

Fees, Charges and Refund Policy and Procedure

Version 2.0

Approved By: Compliance and Quality Department

Alpha International College Australia Pty Ltd
(AICA)

PP-28 Fees, Charges and Refund Policy and Procedure

Version 2.0
Approval Date: Sep 2017
Review Date: Dec 2019
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Purpose

The purpose of this policy is to establish the framework for all applicable course fees, charges and refunds. The Alpha International College Australia (AICA) ensures it applies fees and charges to students as per the required guidelines mentioned in the policy context. AICA management reviews fees and charges on a regular basis.

Fees and charges are calculated and levied to students as per the current guidelines set out by the AICA according to market research and Government guidelines.

AICA has published the tuition fees for each course/qualification on its website. Concession Fees are applied when appropriate.

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

- tuition fees;
- enrolment 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.

Objectives

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

- AICA has suitable and appropriate mechanisms and framework in place to handle all fees, charges and refunds related matters and enquiries
- AICA Personnel know their responsibilities and obligations
- AICA has all fees clearly listed on their marketing and advertising documentation and website.

Scope

This policy applies to current, prospective and previous students, all staff and other AICA stakeholders.

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Terms and definitions

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

Standards - Means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework which can be accessed at www.asqa.gov.au

Fees - This includes all fees, fines and charges payable as specified in the Schedule of Fees.

Schedule of Fees - Means the listing of fees and charges as determined under the Student Fees and Charges – Policy.

Refund – Is a return of fees paid due to the product not meeting the standards claimed / not fit for purpose

Student Account A student's financial account with the AICA's Administration systems which shows financial transactions made between the student and the AICA including; payments made by the students, fees payable by the student, any refunds made and the outstanding fees balance

General Processes

1. Provision of pre-enrolment information –

AICA applies tuition fees, plus additional fees and charges and according to the guidelines of management.

Fees are published on AICA'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:

- a.) Student Brochure
 - b.) AICA's website
 - c.) Student Handbook
2. The fee schedule is updated by 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 Compliance Manager ensures all marketing material refer students to the AICA 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 AICA website, Brochures.
 - o Student upon request may discuss payment methods, may seek a fee waiver or scholarship.
 - o The student has the option of the following payment methods: EFT, Credit Card, Cheque, cash.
 - o AICA may accept full payment of tuition fee but no more than \$1500 from each individual student prior to the commencement of the course.
 6. In the case of an employer paying the enrolment fee for their staff, Industry Consultant notifies Administration staff.

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- An invoice is generated and sent to employer detailing qualification, student name and enrolment/tuition fees in detail.
7. Once the enrolment fees are paid, the student is enrolled on the SMS and a receipt is generated and a copy is sent to the student, and another 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 enroll.
 10. Potential students are provided with clear and detailed information in respect of fees, payments, and refunds in the Student Handbook
 11. To apply for a refund the student is to fill in the Fee Refund Form and submits it at reception. Students can download the form from the AICA'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 of the application being received by the CEO.
 12. The CEO assesses the application and takes decision related to the application.
 13. 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 AICA for a course their enrolment application is reviewed and accepted in accordance with the Admission Policy. Once accepted, a Student Welcome Letter, 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 CEO will make the final decision., The student is to be notified of the outcome.

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Procedures

Sr.No.	Procedure Steps	Responsibility	Reference
1	Procedure Steps (Review and implementation)	CEO	
2	Payment Plan/ Instalment Plan	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

Confidentiality and Privacy Statement

For more Information, please refer to our Privacy and Confidentiality Policy.

Publication

This policy and procedure, once approved, will be available to all students and staff by accessing it from the AICA website.

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

Review processes

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

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- Compliance requirements SRTOs 2015