

No.2.1.8: Fees, charges and refunds policy and procedure

Policy Context

This policy relates to:	
Registration Manager	Australian Skills Quality Authority (ASQA)
Conditions of Registration	VET Quality Framework (VQF)
Codes and Standards	ESOS National Code 2018 – Standard: 2.1.7; 3.1; 3.3.4; 3.3.5; 3.3.8; 3.4; 3.4.1; 3.4.2; 3.4.3; Standards for RTOs 2015 – Standards 4 & 5
Legislation or other requirements	National Vocational Education and Training Regulator Act 2012

Purpose

The purpose of this policy is to establish the framework for all applicable course fees, charges and refunds. AuSC ensures it applies fees and charges to students as per the required guidelines mentioned in the policy context. AuSC management reviews fees and charges on a regular basis.

Fees and charges are calculated and levied to students as per the current guidelines set out by the AuSC according to market research and Government guidelines.

AuSC has published the tuition fees for each course/qualification on its website. Concession Fees are applied when appropriate.

AuSC is entitled to charge fees for services provided to students undertaking a course of study and for other services AuSC may provide. These charges are generally for items such as

- Tuition fees;
- Enrolment fees;
- Course materials;
- Text books;
- Student services and
- Other related training and assessment services.

The transparency, governance and management of fees and charges are integral to financial transparency and ensuring students' rights and responsibilities are fully explained and maintained.

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Objectives

The objective of this Policy and Procedure for course fees, charges and refunds is to ensure that:

- AuSC has suitable and appropriate mechanisms and framework in place to handle all fees, charges and refunds related matters and enquiries.
- AuSC personnel know their responsibilities and obligations.
- AuSC has all fees clearly listed on their marketing and advertising documentation and website.

Scope

This policy applies to current, prospective and previous students, all staff and other AuSC stakeholders.

General Processes

1. Provision of pre-enrolment information:

Written Agreements

The AuSC must enter into a written agreement with the overseas student or intending overseas student, signed or otherwise accepted by the student, concurrently with or prior to accepting payment of tuition fees or non-tuition fees. A written agreement may take any form provided it meets the requirements of the ESOS Act and the National Code. The written agreement must:

- Outline the course or the courses in which the student is to be enrolled and its details
 - Expected start date
 - The locations of course delivery
 - Modes of study offered
 - Any compulsory online or work-based training
 - Placements, other community-based learning, or collaborative research training arrangements
- Outline any necessary prerequisites needed to enter the course
- List any conditions imposed on the student's enrolment
- List all the tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences)

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- provide details of any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply
- set out the circumstances in which personal information about the student may be disclosed by AuSC
- outline the registered provider's internal and external complaints and appeals processes
- state that the student is responsible for keeping a copy of the written agreement as supplied by the registered provider, and receipts of any payments of tuition fees or non-tuition fees.

AuSC has included in the written agreement information in relation to refunds of tuition fees and non-tuition fees in the case of student default and provider default:

- amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of AuSC)
- processes for claiming a refund.
- the specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement.
- a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS.
- The statement that "This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".

AuSC will retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student.

AuSC applies tuition fees, plus additional fees and charges and according to the guidelines of management.

Fees are published on AuSC's website including service and amenities fees, and material fees, where applicable.

All fees that are to be charged to a student and the terms of a refund will be documented in the following places:

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- a.) Student Brochure
 - b.) Orientation Presentation
 - c.) AuSC's Website
 - d.) Student Handbook
2. The fee schedule is updated by the CEO annually and when required, for example upon notification on changes to the fees and charges policies in Government and relevant administrative directives.
 3. The CEO will keep all relevant staff members up to date with all changes to the fees and charges policies.
 4. The Academic and Compliance Manager ensures all marketing material refer students to the AuSC website regarding current fees and charges.
 5. Potential students are informed of the tuition fees, service and amenities fees, and material fees, by directing them to AuSC website and marketing material.
 - Prior to enrolment or commencement of training and assessment
 - Students are given information regarding the fees to be paid to AuSC, the payment terms and conditions (including refunds and deposits)
 - The student's rights as a consumer, including but not limited to any statutory cooling off period, if applicable
 - Student upon request may discuss payment methods, may seek a fee waiver or scholarship.
 - The student has the option of the following payment methods: EFT, Credit Card, Cheque, cash.
 - The student are required to pay 25% of total tuition fees on successful admission to a program and any applicable application/ enrolment fee.
 - It should be noted that AuSC do not require international students to pay more than 50 per cent of their tuition fees before they start the course unless the student has requested to make a larger payment and confirmed in writing or an alternate arrangement is outlined in the Written Student Agreement.
 - A student or the person responsible for paying the tuition fees, may choose to pay greater than 50 per cent of their tuition fees before they start their course.
 6. In the case of an employer paying the enrolment fee for their staff, Academic and Compliance Manager or an officer appointed by the Academic and Compliance Manager notifies Administration staff.
 - An invoice is generated and sent to the student's employer detailing qualification, student name and enrolment/tuition fees in detail.

