

# 02.24 – Fees, Charges, Cancellations and Refunds Policy for Training

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## Purpose

The purpose of this policy & procedure is to ensure that AGA adheres to the requirements of the AQTF Essential Conditions and Standards for Continuing Registration, Standards for RTOs 2015 and 2018-19 Standard VET Funding Contract Skills First Program.

AGA sets arrangement for fees, charges and refunds in alignment with guidelines from governing and regulating bodies, including the calculation of any fees, concessions and exemptions that apply as well as managing accounts and refunds.

This policy and procedure ensures the obligations and rights of both AGA and the student are clearly set out, including the course money payable and services that AGA's is obliged to provide to students. It outlines AGA's approach to managing fees and charges and demonstrates how fees are protected by AGA

## Definitions

**Cancellation / Withdrawal** means cessation of enrolment in a course or permanent termination of the student's enrolment

**Fee Concession Contribution** means the contribution to be paid by the Department to the Training Provider in respect of a fee concession granted by the Training Provider to an Eligible Individual, as detailed in Clause 13 of Schedule 1 of this VET Funding Contract.

**Fee Waiver/Exemption Contribution** means the contribution to be paid by the Department to the Training Provider in respect of a fee waiver or exemption granted by the Training Provider to an Eligible Individual, as detailed in Clause 13 of Schedule 1 of this VET Funding Contract.

**Statement of Fees** means a document for each Eligible Individual that sets out fee and other information required by the National RTO Standards and the Guidelines about Fees.

**Tuition fees** - Tuition fees are typically compulsory fees for the delivery of the enrolled course and include items such as:

- tutorials and tutoring sessions
- lectures
- additional requisite training including practicum and practice hours
- ancillary costs for fieldwork, excursions or laboratories
- specialist materials that are mandatory and relate to the provision of the course.

**Non-tuition fees** - Non-tuition fees cover other items not directly related to tuition, and may be compulsory or discretionary.

**VET** means vocational education and training.

**VET Quality Framework** has the same meaning as in the National Act.

**VRQA** means the Victorian Registration and Qualifications Authority.

Approved by: Stephen Lewis

Created / Updated / Reviewed: June 2019

Version: 1.0

## Policy

The keys features of this Policy are:-

AGA advises Students Fees information prior to enrolment of training:

- The types of fees that apply, e.g. tuition, material or other (refer AGA website for course and fee information).
- How fees are calculated & how fees may be paid.

AGA shall operate in accordance with **AQTF Condition 5 Option 3** – i.e. AGA shall limit pre-paid fees received to:

- <\$1000 prior to commencement.
- <\$1500 for ongoing students.
- Note that student exposure should not exceed \$1500 at any point.

For total course fees that exceed \$1500, students will be invoiced incrementally until completion.

- What concessions and exemptions are available and how to apply for these concessions and exemptions.
- AGA will provide or direct the student to information prior to enrolment specifying all relevant fee information including fees that must be paid to AGA, describing all costs involved with the course; how and when fees must be paid; how to request a refund; conditions under which a refund would be provided; payment terms and conditions including deposits and refunds;
- student's rights as a consumer under Australian Consumer Law (ACL), including a two week cooling-off period
- AGA will provide all students Statement of Fees will clearly itemise tuition, as well as non-tuition fees.
- Cancellations and Refunds.
  - If a student formally cancels/withdraws before the pre-training review and before the course commencement date, a full refund applies.
  - If a student formally cancels/withdraws after the pre-training review and before the course commencement, a full refund applies. An administration fee of \$40 will apply.
  - After commencement a pro-rata refund applies based on the nominal hours completed. An administration fee of \$40 will apply.
  - No refunds apply for on-line/blended learning, once a student logs into the online system.
  - In the event that AGA cancels a course the student will be provided with a full refund.
  - AGA will endeavor to pay refunds within 14 days of receiving formal withdrawal notice.
  - Student should submit a formal withdrawal notice/refund request in writing or email.

Contact Student Administration on 1300AGA000 option 2 for further information and assistance.

### Accounts and Records of Tuition Fees

The accounts and records kept by AGA will clearly distinguish income and expenditure for all RTO courses or activities.

AGA will maintain a separate general ledger account to record receipt of income from tuition fees and the payment of refunds of tuition fees in line with instructions from governing and regulating bodies.

Fees paid in advance are identified through the AGA Financial Accounting System and protected for refund purposes in accordance with AQTF Condition 5 Option 3

## Procedures

- AGA will create an invoice as per the Statement of fees provided to the student for the amount in line with the Invoice schedule for the relevant course.
- Students will have 14 days to pay their invoice in full or choose to pay as per their payment plan before being excluded from class for non-payment.
- A copy of the invoice will be placed in the student's file.
- Payments may be made by EFTPOS, direct bank transfer, credit card or direct debit.
- Receipts will be provided against the payments received.
- AQF Certification documentation issued by the AGA will not be given unless all agreed fees owed by the student have been paid.

## Responsible Persons

- General Manager Training Development & Risk
- Finance Department
- Senior Student Administration Officer
- Student Administration Officers
- Training Support Manager

## Reference Documents

- Student Handbook
- RTO Course & Fees information (refer AGA webpage)
- Fees, Charges & Concession Procedure

**Policy Approved by:** General Manager - Training, Development and Risk

**Distributed to:** All staff via the IntoWork Intranet (<https://intranet.intowork.com.au/intranet>)