



Domestic Fees, Charges and Refunds Policy and Procedure

AUSTRALIAN INSTITUTE OF WORKPLACE TRAINING

City Campus: Ground Floor, 823 Wellington Street, West Perth WA 6005

Tel: +61 8 9249 9688 | **Email:** info@aiwt.edu.au | **Web:** www.aiwt.edu.au | RTO CODE 51174 CRICOS CODE 02645B

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Introduction

Fees, charges and refunds within the Australian Vocational Education and Training (VET) sector are tightly and carefully regulated to ensure that students and other consumers are protected. This policy ensures consistency, fairness and transparency for domestic students enrolled into an AIWT course of study. It also guides staff in all operational areas to give sound advice to students of their rights and obligations.

Purpose

The purpose of this policy and procedure is to clearly outline:

- fees and charges are accurately published
- how course fees are charged
- how payments are processed
- what they cover
- how fees paid in advance are protected
- the conditions under which a refund may apply
- how to apply for a refund

Alignment to Standards for RTOs 2015 Clause (www.asqa.gov.au/standards/chapter-2/clause)

- 5.3 Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:
 - a) all relevant fee information including:
 - i) fees that must be paid to the RTO
 - ii) payment terms and conditions including deposits and refunds.
 - b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
 - c) the learner's right to obtain a refund for services not provided by the RTO in the event the:
 - i) arrangement is terminated early
 - ii) the RTO fails to provide the agreed services
- 7.3 Protecting pre-paid fees by students: Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the requirements for fee protection in schedule 6.

Jobs and Skills WA VET FEES AND CHARGES POLICY

<https://www.dtwd.wa.gov.au/sites/default/files/uploads/dtwd-vet-fees-and-charges-2022-v1.0.pdf>

Policy Statement

1. Fees and Charges

Marketing and Admission

- 1.1 AIWT publishes accurate information about fees, charges and refunds in relevant information sources such as the AIWT website, student e-prospectus, student agreement and/or Letter of Offer to ensure that students have access to sufficient information enabling them to make an informed decision in regard to their financial commitment to undertake a course/s with AIWT.
- 1.2 AIWT publishes future fees and charges changes 3 months prior in relevant information sources.
- 1.3 AIWT will not accept pre-paid fees in excess of \$1,500.00 as per the Standards for RTO's 2015 Clause 7.3. This does not apply to commercial arrangements with an employer wanting to purchase training for their staff.
- 1.4 Tuition and administration fees are non-transferable to other students or other institutions.

- 1.5 AIWT holds all pre-paid student fees received from future students in a secure bank account. Student fees are drawn upon once the student has commenced their studies.
- 1.6 AIWT securely stores a copy of the Letters of Offer including the written agreement outlining the student fees and charges and the Student Course Acceptance Agreement in the Student Management System.

Government Funded Training

- 1.7 Students applying for a government funded training place must meet the eligibility criteria set by DTWD.
- 1.8 Tuition fees for government-funded programs by Jobs and Skills WA are set each year in accordance with the current VET Fees and Charges Policy published by the Department of Training and Workforce Development. Tuition fees are based on a set rate per nominal hour in a student's course and are stated in promotional material and outlined in a preliminary invoice attached to the Letter of Offer.
- 1.9 Concession fees apply to students who can demonstrate eligibility for:
 - Persons and dependants of persons holding:
 - a Pensioner Concession Card;
 - a Repatriation Health Benefits Card issued by the Department of Veterans' Affairs; or
 - a Health Care Card.
 - Persons and dependants of persons in receipt of services from the following Commonwealth support or employment services programs:
 - Jobactive;
 - Online Employment Services; or
 - ParentsNext.
 - Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY.
 - Persons and dependants of persons in receipt of the Youth Allowance.
 - Persons and dependants of persons who are inmates of a custodial institution.
 - Secondary school-aged persons, not enrolled at school.

