



## FEE MANAGEMENT POLICY

### CONTEXT

Australasia International School (AIS) RTO ID 6251, CRICOS ID 02747G, as a Registered Training Organisation must comply with the NVR Standards for Registered Training Organisation’s (2015); Schedule 6 Standard 5 and Clause 7.3 and the ESOS Act Section 47 B and D, the National Code for International Students (2018) Standard 3, 7 and 9.

### PURPOSE

This policy applies to fees, charges, refunds and fee protection applicable to the provision of training including clients undertaking training.

### DEFINITIONS

<b>AIS</b>	Australasia International School
<b>Student</b>	International Student
<b>CoE</b>	Confirmation of Enrolment
<b>LoO</b>	Letter of Offer and Agreement
<b>RTOM</b>	RTO Manager (RTOM) is a system that AIS uses to record all students’ details known as a Student Management System (SMS)
<b>VET</b>	Vocational Education and Training
<b>ASQA</b>	The is the Department of Education regulator known as Australian Skills Quality Authority.
<b>TUITION PROTECTION</b>	To protect the interests of students, AIS (and its students) are covered by the Tuition Protection Scheme (TPS). If AIS cannot continue in providing the training, the TPS is notified so they are able to ensure students are not disadvantaged.
<b>RELEVANT STUDENT</b>	Overseas students who have *not yet commenced their course. These students are known as ‘relevant students’ and this payment is known as the ‘protected amount’.  <u>Note: once a student commences their course, they are no longer a relevant student and the rule of ‘protected amount’ will no longer apply. This definition must be read in conjunction with the Non-Refundable Items and Fee Protection sections of this policy</u>
<b>SHB</b>	Beauty Training Package Courses
<b>HLT</b>	Massage Training Package Courses
<b>BSB</b>	Business Training Package Courses



## **FEE PROTECTION**

### **Domestic Students**

Where student's prepaid fees are more than \$1,500, AIS has implemented arrangements to ensure the refund of student prepaid fees. Refund of pre-paid fees will only occur where AIS is no longer able to deliver the training and assessment. Payment will be made to a bank operating in Australia. Monies transferred will only be transferred in Australian Dollars to a bank nominated by the student. Clause 7.3

Should it be requested AIS is able to demonstrate this to the regulator (ASQA) on request.

### **Protected Amount – International Students (Relevant Student)**

AIS maintains a separate bank account to keep the 'Protected Amount' separate from day-to-day operating expense accounts. The protected amount will be the first instalment fee (as per the Letter of Offer payment plan) less the non-refundable administration fee.

AIS has arrangements to ensure that the refund to a 'relevant student' is a protected amount held in a separate bank account. Payment will be made to a bank operating in Australia. Monies transferred will only be transferred in Australian Dollars to a bank nominated by the student. In accordance with section 28 of the Education Services for Overseas Students Act 2000 AIS does not draw on this account from on a day to day basis for the operations.

### **International Students and Tuition Protection Service (TPS)**

AIS protects fees through our membership of the Tuition Protection Scheme (TPS). The role of the TPS is to assist international students where we are unable to fully deliver their course of study. The TPS ensures that you are able to either complete their studies in another course or with another education provider or receive a refund of your unspent tuition fees.

## **REFUND**

The Refund Application Form is available from the Administration Team.

Refund applications must be made in writing to the college by email to [accounts@aischool.edu.au](mailto:accounts@aischool.edu.au). Refunds will be processed within twenty-eight (28) days of receipt of a written application. Administration will respond by explaining if the refund is able to be granted and if so, how the refund was calculated.

Where a refund request has been declined the student will be notified within ten (10) days together with Complaint and Appeals instructions.

There are two categories of refund, Student Default and Provider Default.

### **PROVIDER AND STUDENT DEFAULT**

#### **Student Default**

An overseas student or intending overseas student defaults in relation to a course at a location, if:

- (a) the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- (b) the student withdraws from the course at the location (either before or after the agreed starting day);
  - i. Where an applicant cancels their enrolment giving more than twenty-eight (28) days' notice prior to course commencement, all pre-paid course fees are refunded less 20% of the pre-paid course fees, within twenty-eight (28) days of receipt of notification of cancellation of the course



(unless in cases of Visa refusal).

