



POLICY DOCUMENT

Fees, Charges and Refunds Policy

Purpose

Through this policy, ANMF (Vic Branch) Education Centre ensures that all individual and organisational clients are aware of the fees and charges associated with enrolment in a course and/or service with ANMF (Vic Branch) Education Centre. This policy also provides guidelines for the eligibility of refunds.

ANMF (Vic Branch) Education Centre ensures the protection of all fees and aims to provide clear and accessible information to students and organisational clients about fees and charges prior to and throughout their enrolment and/or other involvement with ANMF (Vic Branch) Education Centre.

Information about Fees and Charges

- Course fees will be established and reviewed by the Education Centre Manager in consultation with the Chief Executive Officer.
- Individuals seeking to enrol in a course with ANMF (Vic Branch) Education Centre are advised of all fees and charges associated with a course, including course fees, administration fees, materials fees and any other charges on the relevant course brochure and on ANMF (Vic Branch) Education Centre's website.
- Organisations and other clients seeking to enter into a service delivery agreement with ANMF (Vic Branch) Education Centre will be notified of the fees and charges associated with the agreement in information and proposals provided prior to entry into the agreement.
- The information provided to each student and/or client will include:
 - The total amount of all fees including course fees, administration fees, materials fees and any other charges.
 - Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and administration fees.
 - Any fees and charges for additional services.
 - ANMF (Vic Branch) Education Centre's refund arrangements.
- Persons seeking to enrol with ANMF (Vic Branch) Education Centre must read and understand this Fees, Charges and Refunds Policy before signing the Course Financial Agreement or the student acceptance agreement on the enrolment form.

Payment Agreement

- All applicants will be required to sign a Course Financial Agreement. at the time of enrolment which outlines the total course fees, payment terms and schedule of fees. The financial agreement is designed to provide clear and concise information to the student about applicable fees and charges and provide options for payment.
- The absence of a signed agreement from an individual does not alleviate the individual from complying with its terms and conditions. The Course Financial Agreement is seen to be an acceptance of all fees and charges associated with the person's enrolment.
- Organisations and other clients entering into a service delivery agreement with ANMF (Vic Branch) Education Centre will be required to sign a contractual agreement with ANMF (Vic Branch) Education Centre for the provision of training, assessment or consultancy services.

Fees in Advance

- ANMF (Vic Branch) Education Centre collects fees in advance for services not yet provided to students in the form of a deposit and/or at various intervals throughout a course and in accordance with the course's relevant payment schedule. To ensure the protection of fees paid in advance, ANMF (Vic Branch) Education Centre has adopted the following protocol:

Individual applicants:

- Where course fees are no greater than \$1,000.00 full payment is required prior to or on the day of the course/workshop.
- Where course fees are greater than \$1,000.00, individuals will be required to pay no more than \$1,000.00 prior to course commencement and no more than \$1,500.00 in any one instalment thereafter.
- Organisations are invoiced, with full payment to be received within fourteen days of the invoice date.

What do fees cover?

- Unless otherwise specified, course fees include the cost of all tuition and compulsory training and assessment materials. Any optional textbooks and materials that may be recommended but not required for completion of the course are not included in course fees and will be an additional cost should the student wish to purchase such materials.
- For reissuing of a qualification testamur or academic statement, an additional fee will be incurred at the rate provided on the relevant Course Financial Agreement/Fee Schedule.

Methods of Payment

- Payment can be made by cash, cheque, money order or credit card, in person, by mail or telephone, and by direct bank transfer.
- Course participants/organisations may request information regarding balance of fees paid via the Administration Coordinator.

Issuance of Qualifications

- Upon completion of a course and once all fees have been paid, the printed qualification or certificate with a statement of results will be issued and sent to the registered address of the student. When a student withdraws from a course prior to course completion and once all fees have been paid, a statement of attainment will be sent to the student's registered address.
- ANMF (Vic Branch) Education Centre reserves the right to withhold the issuing of qualifications and statements of attainment until all fees have been paid.

Late Payment

- Where a student is more than 40 days overdue with payments, ANMF (Vic Branch) Education Centre reserves the right to suspend training services until payment is made to bring fees up to date.
- Students who are experiencing difficulty in paying fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- For long-term outstanding amounts, ANMF (Vic Branch) Education Centre utilises the services of a debt recovery agency to ensure the collection of all fees.

Refunds

Course cancellation:

In the event of a training course being cancelled by ANMF (Vic Branch) Education Centre all students enrolled in the course will have the option of being transferred to a later course or having a full refund of monies paid. Refunds will be distributed in the form that money was received.

Course withdrawal:

Students or organisational clients who wish to withdraw from a course must notify ANMF (Vic Branch) Education Centre in writing via completion of a Course Withdrawal Form, by written correspondence or email. Students or organisational clients who have not provided written advice of withdrawal are not eligible for consideration of a refund.

- The student (or organisation) formally advises the RTO, a minimum of 7 calendar days before classes commence and with no attendance or participation in training, that the student (or organisation) is withdrawing from the course. An administration fee of \$100 will be applied to cover the costs of processing the refund. Refunds will be distributed in the form that money was received.
- Individual students or organisational clients who withdraw from a course with less than 7 calendar days notice from course commencement or after course commencement will not receive a refund.

The key criteria applied when considering a refund application is the scheduled commencement date of the classes of the course. An application for refund of fees will only be considered under the following circumstances:

- The student overpays the fee.
- The student enrolled in a course that has been cancelled by the RTO.
- The student paid the full fee but is granted Youth Allowance or Austudy within two weeks of the date of enrolment or the date of first attendance at class or participation in training. If the

course allows for a concession and the student is eligible, a refund for the difference between the full fee and concession fees will apply.

- The student formally advises the RTO, before classes commence and with no attendance or participation in training, that the student is withdrawing from the course. An administration fee of \$100 will be applied to cover the costs of processing the refund.
- The Education Centre Manager is of the opinion that the student would be unreasonably disadvantaged if a refund was not granted. For example, a student meets with a serious misadventure/illness and is unable to continue with the enrolment.
Such request for a withdrawal and/or refund will be assessed and responded to by the Education Centre Manager within 20 working days. The student will be notified in writing of the outcome of the refund application.

Circumstances not usually regarded as grounds for a refund include:

- job change
- change in work hours
- inconvenience of travel to the RTO
- moving interstate
- Redundancy/retrenchment.