Fees and Refunds Policy and Procedure

Australian College
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Responsible Officer	Australian College Compliance Manager
Approved by	CEO Australian College
Review by	Compliance
Last Reviewed	02/08/2021
Next Reviewed	16/01/2022
Approved and commenced	02/08/2019

REVIEW AND REVISION

The policy and procedure will be revised annually or, amended following continuous improvement strategies implemented by the College.

BACKGROUND

Tuition fees are an investment in a student's future. Fees and payment vary depending on a particular student's enrolment status.

APPLICATION

This policy and procedure is applicable to administration/accounts team of Australian College

POLICY

This policy applies to fees, charges and refunds applicable to the provision of training including students undertaking training under Government Training Contract and students and clients paying full fees. Australian College ensures that fees, charges and refunds are collected and administered in accordance with the provisions of applicable legislative and contractual requirements.

PROCEDURE

Invoicing

- All fees and charges are clearly presented
- Self - funded students are required to pay an upfront fee or alternatively make use of our interest free payment plan, prior to work beginning and then pay as per the payment plan schedule
- Students in funded programs make payments in line with the requirements of the appropriate contract
- Payment plans are available to all students. For more information, please contact the Australian College team
- Each student will receive an updated account upon request

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FUNDING SUPPORT

- Australian College Managers will provide contact details for clients to investigate funding support eg; Centrelink Accounts
- Australian College will do our best to support your application for funding where appropriate. If funding does not come through, you or your workplace must be prepared to cover the cost of training.

INCIDENTAL COSTS

- Incidental fees are fees other than tuition fees. They are fees for goods or services that may be compulsory or optional. All material costs are available upon request. Please contact the College on 1300 783 283 for further enquiries.

SPECIAL FUNDED PROGRAMS

- Special funded programs may impact on the fees charged to students and/or organisations. Australian College staff will discuss the implications of these programs prior to enrolment during the application process.

PAYMENT ARRANGEMENTS

- Tuition fees, administrative charges and other charges must be paid in Australian dollars (AUD)
- Payment can be made by money order (Australian College Pty Ltd), Cheque (Australian College Pty Ltd) or Direct Bank Deposit. Please contact the College for further details.

DEFERMENT OF COURSE

- Australian College does not refund any monies if an enrolled student defers subsidised training in an approved qualification.

DISCONTINUANCE OF A COURSE

- Should a student wish to discontinue Australian College needs to ensure that its processes in delivery and assessment of training are transparent and compliant. If the enrolled student proceeds to discontinue Australian College does not refund any monies.

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REFUNDS

A refund of all or part of the enrolment fee or concession fee may be given in the following exceptional circumstances:

- You have overpaid the fee or concessions fee.
- There is a request for a cancellation within the cooling off period (10 days), as per the College Enrolment terms and conditions.
- You enrolled in a course that has been cancelled by Australian College.
- You have paid the full fee but now receive Youth Allowance or Austudy commencing within two (2) weeks of the date of enrolment (contact the Australian College team for more information)

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