

**Policy Code:** STU-019

**Version:** 2.0

**Effective Date:** 2<sup>nd</sup> April 2018

## PURPOSE

This policy applies to all domestic students enrolled in a course or unit of study at the College and provides a broad framework and set of principles regarding the payment of fees and any circumstances relating to this. This includes, but is not exclusive to:

- Self-funded Students (up-front payment of fees and/or payment plan)
- Enrolment Fees
- Special Circumstances for Fees Policy
- Restrictions
- Domestic-in-Schools Arrangements.

**Definition of “College”** – A.C.O.A.E. RTO). For the purpose of this policy, any reference to ‘College’ should be considered a reference to A.C.O.A.E. RTO

### Scope:

- All domestic students
- All campuses, including online learning

## POLICY STATEMENT

All domestic students studying at the College and enrolled in a unit of study or professional development/short course are expected to pay the tuition fees in full by the end of the teaching period for which they are enrolled. This can be undertaken using one of the following methods:

- Full upfront payment of fees upon enrolment (prior to beginning of teaching period); or
- Deposit upon enrolment of \$50 per enrolled unit of study for the courses on offer, and weekly payments until the tuition fees are paid in full (see [Payment Plan](#) section below).
- Approved Payment Plans

Course fees are protected by a fair and reasonable refund policy as defined by the [Department of Education and Training](#) where cases of ‘Special Circumstances’ apply.

## COURSE FEES – UPFRONT PAYMENT

For students enrolling in courses the full fee amount for that study period **must** be paid by the census date unless on a payment plan. Students who do not settle their account on or before census will be liable for the **total** unit of study fee after census date. Full fees for the enrolled teaching period, including all recovery costs, will become due and payable immediately. Further restrictions may apply as outlined below (see [Restrictions](#) section).

The College accepts the following payment methods for upfront fees:

- Credit card (not Amex or Diners Club)
- EFTPOS
- Bank deposit

Students will be liable for any bank fees and charges associated with dishonoured credit cards or bank transfers.

## PAYMENT PLAN

### Payment Plans for Australasian College of Advanced Education RTO:

For students who undertake this option, a deposit of \$250 is payable on course enrolment. Full repayments must be completed by the end of the course of study for which the student is enrolled.

Payment plans must be repaid weekly (unless the College considers that you have extenuating circumstances and agrees to an alternate repayment schedule) and this commitment can be fulfilled in two ways:

- Direct Debits by nominating a bank account or credit card for weekly payments to be debited automatically (preferred) via the [Payment Form - A.C.O.A.E. RTO](#), or Customer Direct Debit Request (DDR) Service Agreement.
- Setting up a weekly direct deposit through personal internet banking and providing proof of such arrangements being organised (e.g.

internet banking screenshot). Please note: if you are setting up a direct deposit through your internet banking / BPay, please ensure the reference includes your student number and surname.

Students who default on their payment plan schedule will need to notify Student Services for alternate arrangements to be made. If a further default occurs, the payment plan option will be removed and the full fees, including all recovery costs, will become due and payable immediately. Further restrictions may apply as outlined below (see [Restrictions](#) section).

#### **PAYMENT OF FEES**

- It is the responsibility of the student to be familiar with the requirements for fee payment under this policy and to pay fees in line with those requirements.
- The College does not charge an administrative application fee for enrolment into its courses.
- Domestic students are required to provide a deposit if they have selected the payment plan option (as above).
- If paying tuition fees upfront all students are required to pay in full for each unit of study no later than the census date for the specific teaching period, namely a trimester or online learning teaching period.
- For all courses, full payment of fees is due on the start date.
- Non-payment of fees as outlined in this policy may result in enrolment being cancelled or results being withheld (unless students have applied for consideration under the [Special Circumstances Policy](#)).

#### **CANCELLATION FEE POLICY**

A fee charged for withdrawing from a unit of study is referred to as a *Cancellation Fee*. The cancellation fee is applicable to all students enrolled in a unit of study in a Certificate-level course or through non-award study and is applicable to all students, regardless of payment method (either upfront or by payment plan.)

If a student chooses to withdraw from a unit of study or Certificate-level course, the appropriate cancellation fee according to the schedule below, is charged. The student is required to pay this fee in full at the time of withdrawal.

**Note:** there are **no** cancellation fees for Diploma level courses.

#### **Cancellation Fee Schedule for the Certificate IV Diploma and Advanced Diplomas**

##### **Withdrawal prior to commencement date of teaching period.**

- More than seven (7) days prior to commencement date: No fees apply
- Less than seven (7) days prior to commencement date: \$25.00 per unit of study

##### **Withdrawal once teaching period has commenced**

- Within seven (7) days of course commencement and prior to census date: \$50.00 per unit of study
- After seven (7) days of course commencement and after census date: Student remains liable for the full unit of study fee.