- ii. Where an applicant cancels their course giving less than twenty-eight (28) days' notice prior to their course commencement all pre-paid course fees are fully refunded; (less 50% of the pre-paid course fees) within twenty-eight (28) days of receipt of notification of cancellation of the course (unless in cases of Visa refusal).
- iii. Where an applicant cancels their course after course commencement all pre-paid course fees are non-refundable (unless in cases of Visa refusal).
- iv. In the event that a student abandons their course without formally cancelling their enrolment with the College, no refund will be issued, which includes all monies paid or scheduled to be paid to AIS, including monies paid for OSHC. The balance of fees owing will be invoiced to the student. Course abandonment is classified as absence without permission. Abandoning a course may lead to the College reporting the student to DET through PRISMS.

(c) the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:

- (i) the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;
- (ii) the student breached a condition of his or her student visa;
- (iii) misbehaviour by the student. (AIS considers misbehaviour as a breach-of-conduct as can be found in the International Student Handbook under "Student responsibilities and code of behaviour".) \*"Breach of conduct" includes course abandonment or student changing their mind after a course has commenced.

**Provider default**

- 1. A registered provider can be in default if either of the following occurs:
  - (i) the provider fails to start to provide the course to the student at the location on the agreed starting day.
  - (ii) the course ceases to be provided to the student at the location at any time after it starts but before it is completed.

**VISA REFUSAL OR VISA APPLICATION WITHDRAWN**

A refund of tuition fees paid by an international student will be made if the student visa application is refused before course commencement. The application for refund must be made no later than four (4) weeks after the visa refusal.

Please note: Visa refusal document must indicate that the AIS CoEs were used for the application alone or in a package. A refund would be supplied as per subsection 47E(2) of the Act, the amount of a refund is the amount of the course fees, minus the lesser of either: (a) 5% of the amount of course fees received by the provider in respect of the student before the default day; or (b) \$500.

In the case of visa refusal during a course, a refund of the unspent portion of the tuition fees will be given as per subsection 47E(2) of the Act. Non tuition fees will not be refunded.

**TIME FRAME FOR REFUND**

All applications for refund shall be determined within ten (10) working days.

If the application for a refund is received:	Refundable amounts	Refund details
<b><i>More than twenty-eight (28) days (four (4) weeks) prior to the enrolment date of the course.</i></b>	<i>80% of the total course fee will be refunded.</i>	<i>Where an applicant cancels their enrolment giving more than twenty-eight (28) days' notice prior to course commencement, all pre-paid course fees</i>



		<i>are refunded less 20% of the pre-paid course fees, within twenty-eight (28) days of receipt of notification of cancellation of the course and refund application (unless in cases of Visa refusal).</i>
<b>Less than twenty-eight (28) days (four (4) weeks) before the enrolment date of the course.</b>	<i>50% of the total course fee will be refunded.</i>	<i>Where an applicant cancels their course giving less than twenty-eight (28) days' notice prior to their course commencement all pre-paid course fees are fully refunded; (less 50% of the pre-paid course fees) within twenty-eight (28) days of receipt of notification of cancellation of the course and refund application (unless in cases of Visa refusal).</i>
<b>After the course commencement date.</b>	<i>No refund provided.</i>	<i>Where an applicant cancels their course after course commencement all pre-paid course fees are non-refundable (unless in cases of Visa refusal).</i>
<b>In the event AIS is unable to offer the course or the course is cancelled.</b>	<i>Full refund of all unused course fees(not including non-refundable items) will be reimbursed in accordance with the provisions of sections 27 and 29 of the Education Services for Overseas Students Act 2000.</i>	<i>The refund will be made once the payment is cleared and within twenty-eight (28) days (or four (4) weeks) of receiving a completed "Refund Application Form". In the case that AIS is unable to meet it obligation of providing an agreeable alternative course for the student, or a refund, the student will receive advice to seek assistance from the Australian Government's Tuition Protection Services (TPS). Information on the TPS can be found at: <a href="http://tps.gov.au/">http://tps.gov.au/</a>.</i>
<b>If the Australian Government refuses a student visa.</b>	<i>The unused tuition fee will be refunded less the administration fee.</i>	<i>The refund will be made once the payment is cleared and within fourteen (14) days (or two (2) weeks) of receiving a completed "Refund Application Form" and certified evidence of the rejected visa application from the Department of Home Affairs.</i>
<b>1. There will be no refund on enrolment fee, accommodation arrangement fee and airport pickup service fee.</b>		



## **CANCELLATION**

### **CANCELLATION AFTER COMMENCEMENT**

Students may elect to cancel their enrolment by informing AIS in writing using the Cancellation Form available from administration.

