 <p><b>AICT</b> AUSTRALIAN INSTITUTE OF COMMERCE + TECHNOLOGY <b>Policies and Procedures</b></p>	<p><b>FEES, CHARGES and REFUND</b></p> <p><b>Policy &amp; Procedure</b></p>
<p><b>Standard Related</b></p>	<p>VET (WA) Ministerial Corporation Purchase of Training Services General Provisions (Conditions of Contract) Clause 9.4 VET Quality Framework and Conditions of Registration VET Fees and Charges Policy</p>

### 1. Purpose

The VET Quality Framework and Conditions of Registration require that RTOs protect fees paid in advance and have a fair and reasonable refund policy.

We are committed to providing a fair and transparent policy and procedure when dealing with students and prospective students in regard fees charged, protection of fees and refunds where warranted.

### 2. Scope

This applies to all students enrolled with AICT

### 3. Financial Standards


In the case of student funded courses, AICT has measures in place to ensure that students receive a refund of fees for services not provided (This includes services not provided as a result of the financial failure of AICT);

- a) AICT will adopt a refund policy that is fair and equitable, both to the student and the company.
- b) AICT will ensure that the contractual and financial relationship between the student and AICT is full and properly documented, and that copies of the documentation are responsibilities of the student, cost of training, payment arrangements, refund conditions and any matters that place obligations on the student.
- c) In the case where the employer is funding the cost of training, information of such funding will be provided to the trainee at the discretion of the employer only.

### 4. Course Fees

AICT will charge a nominal fee per course enrolled. An initial course fee must be paid in advance of course start date. Our marketing materials (website, brochures) clearly detail information on fees and refunds.

We provide the following fee information to each client:

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- a) the total amount of all fees including course fees, enrolment fees, materials fees and any other charges;
- b) payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/enrolment fee;
- c) the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment, and
- d) The AICT refund policy.

Students must be aware of the following payment information:

1. Enrolment is not complete until all fees and charges have been paid or deferred payment arrangements have been made.
2. Fees are charged on a semester basis.
3. Any payment plan arrangements established during enrolment are to be maintained at all times.
4. Where a student fails to meet their payment plan obligations the students' enrolment may be cancelled.
5. Action will be taken to recover fees owing to AICT and extra costs, such as legal fees may be incurred. The student will be suspended from continuing the course and the student will be liable for all costs incurred by AICT or their representatives, including (without limitation) collection agency costs, court costs, solicitors fees on a solicitor/client basis, together with interest on the outstanding amounts at the rate allowed by the court from time to time and all other reasonable additional costs of recovery of the amount outstanding.
6. Any results, and qualifications will be withheld until all outstanding payments are made.
7. Vendor Exams and all additional services, such as internships will not be booked or organised until all outstanding payments are made.
8. All payment plans will be made using either Debit Success or an instalment plan.

## 5. Refund and Cancellation of Enrolment


Where a student wishes to withdraw from their course of study, the student must complete and submit an Enrolment Variation Form and Refund Application Form to formally withdraw from the course and to apply for a refund. These forms are available online or at the AICT reception. Student is required to submit both of the forms.

The official withdrawal date is the date when the Enrolment Variation and Refund Application Form is received by AICT reception.

Refunds are divided into 2 categories – full refund or pro-rata refund

## 6. Full Refund

Students who withdraw are entitled to a full refund of the applicable course fee, resource fee and other fees where:

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- a) The course qualification or unit is cancelled or re-scheduled to a time unsuitable to the student; or
- b) A student is not given a place due to maximum number of places being reached.

The Education Director can approve a full refund of fees at any time during delivery if a class is cancelled because of declining student numbers, no available lecturer, or due to other circumstances caused by the RTO.

#### 7. Pro Rata Refunds

Students who withdraw for reasons of personal circumstances beyond their control may be approved. The Education Director can approve a pro rata refund of fees and charges at any time during the course of delivery in the case of:

- a) Serious illness resulting in extended absence from classes;
- b) Injury of disability that prevents that student from completing their program of study; or
- c) Other exceptional reasons at the discretion of the Education Director.

All pro rata refund applications must be made via the Enrolment Variation Form and Refund Application Form. Relevant documentary evidence (such as medical certificates) must be provided

#### 8. Refunds for VET courses


All VET course refunds will be calculated on a study period basis (per subject). Course fees may be refunded or reallocated under the following circumstances:

- a. Withdrawals that are submitted more than 14 days prior to the course/subject commencement date will receive a 100% refund on tuition fees
  - b. Withdrawals that are submitted between 14 days of the course/subject commencement and the day of commencement will receive a 75% refund on tuition fees
  - c. Withdrawals that are submitted during the first week of the course/subject will receive a 50% refund on tuition fees
  - d. Withdrawals that are submitted during the second week of the course/subject will receive a 25% refund on tuition fees
  - e. Withdrawals during the third week of a new course/subject or later will not be eligible for a refund of tuition fees.
- There is no refund for used or opened books, any additional services requested.
  - Unused vendor exam vouchers and books can be refunded
  - All approved refunds will be paid within 28 days of receipt of the Student Refund Form
  - Cancellation fees may apply.

#### 9. No Refund

A student will not obtain a refund under the following circumstances:

- a. If a student applies for RPL and the application is unsuccessful.

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- b. The student fails to comply with terms and conditions of enrolment which include, college policies and procedures as provided in this Code of Practice and the Student Handbook
- c. The student provides false or misleading information.

#### 10. DEBTS OUTSTANDING

A student will not receive their qualification, statement of attainment and record of results until the debt is paid. In cases where the student has paid for part of course, for example 2 units of competency and they have completed those units as competent, then they will receive a statement of attainment for those units.


For example, if the student completes their course on 1 June 2015 and has no outstanding debts then they will receive their qualifications by 30 June 2015 (within 30 days).

However, in the case where the student has outstanding debts, then the 30 days will not begin until they have cleared their debt.

#### 11. Associated documents:

- a. Request for Refund Form
- b. Enrolment Variation Form

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