



## SC5: Fees and Refunds Policy & Procedure

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### Purpose

The purpose of this policy and procedure is to outline the approach of Austech Business Institute (ABI) to managing fees and refunds and to demonstrate how fees paid in advance are protected by ABI.

This complies with Clauses 5.3, 7.3 and Schedule 6 of the Standards, as well as National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 Standards 2 and 3.

### Definitions

**ASQA** means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

**DET** means Department of Education and Training

**ESOS Act** means Education Services for Overseas Students Act 2000

**National Code 2018** means The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018

**PRISMS** means Provider Registration and International Students Management System

**Provider default** means where the provider fails to start providing the course to the student at the location on the agreed starting day or after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

**Standards** means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

### RTO Default

ABI will default if:

- Under the Tuition Protection Service (TPS) framework, it is unable to fulfil its obligations to complete a course
- The course stops being provided after it starts and before it is completed
- The course is not provided fully to the student because the RTO has had a sanction imposed.

### Policy

#### 1. Protection of fees paid in advance

ABI protects fees paid in advance by international students.

For international student fee protection is ensured as follows:



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- All course fees will be held in a separate bank account that can only be drawn down when the student commences. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system
- ABI does not require international students to pay more than 50% of course fees prior to course commencement.
- Upon signing and returning the Student Agreement, students are required to pay A\$1,500 for Term 1.
- For the other terms \$1,500 is to be paid by the next Term's commencement.
- ABI pays into the Tuition Protection Service (TPS) provided by the Australian Government.

### 2. Fees and refund information

Prospective and current students are advised of the fees associated with a course on the relevant Course Outline and on the Student Agreement. In compliance with Clause 5.3 of the Standards, this is provided prior to enrolment or commencement of training, whichever is first.

For international students, fee information is always provided prior to enrolment as per the requirements of The National Code 2018 Standard 3. Fee information provided to international students includes:

- All relevant fee information, including fees that must be paid and payment terms.
- Refund information and conditions relating to these.
- The learners rights as a consumer including any cooling off period.

Refund information is outlined in the Student Agreement and in the Student Handbook.

Fees will only be collected once a signed copy of the signed Student Agreement is received by ABI.

### 3. Inclusions in course fees

Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course in which they are enrolling. Course fees will itemise tuition, as well as non-tuition fees.

- Course fees includes the required learning materials for the course and tuition fee. Any optional textbooks and materials that may be recommended by the trainer and assessor but are not required for a course, are not included in course fees and will be an additional cost should the student wish to purchase such materials. They are not compulsory requirements.
- Course fees include the issuance of a Testamur and Record of Results and/or Statement of Attainment. For additional copies or re-issuing of any of these documents an additional fee is applicable. This fee is currently \$100 per request.
- Please note: Course fees do not include Overseas Student Health Cover (OSHC) or optional extras such as airport pick up or accommodation. These requirements are a student's responsibility and will incur an additional cost according to the provider selected.



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### 4. Late payments

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

ABI reserves the right to suspend the provision of training and/or other services 14 days after the fees were due until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

Following the appropriate intervention support, International students who do not pay their fees will be reported to DET via PRISMS under student default.

### 5. REFUNDS

Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to ABI using the *Notice of Withdrawal(ADM-01-10)* and *Refund Application Form(ADM-01-13)* outlining the details and reason for their request.

When the refund is approved, ABI will:

- Issue a statement detailing how the refund was calculated
- Issue the refund within 14 days of receipt of the *Refund Application Form(ADM-01-13)*.

#### International Students

- Visa refused prior to course commencement: Full refund
- Withdrawal at least 5 weeks prior to agreed start date: 90% refund
- Withdrawal at least 3 weeks prior to agreed start date: 70% refund
- Withdrawal less than 2 weeks prior to agreed start date: No refund
- Withdrawal after the agreed start date: No refund
- Visa cancelled due to actions of the student: No refund
- Visa extension is refused: Return of unused tuition fees
- Withdrawal from study – current students: For refund of unused tuition fees, *Notification of Withdrawal* form must be received by ABI 4 weeks prior to start date of the following term(s)

ABI may consider written requests for refunds due to exceptional circumstances, as indicated in Section 6, and may increase the refund amount.

