

## Fees, Charges and Refunds Policy

### Policy Context

#### Purpose

The purpose of this policy is to establish the framework for all applicable course fees, charges and refunds. AUIPT ensures it applies fees and charges to students as per the required guidelines in the policy context.

Fees and charges are calculated and levied to students as per the current guidelines set out by AUIPT according to market research and Government guidelines. AUIPT management reviews fees and charges on a regular basis. The tuition fees for each course/qualification are published on AUIPT's website.

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

- tuition fees;
- enrolment fees;
- administration 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.

### Definitions

#### a) Refund:

Repayment of monies previously paid to AUIPT for course fees or any other charges in relation to student services for which an agreement is in place.

#### b) Tuition Fees:

Charges incurred for training services.

#### c) Pre-paid Tuition Fees:

Tuition fees are paid in advance prior to the commencement of the course or a study period

#### d) Enrolment Fees:

Covers the administrative costs of enrolment

#### e) Administration Fees:

Charges incurred for processing the refund application

#### f) Materials Fees:

Charges incurred in addition to the Tuition Fees for the provision of such items as course books and other material, protective clothing or uniform or any other item that a student must purchase and will keep following the conclusion of the course

#### g) Other Fees:

Charge incurred for services not included in Tuition Fees, Application and Administration Fees or Materials fees

#### h) Cooling Off Period:

A period of time within 5 working days of the date the student makes the payment to the institute, in which the student can change of mind and withdraw their enrolment. Written notification of the change of mind must be received by AUIPT within this 5 working days period. However, if the student chooses to receive the training/assessment services from AUIPT within these 5 working days, the student will automatically lose their right to cool off.

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### Objectives

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

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

### Scope

This policy applies to current and prospective who have applied for courses at AUIPT.

### General Process

#### 1. Provision of Pre-Enrolment information

##### Written Agreements

AUIPT 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:

- a) 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
- b) Outline any necessary prerequisites needed to enter the course.
- c) List any conditions imposed on the student's enrolment.
- d) 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).
- e) 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.
- f) set out the circumstances in which personal information about the student may be disclosed by AUIPT.
- g) outline the registered provider's internal and external complaints and appeals processes.
- h) 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.

AUIPT must also include 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 the AUIPT).
- 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.

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- A plain English explanation of what happens in the event of a course not being delivered, including the role of the Tuition Protection Services (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”.

The registered provider must 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. AUIPT applies tuition fees, plus additional fees and charges and according to the guidelines of management.

Fees are published on AUIPT’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:

- Course Brochures
  - Student Handbook
  - AUIPT’s website
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 Operations Manager ensures all marketing material refers students to the AUIPT 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 the AUIPT website and marketing material:
    - Prior to enrolment or commencement of training and assessment
    - Students are given information regarding the fees to be paid to the AUIPT, 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.
    - AUIPT may accept full payment of tuition fee but no more than \$1500 from each individual student prior to the commencement of the course.
      - Where AUIPT requires the student to pay or prepay in excess of a total of \$1500. AUIPT must meet the requirements set out in Schedule 6 under the Requirements for Fee Protection.
  6. In the case of an employer paying the enrolment fee for their staff, Operations Manager or an officer appointed by the Operations Manager notifies the Administration staff.  
An invoice is generated and sent to the student’s employer detailing qualification, student name and enrolment/tuition fees in detail.
  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.

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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 AUIPT's website or the reception.
12. To apply for a refund the student is to fill in the Refund Application Form and submit it at Reception. Students can download the form from the AUIPT'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 Operations Manager.
  - The student holds the right to obtain a refund in the event of the arrangement being terminated early or if AUIPT fails to provide the agreed services.
13. The Operations Manager assesses the application and makes decisions 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 AUIPT for a course their enrolment application is reviewed and accepted in accordance with the Admission Policy. Once accepted, a Letter of Offer, 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 Operations Manager will make the final decision and the student is to be notified of the outcome.

No	Procedures	Responsibility	Reference
1	Review and implementation	Operations Manager	
2	Payment Plan / Instalment Plan	Operations Manager	

## Fees, Charges and Refunds Policy

### Refund Policy and Procedure

#### Purpose

Refund information provided to students is to be designed to ensure that all details relating to fees and charges are known prior to enrolment and comply with relevant legislation regulations and standards. This policy will result in a fair and equitable refund policy for students at Australian Institute of Professional Technique (AUIPT).