### **CANCELLATION BEFORE COMMENCEMENT**

Cancellations made by you prior to your course commencement must be made in writing by the student and is deemed to take effect on receipt of the student LoO and Agreement.

Refer to refund section of this document for detail.

Note: An enrolment may also be cancelled due to Student default or Provider default (see above).

### **WITHDRAWING FROM A COURSE**

If the student leaves and/or abandon their course before the scheduled termination date and time, for whatever reason, no refund will be given.

## **TRANSFER**

### **ALTERNATIVE COMMENCEMENT DATE**

AIS reserves the right at its discretion to transfer a course to another date and venue and this action will in no way waive the terms and conditions stated herein.

In the event of AIS having to cancel a course without offering any acceptable alternative, the student shall be entitled to a refund of the unused tuition less any administration fee, no further liability shall be incurred by AIS.

### **TRANSFER TO ANOTHER PROVIDER**

A transfer to another provider may not occur within the first six (6) months of their enrolment or the student's principal course.

As an example, if the student is enrolled in:

SHB30115 Cert III in Beauty Services – SHB40115 Cert IV in Beauty Therapy and SHB50115 Diploma of Beauty Therapy. The principal course is the course with the highest AQF Level (i.e.: SHB50115 Diploma of Beauty Therapy) and it is only after the student has completed six (6) months of this course that they can transfer.

The student seeking to transfer to another provider must ensure they have paid all outstanding tuition fees, alternate assessment fees and late payment fee's, prior to the release being granted.

The student seeking transfer must also maintain attendance until the transfer release is granted.



## **NON-REFUNDABLE ITEMS**

There is no refund of fees or any prepaid amount for:

1. Any poor and/or non – attendance;
2. Poor behaviour;
3. You provided false or misleading information;
4. You failed to comply with the requirements of the visa issued by Department of Home Affairs;
5. You failed to comply with the conditions set out in this policy;
6. The enrolment fee and material fees (non-tuition fees) are non-refundable in any circumstance and is paid for course enrolment regardless of packaging of CoE's;
7. If the Visa application is withdrawn, there is no refund from AIS;
8. Student enrolment/ administration fee; or
9. Relevant Student "Protected Amount" once the student has commenced the Protected Amount is not a refundable item.

## **PAYMENT OF REFUND**

Where a refund is granted, refunded will be paid to you or to the person or organisation who paid the course fees and will be paid in Australian Dollars. monies will be transferred into a nominated Australian bank account provided by the enrolled student.

Note: Refunds can be made to the student or the students' nominated person/s account.

## **APPEALS**

Students who are not satisfied with the outcome of the refund process may access AIS complaints and appeals process. Any investigation into a complaint or appeal is at no cost to the student.

For further information relating to the complaints and appeal, this may be found in AIS website [www.aischool.edu.au](http://www.aischool.edu.au).

## **NO FEE SERVICES**

Any student support services provided by a Student Service officer is provided free of charge to the student accessing such services and includes referrals to external services. Where possible such external services will be a not for profit or international student services specific organisations.

## **OTHER FEES**

### **ENROLLMENT FEE / ADMINISTRATION FEE**

All courses attract an application fee of \$200 per student per course. This fee is not refundable.

### **CHANGING FROM A PACKAGED COURSE**

Any approved changes to a course after commencement of the course or to change the course date, a \$50 administration fee will apply per CoE. This fee is not refundable.

### **CHANGE TO CoE**

A \$50 administration fee will apply for changes to any CoE (per). This fee is not refundable.

### **LATE FEE PAYMENT**

It is the student's responsibility to pay fees on time according to the payment plan agreed upon at the time of course enrolment and any late fee payments will incur a late fee payment as per agreement.

Should a student require an extension for their fee payments, they must apply in writing to Administration/Student support, at least two weeks prior to fee being due.

