

Fees, Charges and Refund Policy

Purpose and Scope

The Institute makes every effort to ensure potential clients and students are made aware of its Fees, Charges and Refund Policy before accepting a student for enrolment.

The policy applies to all fees and charges applicable to the provision of accredited training under the RTO Scope of Registration and CRICOS registered courses.

The Institute protects students' fees by its insurance with the Australian Students Tuition Assurance Scheme (ASTAS) and Overseas Students Tuition Assurance Scheme (OSTAS).

The Institute may charge for services and resources provided such as enrolment administration, copies of academic reports, learning resources, uniform garments mandatory in some programs (eg Hospitality), text books, photocopying, re-issuing of receipts, change of enrolment, additional copies or re-issue of qualifications and academic transcripts, and follow-up charges associated with late or non-payment, overdue fees, dishonour cheque fees, late marking or assessment re-sit fees.

Irrespective of the availability and receipt of government subsidies by an employer, school, or student, it is a requirement of the Institute that where course fees, administration charges or other charges are applicable, these must be paid by the specified due dates on the tax invoice and paid in Australian dollars.

Payment can generally be made by EFTPOS, personal or bank cheque, money order, direct bank deposit, credit card (*surcharge*).

A Re-Crediting of FEE-HELP Policy and Procedure exists when applicable. Full details are available on the Institute website under Policies and Procedures.

All students and clients have the right to take action under Australia's consumer protection laws.

PROCEDURE

Full details of the fees and charges for classroom based courses are made available in course promotional materials, on the Institute website and in student course agreements where applicable.

Administration charges associated with Australian Apprenticeship training are based on State Government funding and fees guidelines.

Existing-worker trainees may be required to pay a fee-for-service if not eligible for government funding. A fee schedule is made available pre-

enrolment within training proposals, and the Agreement for provision of training clearly shows the applicable charges.

Fees and charges are always advised to the client/student prior to or at the time of enrolment through the appropriate documentation.

The Institute only accepts payment of fees upon application of enrolment and the written acceptance of the enrolment conditions.

Any conditions relating to the payment of fees and charges is notified by a written invoice or course acceptance agreement.

Payment of Fees and Charges– Fee paying students

Fees incorporate an Administration charge, Tuition Fee, Materials Fee and all other fees related to the provision of a course.

The Student Administration Fees and Charges Table is publicly available on the Institute website. Charges are imposed in accordance with the conditions specified in this table current at the time.

The **minimum course fee payment period** is one semester (six months) or payment for the full course period if less than six months, unless the written invoice or course acceptance agreement indicates otherwise.

Tuition and Administration charges are **non-transferable** to other students or other institutions.

Material Costs

Domestic students and clients are advised prior to or at the time of enrolment of an additional material and/or resource charges that may apply. Overseas students will be made aware of all material costs and administration charges in their course acceptance agreement.

VET FEE-HELP

Eligible students may be able to access the Australian Government's VET FEE-HELP student loan scheme for some courses on offer through the Institute. Refer to the Australian Government website for further information

<http://www.deewr.gov.au/skills/programs/support/vetfeehelp/Pages/default.aspx>

Government Funded Training (Domestic students)

Students (or their employers) engaged in training which is funded by the State or Commonwealth Government programs, will be made aware at the time of enrolment of the funding that is provided by the Government, as well as any additional fees applicable such as Administration charge or resource costs.

Non-payment of fees

A final notice will be issued within two weeks of the debt due date if the debt remains outstanding. Late fee payment may incur a penalty fee of 5% of the total amount payable. Failure to pay the course fees within 14 days of the final notice may result in any or all of the following, until the full amount is paid:

- a) suspension from attending the course
- b) loss of access to the Institute's library, computer systems or online course
- c) loss of access to enrolment record information and academic transcripts
- d) inability to graduate
- e) termination of the enrolment
- f) report of breach of student visa conditions (Overseas Students only)
- g) report a breach of a Training Contract (Trainees and Apprentices)

REFUNDS

Refund based on Institute course deferment or cancellation

Students seeking a refund should do so using the 'Application for Refund' form available at reception and submit to the Administration Department. Refund amounts and conditions are clearly stated in the Student Administration Fees, Charges and Refund Table published on the Institute website and made available to overseas students as part of their course agreement.