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7. Once the enrolment fees are paid, the student is enrolled on the Student Management System, a receipt is generated, and a copy is sent to the employer, and another copy is placed in the student file.
8. If the potential student applies for RPL/CT, the fees and charges will be revised. Refer to the Course Credits – National Recognition, Recognition of Prior Learning & Credit Transfer Policy and Procedure.
9. The published fee is charged once the potential student has made an informed decision to enrol.
10. Potential students are provided with clear and detailed information in respect of fees, payments, and refunds in the Student Handbook
11. The Student Handbook and relevant policies and procedures are available at AuSC Reception.
12. To apply for a refund the student is to fill in the Fee Refund Form and submit it at Reception. Students can download the form from the AuSC's website. A hard copy of the form may also be obtained from Reception. Applications will be considered, and applicant advised in writing, within 20 working days of the application being received by the CEO.
 - The student holds the right to obtain a refund in the event of the arrangement being terminated early or if the AuSC fails to provide the agreed services.
13. The CEO assesses the application and takes decision related to the application.
14. Management of fees paid;
 - All Fees collected in advance (i.e. prior to enrolment) will be accessible until the student is enrolled.
 - When a student applies to AuSC for a course their enrolment application is reviewed and accepted in accordance with the Admission Policy. Once accepted, a Student Welcome Letter, Student Handbook and Invoice are sent to the applicant. These documents identify:
 - Total Course Fees
 - Enrolment Fee
 - Total fees payable to confirm the application.
 - Balance of fees that are left outstanding.

PAYMENT PLAN/INSTALMENT PLAN:

If any student is applying for a payment plan, the payment plan form is to be completed and submitted to the Student Support Officer. The CEO will make the final decision and the Student is to be notified of the outcome.

Procedures

Sr.No.	Procedure Steps	Responsibility	Reference
1	Procedure Steps (Review and implementation)	CEO	
2	Payment Plan/ Instalment Plan	CEO	

Continuous Improvement

A summary of all fees, charges and refund related matters and concerns will be presented as a part of the Continuous Improvement policy and procedure at the Management Meeting for review. The purpose of this is to ensure management become aware of:

- Any general adverse trend that needs correcting
- Common threads relating to the compliance and quality assurance.
- Repeat issues

Confidentiality and Privacy Statement

For more information, please refer to our Privacy and Confidentiality Policy.

Publication

This policy once approved, will be available to all students and staff by accessing AuSC Intranet or on request. This policy will also be available through AuSC's website as well.

This policy and procedure will form part of the information distributed and communicated during staff orientation.

Review processes

The policy and procedure will be reviewed annually by the Academics and Compliance.

Appendix A

All applicable fees and charges

Fees	Total Amount
Course fees	Please refer to the website
Material fees	Please refer to the Letter of Offer and Acceptance Agreement
Deferment Fee	\$200.00
Application fees	\$200.00
Change of CoE	\$50.00
Extend of Course Duration	\$200.00 per week
Supplementary Assessment	2 free re-assessment attempts
Supplementary Assessment	\$100/after two free resubmission attempts
Re-Assessment fee for practical based unit	\$250.00
Unit Repeat cost	\$500.00
Replacement Student ID	\$20.00
Work Based Training (WBT) fee	Confirmation on request
Credit Transfer	No Charge
RPL fees	\$250.00 Application fees and \$250.00 per unit
Change of course fees	\$250.00
Change of location	\$200.00
Certificate re-issue fee	\$80.00
Interim academic transcript	\$50.00
Reissuance of Records (Certificate & Transcript)	\$200.00
Student Photocopying	10c per page
Overseas Health Cover	Confirmation on request
Airport pick-up	Confirmation on request
Temporary Accommodation charges	Confirmation on request
Loss of Library books	Replacement cost
Refund Processing fee	\$100.00
Reference Letter	\$50.00
Failure to attend required number of class hours	\$20 p/hr (starts when student fails to attend more than 20%) of class contact hours)
Fees for late payment of fees	\$100 per week for each week the payment for fees is delayed
Fees for late submission of assessment	\$100

Appendix B

Refund and Cancellation Circumstances

S.No	Circumstance	Refund due
1.	Australian Sovereign College cancels course before commencement	Full refund of all fees
2.	Australian Sovereign College cancels course following commencement	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
3.	Australian Sovereign College has not provided a Student Agreement that meets the requirements of the National Code 2018.	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
4.	Student withdraws up to 4 weeks prior to course commencement.	Application fee not refunded. Refund of 70% of all other fees and charges.
5.	Student withdraws less than 4 weeks prior to course commencement.	Application fee not refunded. Refund of 50% of all other fees and charges.
6.	Student withdraws less than 2 weeks prior to course commencement.	No refund. Fees for full study period (term) to be paid.
7.	The student does not commence on the agreed start date and has not previously withdrawn.	No refund. Fees for full study period (term) to be paid.
8.	Student withdraws after commencement.	No refund. Fees for full study period (term) to be paid.
9.	Student's enrolment is cancelled due to disciplinary action.	No refund. Fees for full study period (term) to be paid.
10.	Student breaches a visa condition	No refund. Fees for full study period (term) to be paid.



11.	The student has supplied incorrect or incomplete information causing Australian Sovereign College to withdraw the offer of the course prior to commencement.	No refund. Fees for full study period (term) to be paid.
12.	The student is refused a visa because they did not pay start their course at the agreed location on the agreed starting day or they withdrew from their course with Australian Sovereign College, or they did not pay an amount due.	No refund. Fees for full study period (term) to be paid.
13.	The student is refused a visa and therefore does not commence their course / term on the agreed starting day or withdraws from the course / term on or before the agreed starting day because of the visa refusal. This is only applicable offshore students.	The total amount of all course fees (tuition and any non-tuition fees) received or less whichever is the lower amount of 5% of the total amount of the fees or the sum of \$500.
14.	The student is refused a visa and therefore does not commence their course / term on the agreed starting day or withdraws from the course / term on or before the agreed starting day because of the visa refusal. This is only applicable onshore students.	Please refer to circumstances related to student withdrawal given in row 4 to 8 of Appendix B .
15.	The onshore student commenced the course/term and the visa got refused.	No refund. Fees for full study period (term) to be paid.