**Note:** Should the payment not be made at the agreed date, the overdue account will be sent to a debt collection agency without any further notice. Matters which have been referred to the collection agency will not be handled by the institute and will be treated separately from any further accounts.

Any costs incurred in the collection of fees are the responsibility of the student. AIS will not pay these fees.

A student with outstanding fees may be suspended from undertaking any further training and assessment services until such times as the outstanding arrears have been brought up to date.

### **CREDIT TRANSFER (CT)/RECOGNISED CURRENT COMPETENCIES (RCC)**

AIS does not charge to process CT or RCC. Students must advise AIS at the time of enrolment of any units that they have already obtained from another Registered Training Organisation (RTO) AIS does not process CT/RCC after course commencement.

### **RECOGNITION OF PRIOR LEARNING (RPL)**

Students must advise AIS at the time of enrolment of any units that they wish to apply for using the RPL process as we do not process applications for RPL after course commencement.

When an application is received, AIS will send you an RPL kit and an invoice to pay the application fee. There is a \$150 application fee to instigate the RPL service. Once you return the RPL kit, AIS will provide you with a written quotation for the cost involved in providing you with RPL as per application.

On acceptance of the quotation, 50% of the quotation fee is payable and the RPL process will commence. Once AIS has completed the RPL Process AIS will invoice you for the remaining 50% and advise you of the outcome of your application. AIS will not officially release the results of the RPL until fees are paid in full.

The process and fee's associated with RPL are:

- Application fee of \$150
- An RPL kit and a quotation is sent to start the RPL process.
- The RPL process commences when you have paid 50% of the quotation.
- An assessor will be allocated to process the RPL Kit, who will provide detailed instructions in how to furnish evidence to support the RPL process.
- You are to return a completed RPL kit as instructed. The responsibility to continue the process now belongs to you. If you do not return the evidence as explained by the assessor, AIS cannot complete the RPL process.
- On returning the RPL Kit, AIS will process and determine outcomes, you may be required to submit additional evidence.
- Outcomes may be any of the following, applied to each unit that is in the RPL Kit:
  - Competent
  - Not Yet Competent
- The assessor will provide final outcomes and feedback. Decisions are final and cannot be contested.
- You must pay the remaining 50% for those outcomes to be formalised.
- Formalised outcomes will be recorded in RTOM, the AIS Student Management System.
- The outcomes may affect the course duration and CoE period, reducing the amount of training as opposed to undertaking the entire course.
- If you are awarded any units via the RPL, you will need to be issued a new Letter of Offer (LOO), this must be signed and returned to AIS. It may affect the CoE course dates and duration, AIS will issue a new CoE on this basis.

You can withdraw from the process at any time noting that:



- The application fee is not refundable.
- The initial 50% is not refundable after we receive the RPL kit from you.
- By withdrawing during the processing period, we will cease processing your RPL kit and the remaining 50% will not be charged.
- If no units are processed as per RPL kit, you will need to complete the entire course and you may not reinstate that RPL application.

### **SPECIAL NOTE ON RPL/CT/RCC**

Any applications for CT/RCC & RPL that will result in a reduced study load will require the issuance of an updated LoO to be signed and returned by you followed by us issuing a CoE reflecting its conditions. Therefore, all applications for CT/RCC & RPL must be concluded before the issuance of your CoE and applications for CT/RCC & RPL cannot be processed after your course starts.

### **ADDITIONAL ASSESSMENT FEES if required**

Reassessment fee is \$150 for all BSB related UoC.

Reassessment fee is \$300 for all SHB & HLT related UoC.

Undertaking the AIP is negotiated for the skills-based assessments in the beauty and massage therapy courses.

### **REPLACEMENT CERTIFICATE OR STATEMENT OF ATTAINMENT**

In cases where a student has lost or misplaced their certificate or Statement of Attainment, a fee of \$50 will apply for a copy to be produced.

This policy may be updated without notice. Always refer to our website [www.aischool.edu.au](http://www.aischool.edu.au) for the most up to date version.

### **This document should be read in conjunction with:**

1. International Student Handbook;
2. Course Transfer Policy;
3. Deferral, Suspension and Cancellation Policy;
4. Complaints and Appeals Policy; and
5. AIS Privacy Policy.