#### Scope

This policy relates to students of AUIPT and applies to all staff and management of AUIPT.

#### Policy Statement

AUIPT ensures that the Refund Policy adheres to the requirements of the Standards for Registered Training Organisation (RTO) 2015 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

In compliance with Standard 3, this policy administers the following institutional standards as part of AUIPT's operational and organisation standards:

- AUIPT's written agreements with the students contain the amounts that may or may not be repaid to the student.
- AUIPT's written agreements with students clearly state the process for students to make an application for a refund.
- AUIPT's written agreements contain a plain English explanation of what happens in the event of a course not being delivered.
- AUIPT's written agreements contain the statement, "This agreement, and the availability of complaints and appeals processes does not remove the right of the student to take action under Australia's consumer protection laws".

#### Requests for Refund of Tuition Fees

A student who wishes to apply for a refund of tuition fees in accordance with this Refund Policy should do so in writing and state reasons and relevant details by submitting it to the Chief Executive Officer (CEO).

#### Payment of Refund

All refunds for which a student is eligible will be forwarded, within 28 days, to the person who paid the fees in his or her home country, unless the student is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution, as authorised by the student AUIPT will provide the student with a statement detailing the calculation of the refund.

#### Approvals

All refunds must be approved by the CEO. Exemptions to any of the above-mentioned cases may only occur where the student has extenuating or compassionate grounds as determined by the CEO. "This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws".

#### Non-payment of fees and debt collection for all students

Students are required to pay all their course fees as they become due (as per the conditions outlined in the enrolment documentation). If fees are not paid on time, staff will attempt to make contact with the student to arrange an appointment with the CEO, and they will be given the opportunity to discuss any compassionate and compelling circumstances and get their fees up to date. Should staff be unable to establish contact with the student, a week after fees is due, AUIPT will charge 20% of the outstanding fees and will send a Notification of Intention to Report for outstanding fees, which may lead to the cancellation of the student's enrolment. Ongoing delays in payment of AUIPT fees may result in the cancellation of enrolment.

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Under Standard 3.2, AUIPT is required to include information about what would happen in the case of both student and provider default. Students have the right to a refund when AUIPT has:

1. Failed to provide the course at the agreed location and starting date
2. Ceased providing courses to students after it starts and before it is complete

Upon enrolment, the signed statement of fees and availability of complaints and appeals process does not remove the rights of the student to take action under Australia's consumer law.

- If a student withdraws from his or her course and would like a refund or to have fees reduced, they need to make a request in writing and submit a completed refund/remittance form.
- Applications for refunds must be received within 21 days of cancellation.
- Assessing refund requests will be based on the cost of the services AUIPT provides to the student.

### Refund Procedure

Students must submit a completed Refund Application Form.

If your request for a refund is approved:

1. We'll let you know our decision in writing, along with any refund or adjustment notice.
2. All refund requests are to be authorised by the CEO, and applications are processed within twenty-eight (28) days of the application being received.
3. Refund requests are to be entered into the student management system, and copies of evidence are stored.

### Application:

Refund of the fees will only be granted in accordance with the refund policy set out below. Admin fees (or equivalent amount taken out of paid tuition fees if the original admin fee was waived), are non-refundable under any circumstances, except in the unlikely circumstance where AUIPT is unable to provide the course.

- Tuition fees and course credit are not transferable.
- AUIPT reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, if necessary. In such circumstances, if a student is unable to enrol in a similar course at AUIPT, all fees will be refunded within 28 days.
- If written notice of withdrawal is received from a student at least 28 days prior to the commencement of the course (based on an original course start date), full refund minus 5% of the course fees received or \$500; whichever is less.
- The calculation applied for fees paid in advance and where a course of study is cancelled before the agreed Completion Date, AUIPT will calculate the Cancellation Fee in accordance with the table below.

### No Fee Refund

- If a student cancels their enrolment or fails to attend a program or course after the start of the program, except for visa refusal or any circumstances deemed to be compassionate and compelling by the CEO, AUIPT will not refund any of the fees paid for the course as relevant to tuition fee up to and until the end of the current teaching period, within which the student's course cancellation is finalised.
- The student will also be required to pay any outstanding balances for the course, as relevant to the tuition fee up to and until the end of the current teaching period, within which course cancellation is finalised.
- Refunds for any monies received by AUIPT on behalf of the student for services other than tuition fees must be requested from the company delivering the service, and students will be subject to the respective companies' refund policies.