Invoicing and Payment

- 1.10 AIWT accounts issues regular invoices prior to the course start/study period, listing itemised components of course related fees & charges (GST Free). If applicable, additional goods and services purchased, will be invoiced separately e.g. additional mentoring or coaching or equipment which is optional, but a student may wish to access.
- 1.11 Fees must be paid as per the payment schedule outlined in the Letter of Offer. AIWT prefers to receive payment by electronic bank transfer, EFTPOS or Credit Card (surcharge applies). Students must ensure that they add their Student ID and Full Name when transferring money into the nominated AIWT bank account.
- 1.12 AIWT issues a receipt for every payment made to AIWT. It is highly recommended that students keep their payment records in a secure place to have proof of payment.

Issuing of Qualifications

- 1.13 AIWT will issue qualifications and record of results only if all fees relating to this qualification are paid in full.

Late Fees and Non-Payment of Fees

- 1.14 AIWT will issue one warning letter for overdue fees within 7 days via email.
- 1.15 AIWT will issue a NOITC if overdue fees are not paid within 7 days after the warning letter has been sent. Students have 20 days to either pay the outstanding amount or come to an arrangement with the AIWT accounts team.
- 1.16 Non-Payment of Fees can result in the following actions by AIWT:
 - Issue a suspension of study;
 - Remove access to AIWT's resources, computer systems or online course;

- Withhold academic transcripts and/or qualifications;
- Cancel the enrolment;
- Report the breach of a Training Contract for government funded courses resulting in the cancellation of the funded training place;

1.18 Long standing debts will be referred to a debt collection agency where fees are more than 35 days past due and where no alternative arrangements have been made

Policy Access

AIWT students are made aware of the Fees, Charges and Refunds Policy before a student accepts the enrolment through the Letter of Offer. The policy is easily accessible through the AIWT website and MOODLE.

Fees and Charges

All Fees and Charges are listed and explained in APPENDIX B

2. Refunds of Prepaid Fees

- 2.1 This policy applies to all intending, commencing and continuing students who have paid fees in advance.
- 2.2 As soon as a student accepts a place offered by AIWT and pays the associated fees, a binding contract is created between the student and AIWT which is outlined in the Letter of Offer and the attached terms and conditions of enrolment.
- 2.3 Students who apply for a refund under this policy are afforded the principles of natural justice, including the ability to lodge a complaint or appeal against any decision relevant to an application for a refund request.
- 2.4 This policy and the availability of complaints and appeals processes do not remove the right of any student to take action under Australia's consumer protection laws.

Student withdraws enrolment prior to course start (Student Default)

- 2.5 Withdrawals must be in writing using the Deferment, Suspension and Cancellation Form available from Student Services and/or on Moodle. The form must be emailed to studentservices@aiwt.edu.au
- 2.6 Where a student cancels in accordance with the meaning given in this policy, the cancellation and refunds of fees table in APPENDIX A applies.
- 2.7 If a student withdraws due to compassionate or compelling reasons, AIWT encourages the student to provide sufficient evidence in their application (attach relevant evidence e.g. police report, medical certificate).
- 2.8 Students who have not prepaid fees when entering an AIWT course or continuing their study during a course and are not financial at the time of cancellation need to consider the following:
- A cancellation fee applies as listed in APPENDIX A
 - Outstanding or overdue fees must be paid prior to cancelling the enrolment.
 - AIWT reserves the right to engage a debt collection agency to collect outstanding fees.

AIWT is unable to deliver a course (Provider Default)

Full Refunds

- 2.9 In the unlikely event that AIWT is unable to deliver a course and either cancels the course or reschedules the course to a time unsuitable to the student, a full refund will apply.
- 2.10 If AIWT is unable to offer a student a place due to the maximum capacity of places being reached, a full refund applies.
- 2.11 In the unlikely event that AIWT ceases to operate, all unspent pre-paid tuition fees to date will be refunded to the student within fourteen (14) days of the default day including other associated fees. AIWT will:
- offer you an alternative place at AIWT expense, that is accepted by you in writing; or
 - refund any prepaid fees or the unused portion.