#### **Cancellation Fee Schedule for Certificate Level courses – Australasian College of Advanced Education RTO:**

##### **Withdrawal prior to commencement date of teaching period.**

- More than 1 month prior to commencement date: No fees apply
- Less than 1 month prior to commencement date: \$50.00 per unit of study

##### **Withdrawal once teaching period has commenced**

- After start of teaching period up to census date: \$100.00 per unit of study
- After census date: Student remains liable for the full unit of study fee.

Note: Once the teaching period has commenced, students will need to make an appointment with their Student Adviser to do so.

## MISCELLANEOUS FEES AND CHARGES

There are other charges that may be applicable to student fees including the following:

- Re-issue of Certificate, Qualification or Statement of Attainment \$25 (includes postage and handling)
- Re-assessment or re-sit of assessment after first attempt - fees may be applicable for practical and theory assessment resits/ resubmissions as determined by the qualification a student enrolls into. For specific fees associated with a qualification, refer to 'Fees and Payments' on the respective website.
- Recognition of Prior Learning (RPL) – all students applying for RPL will be required to pay the assigned fee for the unit/s of study under application. Refer to Additional fee's the relevant Tuition and Fees Schedule and 'Fees and Payments Options' section of the relevant website. Refer to [Student Handbook](#) for further information on when and how to pay fees.
- Essential equipment, 'tools of the trade', and other items that students require to participate in a course.

## RESTRICTIONS

If the account cannot be settled by the census date for the teaching period for upfront payments or if there is a default on a payment plan, the following restrictions may apply:

1. Withdrawal from course
2. Attendance to required final assessments for the unit of study will be restricted;
3. Results of assessment and grades may be withheld;
4. Re-enrolment into further units of study may be denied;
5. Course progression will be halted;
6. Record of Results, Statements of Attainment, Testamurs and Eligibility for graduation will be withheld.

Exceptions to the above may include financial hardship and other extenuating circumstances. Any requests for allowances to be made prior to the end of a teaching period should be referred to the [Special Circumstances Policy](#).

Students will be referred to a debt collection

agency if they cease studying and have outstanding fees.

Units of study or course fees are non-transferable to other students or institutions.

Course fees are protected by a fair and reasonable refund policy where cases of 'Special Circumstances' apply as defined by [Department of Education and Training](#) that is provided to students prior to enrolment and is available on the website and in the Student Handbook.

## REQUEST FOR REFUND

Students who believe that they may be eligible for a refund are required to complete a [Refund Application Form](#).

## SPECIAL CIRCUMSTANCES POLICY

Students who have difficulty in paying any relevant fees by the census date are encouraged to contact Student Services to discuss their concerns further.

Where applicable, exceptions may be granted under financial hardship and other extenuating circumstances. Any requests for allowances to be made prior to the end of a teaching period should be referred to the [Special Circumstances Policy](#).

A review of a student's application under this policy will occur within fifteen (15) working days of receipt of the appropriate documentation. Any decision made shall be considered within the College's policies, statutes and regulations.

## SETTING AND PUBLISHING FEES

Fees for the subsequent calendar year per unit of study / course are set and approved by A.C.O.A.E. RTO management through the annual financial budgeting process. After approval of fees for the following calendar year:

- International student fees are published on the College's website immediately (by 1st January each year)
- Domestic student fees subsequently published on the College's website (by 30 October each year).

All fees will be confirmed prior to enrolment and the commencement of the units of study. Fees for courses are provided in the College's marketing materials and on the relevant websites.

## FEE CHANGES

Fees are subject to change throughout the life of the course. Fee changes will be published with appropriate notice and will be made available on the website and relevant student documents.

If a course fee changes by more than 10% after a student enrolls the student will be notified of the fee increase in writing before the start of the course or relevant teaching period. Course fees must only change during a teaching period in extraordinary circumstances. If course fees change during a teaching period the new fee will apply from the beginning of the following teaching period.

<b>Policy Author:</b>	College Manager
<b>Policy Owner:</b>	College Manager
<b>Contact:</b>	Student Services
<b>Approval Body:</b>	Management Date: 2 <sup>nd</sup> April 2018
<b>Policy Status:</b>	Revised
<b>Responsibilities for Implementation:</b>	<ul style="list-style-type: none"> <li>• Student Services</li> <li>• Marketing</li> <li>• College Manager</li> </ul>
<b>Key Stakeholders:</b>	<ul style="list-style-type: none"> <li>• Student Services Admissions and Marketing</li> <li>• Students</li> <li>• College Manager</li> </ul>