



SC 2: Fees and Refunds Policy & Procedure

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Purpose

The purpose of this policy and procedure is to outline Australian Academy's approach to managing fees and refunds and to demonstrate how fees paid in advance are protected by Australian Academy.

This complies with Clauses 5.3, 7.3 and Schedule 6 of the Standards

Definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Application Fee means the costs associated with processing the application

Administration Fee means the costs associated to record keeping and other administrative work

Course Fee means the total costs of training and assessment required for students to achieve the qualification or course enrolled in

Course Tuition Fee means the daily tuition aspect of each specific course

DET means Department of Education and Training

'Fee Schedule means the course fee aspect of each specific course

Letter of Offer is the letter sent by Australian Academy to the prospective student in response to a student's application for enrolment

Provider default means where the provider fails to start providing the course to the student at the location on the agreed starting day or after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

Student Default means where the student :

- (a) fails to attend the course starts at the location on the agreed starting day (and has not previously withdrawn
- (b) the student withdraws from the course at the location (either before or after the agreed starting day); or
- (c) the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
 - (i) the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;
 - (ii) misbehaviour by the student.



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Policy

1. Protection of fees paid in advance

Australian Academy protects the fees that are paid in advance by the domestic students.

Australian Academy holds an unconditional financial guarantee. The guarantee is for an amount that ensures it at least covers all the fees paid in advance above \$1500.

2. Fees and refund information

Prospective and current students are advised of the fees associated with a course on the relevant Letter of Offer and our Schedule of Fees and Charges. In compliance with Clause 5.3 of the Standards, this is provided prior to enrolment or commencement of training, whichever is first.

Refund information is outlined in the Student Acceptance Agreement and in the Student Handbook.

Fees will only be collected once a signed copy of the signed Student Acceptance Agreement is received by Australian Academy.

3. Inclusions in course fees

Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course in which they are enrolling. Course fees will clearly itemise tuition, as well as materials fee.

Students will need to provide their own stationery including pens, notebooks and highlighters.

An application fee applies for prospective students who wish to apply for enrolment with Australian Academy. This is additional to the course fee and is non-refundable.

Course fees include the issuance of a testamur and record of results and/or statement of attainment. For additional copies or re-issuing of any of these documents an additional fee is applicable. This fee is currently \$50 per request.

4. Late payments

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

Debts will be referred to a debt collection agency where fees are more than 40 days past due. Australian Academy reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

5. Refunds

Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to Australian Academy in writing, outlining the details and reason for their request. Students who have not completed a withdrawal form are not eligible for consideration of a refund or reduction in fees.



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In the unlikely situation where Australian Academy is required to cancel a course due to insufficient numbers or for other unforeseen circumstances, students will receive a full refund of the total amount of course fee paid.

Refunds

Students eligibility for a refund will be assessed as follows:

- A full refund will apply where **Australian Academy** cancels the course prior to commencement.
- A refund of unused course fees will apply where **Australian Academy** cancels the course after commencement. The amount of unused course fees will be calculated based on services already provided up to the day the course stops.
- 70% of the pre-paid course fees be refunded where the **student** withdraws in writing 28 days or more prior to the course commencing.
- 60% of the full course fees where the student withdraws in writing less than 28 days prior to the course commencing. You can make this period shorter or longer.
- No refund where the student withdraws at course start time or after commencement of the course.
- No refund where the student is excluded for misbehaviour.

6. Outcomes of refund decisions

Australian Academy will provide the outcome of the refund assessment in writing to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.

Students will be advised that they may appeal the refund assessment following Australian Academy's Complaints and Appeals Policy and Procedure.



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Procedures

1. Student fees

Refer Clause 5.3, 7.3, Schedule 6, National Code 2007 Standard 3 and 13.

Procedure	Responsibility
<p>A. Invoices</p> <ul style="list-style-type: none"> All students should pay their course fee and application fee upon enrolment, preferably prior to course commencement. Raise an invoice for the amount in line with the payment schedule for the relevant course. Note for international student, fees should not be collected until the Student Agreement has been signed by the student and received by Australian Academy. Students have 14 days to pay an invoice. Keep a copy of the invoice on the student's file. 	Accountant
<p>B. Fee instalment invoices</p> <ul style="list-style-type: none"> Charge fee instalments in line with the relevant payment schedule for the course. Students have 14 days to pay an invoice. Keep a copy of the invoice on the student's file. 	Accountant
<p>C. Receiving payments</p> <ul style="list-style-type: none"> Payments may be made by EFTPOS, cash, direct bank transfer, credit card or money order. Record payments against the relevant invoice on MYOB. Provide the student with a receipt. 	Accountant
<p>D. Managing overdue fees</p> <ul style="list-style-type: none"> Send out statements monthly to students to show outstanding fees. Call students where payments are more than 14 days overdue. Any student with an invoice over 40 days past due should be referred to the debt collection agency. Students must refer to the Director of Studies about suspending training until fees are brought up to date. If training is suspended send a letter to the student advising of suspension until payment is made. Advise Trainer. Students, where fees continue to be unpaid, refer to Director of Studies to consider withdrawal. 	Accountant Director of Studies

2. Refunds

Refer Clause 5.3,



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<p>E. Processing refunds – provider default</p> <ul style="list-style-type: none"> • Automatically issue a refund within 28 days to students who have enrolled and paid their course fees and application fee and the course is cancelled prior to commencement. • Automatically issue a refund to students or person responsible for paying the fees within 28 days where the course has commenced but is cancelled. • Notify students or person responsible for paying the fees to whom refunds are automatically issued in writing and issue refund. Record on file. • All other students who withdraw from their course and seek a refund are to make a request for a refund in writing. • Assess refund as per this Policy. • Calculate the relevant refunds. • CEO approves refund assessment. • Notify the student in writing of the outcome of the refund assessment and make payment of refund where applicable. • For student default, process refunds within 28 days. • Keep a copy of the refund assessment on the student's file. 	<p>Accountant</p>
<p>F. Processing refunds</p> <ul style="list-style-type: none"> • All other students who withdraw from their course and seek a refund are to make a request for a refund in writing. • Assess refund as per this Policy. • Calculate the relevant refunds. • General Manager approves refund assessment. • Notify the student in writing of the outcome of the refund assessment and make payment of refund where applicable. • Process refunds within 28 days. • Keep a copy of the refund assessment on the student's file. 	<p>Accountant CEO</p>