**SCHEDULE OF FEES**

**COURSE FEES for Beauty, Massage and Salon Management courses**

HEALTH AND BEAUTY				
Course code and title	Tuition fee	Term fee	Material fee	Other items
HLT42015 Certificate IV in Massage Therapy	\$5,700	CIVMT \$1,900	\$100 per term	
HLT52015 Diploma of Remedial Massage	\$11,400	DRM \$1,900	\$100 per term	
SHB30115 Certificate III in Beauty Services	\$5,000	CIIIBS \$2,500	\$200 per term	\$220 make-up kit
SHB40115 Certificate IV in Beauty Therapy	\$10,000	CIVBT \$2,500	\$200 per term	\$220 make-up kit
SHB50115 Diploma of Beauty Therapy	\$15,000	DBT \$2,500	\$200 per term	\$220 make-up kit
SHB50216 Diploma of Salon Management	\$7,500	DSM \$1,500	Materials can be downloaded to your device at NO cost/fee.	
<b>Massage Therapy Package I:</b>				
• Certificate IV in Massage Therapy	CIVMT \$5,700	CIVMT \$1,900	Refer to each course	
• Diploma of Salon Management	DSM \$7,500	DSM \$1,500		
<b>Total</b>	<b>\$13,200</b>			
<b>Massage Therapy Package II:</b>				
• Diploma of Remedial Massage	DRM \$11,400	DRM \$1,900	Refer to each course	
• Diploma of Salon Management	DSM \$7,500	DSM \$1,500		
<b>Total</b>	<b>\$18,900</b>			
<b>Beauty Therapy Package I:</b>				
• Certificate III in Beauty Therapy	CIIIBS \$5,000	CIIIBT \$2,500	Refer to each course	
• Diploma of Salon Management	DSM \$7,500	DSM \$1,500		
<b>Total</b>	<b>\$12,500</b>			
<b>Beauty Therapy Package II:</b>				
• Certificate IV in Beauty Therapy	CIVBT \$10,000	CIVBT \$2,500	Refer to each course	
• Diploma of Salon Management	DSM \$7,500	DSM \$1,500		
<b>Total</b>	<b>\$17,500</b>			
<b>Beauty Therapy Package III:</b>				
• Diploma of Beauty Therapy	DBT \$15,000	DBT \$2,500	Refer to each course	
• Diploma of Salon Management	DSM \$7,500	DSM \$1,500		
<b>Total</b>	<b>\$22,500</b>			

**\*\$220 Make-up kit for beauty courses.**

This can be purchased through AIS or you can purchase this separately after a consultation with your Trainer who will advise you of its requirements/contents. This is a once only purchase, if you are undertaking more than one course you are not required to purchase additional kits. This is not to be confused with the "Material Fee" which covers course consumables.



**COURSE FEES for Leadership & Management and Program Management courses**

<b>MANAGEMENT COURSES</b>			
<b>Course code and title</b>	<b>Tuition fee</b>	<b>Term fee</b>	<b>Material fee</b>
BSB40920 Certificate IV in Project Management Practice	CIVPM \$6,000	\$1,500	Materials can be downloaded to your device at <b>NO cost/fee.</b>
BSB50820 Diploma of Project Management	DPM \$6,000	\$1,500	
BSB60720 Advanced Diploma of Program Management	ADPM \$9,000	\$1,500	
BSB50420 Diploma of Leadership and Management	DLM \$6,000	\$1,500	
BSB60420 Advanced Diploma of Leadership and Management	ADLM \$7,500	\$1,500	
<b>Project Management Package:</b> <ul style="list-style-type: none"> <li>• Certificate IV in Project Management Practice</li> <li>• Diploma of Project Management</li> <li>• Advanced Diploma of Project Management</li> </ul>	CIVPM \$6,000 DPM \$6,000 ADPM \$9,000 <b>Total \$21,000</b>	CIVPM \$1,500 DPM \$1,500 ADPM \$1,500	
<b>Leadership and Management Package:</b> <ul style="list-style-type: none"> <li>• Diploma of Leadership and Management</li> <li>• Advanced Diploma of Leadership and Management</li> </ul>	DLM \$6,000 ADLM \$7,500 <b>Total \$13,500</b>	DLM \$1,500 ADLM \$1,500	