



**Policies and
Procedures**

Standard Related

FEES, CHARGES and REFUND

Policy & Procedure

1. Purpose

The VET Quality Framework and Conditions of Registration require that RTOs protect fees paid in advance and have a fair and reasonable refund policy.

We are committed to providing a fair and transparent policy and procedure when dealing with students and prospective students in regard fees charged, protection of fees and refunds where warranted.


2. Scope

This applies to all students enrolled with AICT.

3. Financial Standards

1. In the case of student funded courses, AICT has measures in place to ensure that students receive a refund of fees for services not provided. This includes services not provided as a result of the financial failure of AICT;
2. AICT will adopt a refund policy that is fair and equitable, both to the student and the company.
3. AICT will ensure that the contractual and financial relationship between the student and AICT is full and properly documented, and that copies of the documentation are made available to the student. Documentation will include: the rights and responsibilities of the student, cost of training, payment arrangements, refund conditions and any matters that place obligations on the student.
4. In the case where the employer is funding the cost of training, information of such funding will be provided to the trainee at the discretion of the employer only.



	CRICOS Provider No. 02540M RTO Provider No. 2058	Current Version: 1.1
Current Version Date: 03/04/2016	Next review date: 03/04/2017	Page 1 of 6

4. Course Fees

AICT will charge a nominal fee per course enrolled. An initial course fee must be paid in advance of course start date. Our marketing materials (website, brochures) clearly detail information on fees and refunds.


We provide the following fee information to each client:

- a) the total amount of all fees including course fees, enrolment fees, materials fees and any other charges;
- b) payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/enrolment fee;
- c) the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment, and
- d) The AICT refund policy.

Students must be aware of the following payment information:

1. Enrolment is not complete until all fees and charges have been paid or deferred payment arrangements have been made.
2. Fees are charged on a semester basis.
3. Fees for units starting in the following calendar year cannot be charged under the current calendar year fees policy.
4. Concessions on course are available to the following entitled students only. Proof of concession is required upon enrolment for eligibility. Concession rate is approximately 50% and applies to tuition fees on eligible government subsidised courses at the Certificate IV level only.
 - a) Persons holding:
 - I. A Pensioner Concession Card
 - II. A Repatriation Health Benefits Card (from Dept. of Veterans' Affairs)
 - III. A Health Care Card
 - b) Person in receipt of AUSUDY or ABSTUDY
 - c) Persons in receipt of the Youth Allowance
 - d) Persons who have reached the age of 15 but who have not reached the end of their compulsory education period.
5. Any payment plan arrangements established during enrolment are to be maintained at all times.
6. Where a student fails to meet their payment plan obligations the students' enrolment may be cancelled.
7. Action will be taken to recover fees owing to AICT and extra costs, such as legal fees may be incurred. The student will be suspended from continuing the course and the student will be liable for all costs incurred by AICT or their representatives, including



	CRICOS Provider No. 02540M RTO Provider No. 2058	Current Version: 1.1
Current Version Date: 03/04/2016	Next review date: 03/04/2017	Page 2 of 6

- (without limitation) collection agency costs, court costs, solicitors fees on a solicitor/client basis, together with interest on the outstanding amounts at the rate allowed by the court from time to time and all other reasonable additional costs of recovery of the amount outstanding.
8. Any results, and qualifications will be withheld until all outstanding payments are made.
 9. Vendor Exams and all additional services, such as internships will not be booked or organised until all outstanding payments are made.
 10. All payment plans will be made using Debit Success.

5. Refund Circumstances

1. Refund of Fees - *Employer sponsored courses and traineeships:*

Course fees may be refunded under the following circumstances:


- a) If a trainee leaves employer more than (7) days prior to the commencement of the course, full enrolment fee will be refunded, commencement date will be the first scheduled structured training session date booked by the trainer.
- b) If a trainee leaves employer less than (7) seven days prior to commencement of the course 20% of enrolment fee will be forfeited, 80% of enrolment fee will be refunded, commencement date will be the first scheduled structured training session date booked by the trainer/assessor.
- c) No refunds will be granted from the date of the commencement of course.

