the course without notice   | No refund and the balance of all outstanding fees for the course to be invoiced to the student.   |
| The course is not provided fully to the student because Austral College has a sanction imposed by a government regulator.  | Refund of unused course fees  |
| Recognition of Prior Learning (RPL) fees   | No refund once the RPL application has been received, confirmed and payment taken.  |
| A government funded student is withdrawn from the course due to lack of participation in their studies for a period of 60 days +   | No Refund   |
| Closure of RTO   | Full refund of all unused fees.   |

- All requests for refunds should be made in writing and addressed to The Victorian Campus Manager at: [info@australcollege.com.au](mailto:info@australcollege.com.au)

## 7. Related Documents

- Refund application form

## 8. Review Date

12 months from the date of this version, or as required.

## 9. Version History

| Version | Date     | Action         | Prepared by    | Approved by     |
|---------|----------|----------------|----------------|-----------------|
| V1.0    | 22.10.24 | Initial Review | Candice Taylor | Desi Kasimiotis |