Jobs Skills WA Funded Training

2.12 AIWT lists census/withdrawal dates for each unit of competency on invoices sent to the student at enrolment. The VET Fees and Charges policy applies:

<https://www.dtwd.wa.gov.au/sites/default/files/uploads/dtwd-vet-fees-and-charges-2022-v1.0.pdf>

3. Procedure

How to apply for a Refund?

All students seeking a refund for any purpose must complete the "Application for Refund Form" including any supporting evidence as required and email to futurstudents@aiwt.edu.au if the course has not yet commenced and to studentservices@aiwt.edu.au if the course has commenced.

If the applicant is under the age of 18 years, the guardian must sign the refund form.

A processing time of up to 28 days applies, however students are generally informed in writing within 7 days by accounts if the refund application has been declined.

Circumstances which do not qualify for a Refund:

- The student has no pre-paid fees against their current enrolment;
- If the student has loaned equipment and/or resources from AIWT which has not been returned;

Payment of Refunds:

Refunds will be provided into the student's nominated bank account in their own name unless:

- The student is under the age of 18 years, in which case, the refund will be provided to the parent or legal guardian responsible for the student.
- In the event that the student is deceased or incapable of nominating a bank account, the refund will be provided to the parent or legal guardian as nominated on the student's emergency contact details form.
- Under no circumstances will a student's refund be paid to a third party without the student's written consent.

Written Confirmation or Decline of Refunds Application

Refund Approved

In all cases where a refund is approved and processed, the student will receive a written statement that details how the refund was calculated and where it was paid into.

Refund Declined

In all cases where a student applies for a refund which is declined, a written statement will be provided to the student outlining the reasons for the decision by AIWT to reject the application for a refund.

Refund Payments made in Error

The student agrees to repay AIWT (on demand) for any payments credited to the student in error. AIWT reserves the right to offset the amount of any over payment made in error against any liability (including any future debt) owing to AIWT by the student.

Processing Time

All refunds, except those for provider default, will be processed within twenty-eight (28) days of the written application being received by accounts.

Right to Appeal a Decision

Students have the right to access the AIWT complaints and appeals process should they disagree following the "Complaints and Appeal Policy".

APPENDIX A

Cancellation/Refund of Fees

Student Default:

A cancellation fee applies. The refund is calculated on fees paid in advance minus the cancellation fee applicable.

| | Fee for Service Course Delivery Mode: Face to Face & Flexi-learn | Short Courses | DTWD Funded Program |
|--|---|----------------------|--|
| Before course commencement | Cancellation fee is \$250.00 | No Refund | Full Refund |
| On or after course commencement | No Refund for any units opened in LMS | No Refund | No Refund after the withdrawal/census date |

Provider Default:

AIWT is unable to offer the course: Full refund on all prepaid fees.

Type of Fees

| | |
|------------------|--|
| Tuition Fee(s) | This fee is for the actual course and is stated in the Letter of Offer. If taking multiple courses, the tuition fee is detailed per course including the payment due dates for each study period. <i>DTWD funded tuition fees: The student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student service and resources fee.</i> |
| Resource Fee | The resource fee is to cover additional learning resources including e-books, industry placements, excursions, WIFI, LMS (MOODLE) etc. It is a one-off fee per course and is non-refundable after the course has started. |
| Cancellation Fee | The cancellation fee covers the administration cost of a cancellation |

APPENDIX B:

Other Fees and Charges

| | Fee for Service | Jobs & Skills WA – DTWD funded training (Traineeship/ PIT funded students) |
|---|---|---|
| Credit Transfer | No charge. Units approved for credit transfer may receive a credit in tuition fees pro-rated based on nominal hours or \$100.00, whichever is lower. | No charge. Units approved for credit transfer may receive a credit in tuition fees pro-rated based on nominal hours or \$100.00, whichever is lower. |
| Enrolment Variation Fee | No charge | No charge |
| Recognition of Prior Learning (RPL): Application Fee and Assessment Fee | \$ 200.00 and Depending on qualification | \$ 200.00 and Depending on qualification |
| Re-assessment Fee | \$ 50.00 per assessment | \$ 25.00 per unit |
| Reprint of Statement of Attainment | \$ 50.00 | Re-issue of academic statement i) Results on computer network \$20.00. ii) Results from archive \$30.00 |
| Reprint of Testamur | \$ 50.00 | Replacement of award/qualification/academic record \$50.00 |
| Priority Certificate Issuing | \$ 100.00 (Certificate will be issued within 3 Business days upon receiving Final Assessment Record from Trainer and given that all required documents have been submitted correctly.) | \$ 100.00 (Certificate will be issued within 3 Business days upon receiving Final Assessment Record from Trainer and given that all required documents have been submitted correctly.) |
| Documents retrieval fee | \$ 30.00 | \$ 30.00 |
| Postage of qualification within Australia | \$ 20.00 (via Registered Mail only) | \$ 20.00 (via Registered Mail only) |
| Postage of qualification outside of Australia | A minimum of \$ 50.00 depending on country Registered mail only | A minimum of \$ 50.00 depending on country Registered mail only |
| Photocopying & Printing: | \$ 0.20 Black and white \$ 0.40 Colour | \$ 0.20 Black and white \$ 0.40 Colour |
| Reissue of Student Card | \$ 20.00 | \$ 20.00 |
| Late Payment Fees | \$ 100.00 | \$ 25.00 |
| Cancellation Fees | See Appendix A | See Appendix A |
| Card Payment Fees | Merchant surcharge applicable | Merchant surcharge applicable |
| Bank Fees | At cost | At cost |
| Direct Debit Setup Fee | \$ 100.00 per setup | \$ 100.00 per setup |
| Declined Direct Debit | \$20.00 per decline | \$20.00 per decline |
| Adjustment of Direct Debit | \$50.00 per adjustment | \$50.00 per adjustment |
| Debt Collection | 10% of the total amount outstanding | 10% of the total amount outstanding |

Version Control

| | |
|-----------------|--|
| Policy Owner | CEO, Accounts |
| Policy Number | 0801 |
| Approved by | Executive Management |
| Version History | |
| Version 001 | Original creation |
| Version 002 | Update reflects improved AIWT processes under new management Improved lay out Applied plain use of language and logical flow of events |
| Version 002.1 | Improved paragraphs 1.14 adding that a one (1) warning letter will be sent if fees are overdue more than 7 days 1.15 A NOITC will be send if overdue fees are not paid within 7 days after the warning letter has been sent (adjusted from 14 days to fit the process). 1.18 Overdue fees greater than 35 days will be handed to a debt collection agency (adjusted from 40 days) |
| Version 002.4 | Added the below. <ul style="list-style-type: none"> - Declined Direct Debit, \$20 per decline - Direct Debit Adjustment, \$50 per adjustment - Enrolment Variation Fee: \$150 per variation |
| Version 002.5 | Updated Re-assessment fee for DTWD funded students. <ul style="list-style-type: none"> - \$25 per UNIT |
| Version 002.6 | Added Document Retrieval fee. <ul style="list-style-type: none"> - \$30.00 Updated the cancellation and refund fee charges table. Added Priority Certificate Issuing Fee Added Postage within Australia. <ul style="list-style-type: none"> - \$ 20.00 (via Registered Mail only) Added Postage outside of Australia. <ul style="list-style-type: none"> - Minimum \$50.00 depending on country (via Registered Mail only) Removed Payment Plan setup fee in Appendix B. Amended Bank Fee for DTWD students from "N/A" to "At Cost". Updated paragraph 1.9 to reflect changes in 6.3.1 from Vet Fees and Charges Policy 2022. |
| Version 002.7 | Updated student default table. <ul style="list-style-type: none"> - No Refund for any units opened in LMS |
| Version 002.8 | Updated Appendix B. <ul style="list-style-type: none"> - No charge for Fee for Service Enrolment Variation - Added Direct Debit Setup fee of \$100.00 per setup - Changed Credit Card Fees to Card Payment Fees & changed the surcharge to Merchant Surcharge Applicable |