2. Refund of Fees - *Student Funded Courses (not traineeships)*

Course fees may be refunded or reallocated under the following circumstances:

- a) If AICT, or a third party delivering services on behalf of AICT, closes or ceases to deliver a unit or units that the learner is enrolled in, the student will receive a full refund (or pro-rata adjusted refund), AICT may also offer the student a transfer to another course, this choice is for the student to make
- b) If a refund is requested more than 14 days before course commences, a full refund will be provided
- c) If a refund is requested between 14 days of course commencement and the day of commencement, 50% of the initial course fee will be refunded.
- d) If a place is not offered in the course, the student will receive a full refund.
- e) If the student wishes to change their enrolment into another course at same RTO the course fees paid will be transferred to the new course
- f) If a student applies for RPL and the application is unsuccessful, there will be no refund.




	CRICOS Provider No. 02540M RTO Provider No. 2058	Current Version: 1.1
Current Version Date: 03/04/2016	Next review date: 03/04/2017	Page 3 of 6

6. Refund Procedure and Cancellation of Enrolment

1. Where a student wishes to withdraw from their course of study, the student must complete and submit an Enrolment Variation Form and Refund Application Form (available online or AICT reception) to apply for a refund.
2. Requests for refunds must be lodged within 10 working days of the official withdrawal date. The official withdrawal date is the date of scheduled course commencement.
3. Any requests for refunds lodged after the administrative date will incur a cancellation fee.
4. Students who withdraw are entitled to a full refund of fees and charges where:
 - a. The course/ qualification or unit is cancelled or re-scheduled to a time unsuitable to the student; or
 - b. A student is not given a place due to maximum number of places being reached.
5. Students who withdraw for reasons other than those outlined in section 5, and who lodge a withdrawal form before 20% of delivery has been concluded: the Census Date; will be eligible for a full refund of their course fee, and;
 - a. A full refund of the resource fee if the course is a Diploma or Advanced Diploma; or
 - b. 50% of the resource fee if the course is below Diploma level
6. The Census Date is the date by which 20% of the Delivery has been concluded.
7. A Pro Rata refund in cases of exceptional circumstances that are beyond the control of students may be approved. Pro-rata refunds may be approved in certain circumstances, please refer to below:
 - a. Serious illness resulting in extended absence from classes;
 - b. Injury or disability that prevents the student from completing their program of study.
 - c. All pro rata refund applications must be made via the Enrolment Variation Form and attend a formal interview. Relevant documentary evidence (such as medical certificates) will be required.
8. There is no refund for used or opened books, vendor exam vouchers, and any additional services requested.
9. All approved refunds will be paid within 28 days of receipt of the Student Refund Form.
10. Cancellation Fees may apply.



	CRICOS Provider No. 02540M RTO Provider No. 2058	Current Version: 1.1
Current Version Date: 03/04/2016	Next review date: 03/04/2017	Page 4 of 6

1. No Refund

1. A student will not obtain a refund under the following circumstances:
 - a. If a student applies for RPL and the application is unsuccessful.
 - b. Once training has commenced in the course no refund is available, unless compelling circumstances prevail i.e. extreme personal hardship or medical circumstances which warrant non completion of course. In these cases, the student may wish to return to college at a later date, this will also be approved by AICT (the student must return within 1 year of enrolment date to complete course)
 - c. The student fails to comply with terms and conditions of enrolment which include, college policies and procedures as provided in this Code of Practice and the Student Handbook
 - d. The student provides false or misleading information.

2. Debts Outstanding

A student will not receive their qualification, statement of attainment and record of results until the debt is paid. In cases where the student has paid for part of course, for example 2 units of competency and they have completed those units as competent, then they will receive a statement of attainment for those units.

For example, if the student completes their course on 1 June 2015 and has no outstanding debts then they will receive their qualifications by 30 June 2015 (within 30 days). However, in the case where the student has outstanding debts, then the 30 days will not begin until they have cleared their debt.

3. How to apply for refund

Requests for refund must be made in writing using the applicable form - Request for Refund Form

Note: Refunds due to the student will be paid within 2 weeks of receiving written application on the appropriate form available from Student Support Manager.

4. Associated documents:

- a. Request for Refund Form



<i>CRICOS Provider No. 02540M RTO Provider No. 2058</i>	<i>Current Version: 1.1</i>
<i>Current Version Date: 03/04/2016</i>	<i>Next review date: 03/04/2017</i>
	Page 5 of 6

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