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- If an extension to the student's visa is not granted and the course has commenced, a refund will not be issued to the student for the course duration that has already finished.
- If the student seeks and is granted approval by AUIPT to transfer to another provider prior to completion of six months of study of the principal course, AUIPT will not refund any of the fees paid for the course as relevant to tuition up to and until the end of the current teaching period within which the release is finalised. The student will also be required to pay any outstanding fees for the course, as relevant to tuition up to and until the end of the current teaching period within which the release is granted, prior to release.
- If the student's enrolment is cancelled due to infringement of AUIPT's disciplinary policy or breach of student visa conditions, no refund of any course money will be granted.

### Full Refund

- If your relevant visa application is denied, 100% of pre-paid course fees will be refunded directly to the student. All other fees are subject to the below terms. Written notification is required by the Department of Home Affairs (DHA).
- In the unlikely event that AUIPT is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 4 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by AUIPT at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees or to accept a place in another course. If you choose a placement in another course, we will ask you to sign a document to indicate that you accept the placement. If AUIPT is unable to provide a refund or place you in an alternative course, the Australian Government's Tuition Protection Service (TPS) will assist you with your placement in an alternative course or manage any applicable refunds.
- If a student has overpaid fees to AUIPT, then the overpaid fees will be fully refunded.

### Partial Refund

- If a student cancels their enrolment or fails to attend a program or course after the start of the program, except for visa refusal or any circumstances deemed to be compassionate and compelling by the CEO. The refund amount shall be the multiplication of the weekly tuition fee studied weeks + 2 weeks' notice.  
Example refund amount = average weekly tuition fee + 2 weeks' notice x remaining course weeks.
- Refunds for any monies received by AUIPT on behalf of the student for services other than tuition fees must be requested from the company delivering the service and students will be subject to the respective companies' refund policies.

## Fees, Charges and Refunds Policy

PROVIDER DEFAULT	
AUIPT fails to start course or the course ceases to be provided after it starts	100% tuition fee refund excludes enrolment and administration fees**
STUDENT DEFAULT	
Withdrawal notified in writing and received by the Institute 28 days or more prior to course commencement	70% tuition fee refund excludes enrolment, material equipment and administration fees <sup>1</sup>
Withdrawal notified in writing and received by the Institute less than 28 days prior to course commencement	50% tuition fee refund excludes enrolment, material equipment and administration fees <sup>1</sup>
Withdrawals notified in writing and received by the Institute on or after the course commencement date or student did not commence study at campus location identified	No refund of current study period course fees paid and material equipment fee <sup>1</sup>
Student's enrolment is suspended or cancelled by the Institute due to the student being in breach of the student's written agreement	No refund of current study period course fees paid and material equipment fee <sup>1</sup>
OTHER	
Student has been refused an Australian Student Visa and has not started the course (refusal letter required)	100% tuition fee refund excludes enrolment, material equipment and administration fees*
Student has been refused an Australian Student Visa and has started the course (refusal letter required to determine default date)	100% tuition fee refund excludes enrolment, material equipment and administration fees**
Deceased Students: The personal legal representative of the Deceased Estate must apply for any excess payments which are to be refunded. The administrators must supply details about who the refund is payable to. AUIPT reserves the right to request official documentation to support any such claims.	The proportion of fees paid for the unused delivery of training and assessment services i.e. the fees are calculated for the days that were paid for that the deceased student did not attend after deceasing.
* indicates amount minus 5% of the course fees received (including non-tuition fee); or \$500; whichever is less.	
** indicates unspent tuition fee of weeks in default period (period from after default day and the end of the period to which the unspent tuition fee relates).	
Refund calculation:	
a) $Weekly\ tuition\ fee = 7 \times \left( \frac{total\ tuition\ fee\ for\ the\ course}{number\ of\ calendar\ days\ in\ the\ course} \right)$	
b) $Weeks\ in\ default\ period = \left( \frac{number\ of\ calendar\ days\ from\ the\ default\ day\ to\ the\ end\ of\ the\ period\ to\ which\ the\ payment\ relates}{7} \right)$	
c) $Refund\ amount = weekly\ tuition\ fee \times number\ of\ weeks\ in\ default\ period$	
<sup>1</sup> Student defaults if the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or the student withdraws from the course at the location (either before or after the agreed starting day), or AUIPT refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:	
<ul style="list-style-type: none"> <li>student fails to pay an amount payable to AUIPT for the course; the student breached a condition of his/her student visa; misbehaviour by the student.</li> </ul>	