#### A. Other circumstances where no refund (0%) will be provided

##### International Students

- If a student is refused a visa and the reason for the refusal is:
  - Did not start the course at the location on the agreed starting day or
  - Withdraws from the course at that location or
  - Did not pay the course fees due
- ABI terminates a student's enrolment because of a failure to comply with ABI's policies, unsatisfactory academic progress or attendance
- If a student is in breach of their student visa conditions
- If a student has supplied incorrect, false or misleading information.



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### 6. Outcomes of refund decisions

Following receipt of the *Refund Application Form*(ADM-01-13), ABI within 14 days will provide the outcome of the refund assessment in writing to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.

Students will also be advised that they may appeal the refund assessment following ABI Complaints and Appeals Policy and Procedure.

### Procedures

#### 1. Student fees

Procedure	Responsibility
<b>A. Invoices</b> <ul style="list-style-type: none"> <li>• All students should pay their enrolment fee upon application and term fees one week prior to course commencement. Raise an invoice for the amount in line with the payment schedule for the relevant course.</li> <li>• Students should pay each term's course fees by course commencement date.</li> <li>• Keep a copy of the invoice on the student's file.</li> </ul>	Administration
<b>B. Fee instalment invoices</b> <ul style="list-style-type: none"> <li>• Charge fee instalments in line with the relevant payment schedule for the course.</li> <li>• Students should pay by scheduled payment date as mentined in Student Agreement.</li> <li>• Keep a copy of the invoice on the student's file.</li> </ul>	Administration
<b>C. Receiving payments</b> <ul style="list-style-type: none"> <li>• Payments may be made by EFTPOS, cash (not encouraged), direct bank transfer or credit card.</li> <li>• Record payments against the relevant invoice on MYOB</li> <li>• Provide the student with a receipt.</li> </ul>	Administration
<b>D. Managing overdue fees</b> <ul style="list-style-type: none"> <li>• Send out statements monthly to students to show outstanding fees.</li> <li>• Send payment reminders to students where payments are more than 14 days overdue.</li> </ul>	Administration

#### 2. Refunds

Procedure	Responsibility
<b>E. Processing refunds – provider default</b> <ul style="list-style-type: none"> <li>• Automatically issue a refund within 28 days to students who have enrolled and paid their enrolment fee and term fee and the course is cancelled</li> </ul>	Administration /CEO



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Procedure	Responsibility
<p>prior to commencement.</p> <ul style="list-style-type: none"> <li>• Automatically issue a refund to students within 28 days where the course has commenced but is cancelled.</li> <li>• Notify students to whom refunds are automatically issued in writing and issue refund. Record on file.</li> <li>• All other students who withdraw from their course and seek a refund are to make a request for a refund in writing.</li> <li>• Assess refund as per this Policy.</li> <li>• Calculate the relevant refunds.</li> <li>• CEO approves refund assessment.</li> <li>• Notify the student in writing of the outcome of the refund assessment and make payment of refund where applicable.</li> <li>• Keep a copy of the refund assessment on the student's file.</li> </ul>	
<p><b>F. Processing refunds – student default (international students)</b></p> <ul style="list-style-type: none"> <li>• Students who withdraw from their course and seek a refund are to make a request for a refund in writing.</li> <li>• Assess refund as per this Policy.</li> <li>• Calculate the relevant refunds.</li> <li>• PEO approves refund assessment.</li> <li>• Notify the student in writing of the <i>Student Refund Letter Outcome(ADM-01-05)</i> of the refund assessment and make payment of refund where applicable.</li> <li>• Process student default refunds within 28 days of receipt of written application.</li> <li>• Keep a copy of the refund assessment on the student's file.</li> </ul>	Administration / CEO

### Document Control

<b>Document No. &amp; Name:</b>	SC5 - Fees & Refunds P&P V11
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