

AIFL FEES AND REFUND POLICY

Document Name and Number:	Version and Date:	Responsible Person:	Purpose and Comments:
Fees and Refund Policy	April 2019/V1.0	CEO and/or nominee	Ensure compliance with Standards for Registered Training Organisations (RTOs) 2015

Policy scope	<p>The Fees and Refund Policy applies to all fees payable for the provision of education and training services and to the refunding of all fees paid.</p> <p>This Policy applies to all nationally accredited training delivered by the Organisation.</p> <p>Fees and refunds are not handled by external personnel without prior agreement by the CEO and/or nominee.</p>
Policy purpose	<p>The Fees and Refund Policy outlines the system for payment of fees and the refunding of fees.</p> <p>The Organisation does not collect any domestic student fees in advance with all fees and payment schedule to be disclosed in a letter of offer prior to commencing the course.</p> <p>For all international enrolments all fees and a payment schedule will be disclosed in a letter of offer.</p> <p>Accepted payment methods are EFTPOS and Direct Deposit.</p> <p>Once a student has commenced their course, no refund will be made unless authorised by the CEO and/or nominee or required to do so by law.</p>
Policy statement	<p>All Fees and Refunds are to be made according to the requirements of this Policy, the Law and the associated Fees and Refund Procedures.</p> <p>Either prior to or at enrolment, it is mandatory for the student and their parent/carer (where applicable) to be advised of the organisation's Fee Schedule (Attachment 1), payment and refund arrangements (Attachment 2).</p> <p>Enrolment occurs when the student, and/or their parent/carer (where applicable), sign the Enrolment Form.</p> <p>Where fees cannot be paid upon commencement or the Student is experiencing financial hardship, a payment plan over twelve months or less can be negotiated with the CEO and/or their nominee.</p>

AIFL FEES AND REFUND POLICY

	Where special circumstances occur, which restrict a student's ability to attend, then each case for a refund will be determined by the CEO and/or their nominee on merit and based upon an application.
Legislative/statutory requirements	<ul style="list-style-type: none"> • ACCC cooling-off requirements
Associated documents	<ul style="list-style-type: none"> • Fee Schedule • Enrolment Form • Student letter of offer
Measure of policy effectiveness	<p>The effectiveness of this Policy will be determined by:</p> <ul style="list-style-type: none"> • Effective implementation of the Policy and related Procedures represented by zero discrepancies reported in financial reporting each month • Outcomes from internal and external audits
Induction	Refer to the organisational and induction processes to confirm specific induction requirements related to this Policy
Definitions/acronyms	<ul style="list-style-type: none"> • ACCC – Australian Competition and Consumer Commission • EFTPOS – Electronic Funds Transfer Point of Sale

- **Attachment 1 Course Fees (tuition) - all fees are listed in AU\$**

Course fees are as per course and marketing information provided in advance to potential students noting:

Domestic Fees

For domestic students no tuition fee in advance is accepted and domestic students will be provided with a letter of offer for their consideration and signature if agreeable, noting no tuition fee in excess of \$1,500 will be accepted.

International Fees

For international students a letter of offer outlining the fees and charges and payment amount and dates will be provided and if agreeable signed by the student. Also see *CRICOS International student fee refund policy*

Additional Fees and Charges (non-tuition)

AIFL FEES AND REFUND POLICY

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| <ul style="list-style-type: none"> • Application/Enrolment Fee of \$350 + GST for domestic/international students (non-refundable). • Issue of Student Card - \$10. • Re-Issue of Testamurs/Statement of Attainment -\$50 each copy. • Photocopy or PDF of original. Testamurs/Statement of Attainment - \$25 each copy. • Postage fee of Testamurs/Statement of Attainment to interstate address - \$10 each copy. • Postage fee of Testamurs/Statement of Attainment to international address - \$30 each copy. | <ul style="list-style-type: none"> • Reassessment Fee \$50 per unit (after three attempts). • Course extension fee for students who exceed the maximum duration period in accordance with the weekly charge rate of \$300 per week. • Late payment of course fees – up to \$500 per instalment. • RPL Fee - 50% of original fee per qualification (subject to change). • Material Fees - \$150 per course (excluding Skills First students) • Printing of training materials Fee - \$25.00 per unit. (excluding Skills First students) |
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Attachment 1 - Refunds Reasons and Outcomes

- Notification of intention to withdraw must be received a minimum of 5 business days before the scheduled commencement of study.
- Refunds will be paid within 14 days of receiving written notification of withdrawal, less 10% administration fee.
- If notice is received less than 5 business days before scheduled commencement of study, fees will be forfeited.
- In the event of a course cancellation, all fees paid will be refunded within 14 days.
- Refunds will only be made payable to the person who paid the fees.
- A student may be suspended or dismissed at the discretion of the RTO due to unacceptable conduct. No refund will be provided in these circumstances.
- No upfront payment or tuition fees are refundable once the course has commenced.
- A written application may be made for exceptional circumstances, addressed to the CEO, for consideration.