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Procedure	Responsibility
Student is informed about refund process and conditions for eligibility for refunds and conditions for no refunds. Advise students of complains and appeals policy and procedure.	Student Support Officer / Administration
Student applies for refund using Application for Refund of Fees Form and providing necessary supporting documentation.	Student
Reviews the refund request, verifies accuracy of information and determines the outcome of refund. Inform the CEO.	Student Support Officer / Administration
Check for accuracy and verify information for authenticity (e.g. bank details). Review and approve refund request. Inform Student Support Officer.	Operations Manager
Refund outcome letter is prepared and sent to student. Advise students of complains and appeals policy and procedure.	Operations Manager
Payment of refund is processed.	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

### All Applicable Fees and Charges

Fees	Amount	Frequency
Course Fees	Please refer to the website and brochures	Your fees are protected under tuition protection scheme (TPS)
Material Fees	Please refer to the Letter of Offer and Application Letter	At commencement of course

## Fees, Charges and Refunds Policy

ADDITIONAL FEES AND CHARGES – NON-TUITION FEES			
<p><b>Re-assessment</b> All course fees include up to two (2) attempts at assessment per unit. Where an additional assessment is required in order to achieve competency, this additional re-assessment fee will be charged per additional assessment.</p>	\$150/unit	<p><b>Extension of CoE</b> Students are expected to complete their course within the duration stated in their CoE. Any extension to the duration of the course after the course end date will incur a fee for the “Extension of CoE”.</p>	Extension COE fee is subject to course selection
<p><b>Repeat unit Fee</b> The repeat unit fee will be incurred if a student did not come to the scheduled class.</p>	Same as at time of enrolment	<p><b>Deferral Fee</b> The deferral fee will be incurred if a student fails to commence the course after the start of the program as stated on the Letter of Offer</p>	\$250
<p><b>Recognition of Prior Learning</b> Application Fee and charge per unit of competency assessed through RPL.</p>	Application fees \$500 Assessment fee is subject to course selection	<p><b>Photocopying</b> Students will be provided with all the required learning resources for their courses. Photocopying facilities are available to students through the Student Support staff. Students are required to pay for this service. Alternatively, students can get materials photocopied externally.</p>	A4 sheet B&W \$0.10 Colour \$0.50  A3 sheet B&W \$0.20 Colour \$1.00
<p><b>Re-issuing of Testamur and statements of results</b> All course fees include the cost issuing of one copy of the course certificate and a record of results. This fee applies to each additional reissue copy.</p>	\$100	<p><b>Postage of documents</b> Postage of certificate or Statement of Attainment can be available upon request</p>	\$20 (within Australia) \$30 (overseas) or subject to location
<p><b>Refund Processing Fee</b> A refund processing fee will be deducted before calculating any refund amount</p>	\$500	<p><b>Replace ID Cards</b> Student ID Cards can be available upon request for an additional charge.</p>	\$50
<p><b>Late payment of institute fees and charges</b> If fees are not paid on time, staff will attempt to make contact with the student to arrange an appointment with the CEO, and they will be given the opportunity to discuss any compassionate and compelling circumstances and get their fees up to date. Should staff be unable to establish contact with the student, a week after fees are due, AUIPT will charge 20% of the outstanding fees and will send a Notification of Intention to Report for outstanding fees, which may lead to the cancellation of the student's enrolment.</p>			20% of the outstanding fees

## Fees, Charges and Refunds Policy

### Publication

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

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

### Review Process

The policy and procedure will be reviewed annually by the Operations Manager.

Document Name	Deferment, Suspension & Cancellation Policy	Author	Compliance Consultant
Date Reviewed	June 2024	Reviewed by	Operations Manager
Next Review Date	June 2025	Approved by	CEO