The Institute reserves the right to defer or cancel a course, change course start dates, or change course curriculum/programs at any time.

In the case where the Institute cancels a course prior to its commencement date all monies paid to the Institute will be refunded ***within 10 working days***.

Where the Institute cancels a course before its expected end date, the balance of fees paid for that portion of the course not yet delivered will be refunded ***within 10 working days***.

In the case of a course start date being deferred, and the new date is unacceptable to the student, all monies paid to the Institute will be refunded within 10 working days of notice of the rescheduling.

Requests for Refund of Fees

Application for a refund of tuition fees in accordance with this Refund Policy must be made in writing stating reasons and relevant details and supported by appropriate documentation where appropriate. This must be submitted to the Administration Department. The Institute will pay the refund amount **within 4 weeks** of receiving the written request. Payments of any outstanding debts to the Institute must be made before a refund will be processed. Refund applications will not be processed where the signature on the Application for Refund does not match the Student's signature.

Approvals

All refunds must be approved by the Institute Manager or delegate. Exemptions to the refund conditions may occur where the student has extenuating or compassionate grounds as determined by the Institute Manager or delegate.

Payment of Refund

All refunds for which a student is eligible will be paid into the student's nominated bank account or as per written instructions given to the Institute by the student. The Institute will provide the student with a Letter detailing the outcome of Refund application, calculation and payment of the refund.

Appealing Refund decisions

Students are referred to the Institutes Grievance Policy and Procedure available from the Institute office or from the Institute website if they wish to appeal the implementation of the Refund Policy.

This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection law

International students can obtain further information from the Australian Government brochure on Refunds for International Students:
http://aei.gov.au/AEI/ESOS/QuickInfo/Refunds_for_Students_pdf.pdf

Responsibility	Education Group Manager and Institute Manager
Policy Endorsed By	Continuous Improvement Committee
Endorsement Date	30 August 2010
Policy Complies with	AQTF 2007 and National Code 2007
Version Number	V4 August 2010

APPENDIX A (Current at August 2010)

Student administration fees, charges and refund conditions

Circumstance	Hales Institute Policy	Circumstance	Hales Institute Policy
Written notice of withdrawal provided 28 days or more before a course commencement or in the event of a student's visa application being rejected	Paid up fees are refunded, less \$250 administration charge (including when an initial visa is rejected). Refund of unused fees for subsequent study period (less \$250 administration charge if Visa extension is rejected).	Written notice of withdrawal provided less than 28 days before course commences	\$250 administration charge and \$1000 withdrawal charge applies. Any pre-paid fees are refunded, less the above charges.
Written notice of withdrawal provided less than 28 days before start date of continuing term	\$1000 withdrawal charge applies. Any unused pre-paid tuition fees are refunded, less the above charges.	Student does not commence the course on the start date and subsequently provides notice on withdrawal from the course	No refund for the semester fee received. Any additional fees paid by the student (e.g. 2 nd semester fees) will be refunded in full.
Student commences in the course and completes any portion of a semester (or term) including where the student withdraws or the Institute refuses to continue the student in the course because of student misbehaviour, breached visa conditions, failure to pay due fees.	No refund for the semester fee received.(or term if a payment plan has been approved). Any unused for the future semesters or a term based instalments of pre-paid tuition fees are refunded	Reinstatement Fee – applicable to students who submit a written withdrawal and who within 21 days apply for and are reinstated into same course	\$250 administration charge
Supplementary Assessment *	Theory unit re-sit - \$50 Practical unit fee is a subject to the individual assessment requirements	Document Re-issue	\$100.00 certificate re-issue
Unit repeat	Depends on a course, a per week charge applies	Re-print of Receipt	\$20.00 per receipt
External Appeal Fees	\$200.00 lodgement fee to ACPET	Change of course	\$100.00
Course Fee Surcharge	An additional 5% surcharge is applied where course fee is paid by term-based instalment	Replacement Student ID	\$10.00
RPL assessment	Fee on application	Credit Transfer	No charge
Compulsory Health Insurance (Student Visa holders only)	Refer to OSHC provider refund policy	Photocopying	10 cents per page

***Refer to Assessment, Grades and Resit Policy and Procedure for examples when the fee applies**