



FEE MANAGEMENT POLICY

Domestic Student

Clauses 5.1 5.3 and 7.3 Standards for Registered
Training Organisations 2015

CONTEXT

This applies to all Domestic students enrolled with Australasia International School (AIS) RTO ID 6251.

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.

AIS is 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.

DEFINITIONS

AIS	Australasia International School
Student	Domestic Student
CoE	Confirmation of Enrolment
RTOM	RTO Manager (RTOM) is a system that AIS uses to record all students' details known as a Student Management System (SMS)
VET	Vocational Education and Training
ASQA	The is the Department of Education regulator known as Australian Skills Quality Authority.
SHB	Beauty Training Package Courses
HLT	Massage Training Package Courses
BSB	Business Training Package Courses
AIP	Assessment Intervention Program



FEE PROTECTION

Domestic Students

Where student's prepaid fees are more than \$1500.00, 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 – Domestic Students

Prepaid fees include all fees that a learner is required to pay, including enrolment fee, tuition fees, material fees and any other mandatory fee component.

Generally, AIS requires upfront payment of course fees. AIS does not accept pre-paid fees of more than \$1000.

Example: AIS Beauty Skill Set retails for \$2000 and is a 10-week course. AIS charges \$1000 at time of enrolment and then \$1000 after week 7. Therefore, AIS does not need any protection measures.

If AIS changes its policy as such and charges more than \$1500 in prepaid fees, AIS will protect those fees by obtaining Tuition Assurance Scheme, which will ensure that the:

- a) the learner will be placed into an equivalent course such that:
 - the new location is geographically close to where the learner had been enrolled; and
 - the learner receives the full services for which they have prepaid at no additional cost to the learner; or
- b) if an equivalent course cannot be found, the learner is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.

Note: these requirements do not override obligations and requirements of the Education Services for Overseas Students Act 2000 (Cth)

In line with our values on equity and access, students may approach AIS if they have circumstances that warrant an alternative payment structure being agreed. A payment plan may be warranted with several progress payments. Should it be requested AIS is able to demonstrate this to the regulator (ASQA) on request.



REFUND OF FEES

Course fees may be refunded or reallocated under the following circumstances:

1. Where a student requests a refund for more than 14 days before course commences, a full refund, will be provided.
2. If a refund is requested between 14 days of course commencement and the day of commencement, 50% of the initial course fee will be refunded,
3. Where a course has been canceled by AIS and a student cannot be placed in an alternate course, the student will receive a full refund
4. If the student wishes to change their enrolment into another course at AIS the course fees paid will be transferred to new course
5. If a student applies for RPL and the application is unsuccessful, there will be no refund.
6. Where a administration fee has been charged then there will be no refund
7. AIS does not change for Credit Transfer but does have the discretion not to honor Credit Transfer when a student is found not have the underpinning knowledge skills required for a unit of competency. Where a student has applied for Credit transfer AIS will not honor all Units of Competency collectively to form a qualification. A minimum if one UOC must be completed by RPL or face to face study, in this instance.

Consumer Protection Policy

Student as consumers will all be treated as per this policy and requirements of the NSW regulator ASQA and the department of NSW Government - Fair Trading.

Where the student wishes to complain about fees and charges they are able to do this via AIS Complaints and Appeals process. All complaints will also be monitored for continuous improvement purposes.

Refunds for Short Courses and Skill Sets

Students must notify AIS by sending an email to enrollment@aischool.edu.au two (2) business days prior to course commencement. Should you decide to book less than two (2) business days prior to course program, no refund will apply. Should you not attend the course or more than 10 minutes late into the course No Refund will apply for NO SHOW.

REFUND

The Refund Application Form is available from the Administration Team.

Refund applications must be made in writing to the college by email to enrollment@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.

No Refund

1. If a student applies for RPL and the application is unsuccessful, there will be no refund.
2. Once training has commenced in the course no refund is available, unless compelling circumstances prevail i.e. extreme personal hardship or medical circumstances which warrant non completion of course. In these cases, the



student may wish to return to college at a later date, this will also be approved by RTO (the student must return within 1 year of enrolment date to complete course)

3. The student fails to comply with terms and conditions of enrolment which include, college policies and procedures as provided in AIS Code of Conduct and the Domestic Student Handbook
4. The student provides false or misleading information there will be no refund
5. Where a administration fee has been charged then there will be no refund

How to apply for refund

Requests for refund must be made in writing. An email must be sent to accounts@aischool.edu.au

Note: Refunds due to the student will be paid within 2 weeks of receiving written application on the appropriate form available from Student Support Manager. All applications for refund shall be determined within ten (10) working days.

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 the Domestic Students Handbook and AIS website www.aischool.edu.au.

RE ASSESSMENT AND ADDITIONAL ASSESSMENT FEES if required

Full Qualifications

Where a student has enrolled in a full qualification and found to be not yet competent against a unit of competency (UoC) the student will have the whole term to resubmit an assessment or complete a practical assessment for that UoC. Where the student has after the 3rd Attempt still found to be deemed not yet competent the student will need to pay a re-assessment fee as indicated below.

- Re-Assessment is \$150 for all BSB related UoC.
- Re-Assessment is \$300 for all SHB & HLT related UoC.

Single Unit of Competency

Where a student has enrolled into a single unit of competency and found to be not yet competent against a unit of competency (UoC) the student will have three (3) opportunities to attempt the assessment after all attempts the student will need to repay and re do the unit of competency as per the current AIS fee schedule for single units of competency.

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 AIS website www.aischool.edu.au for the most up to date version.

This document should be read in conjunction with:

1. Domestic Student Handbook;
2. Course Transfer Policy;
3. Complaints and Appeals Policy; and
4. AIS Privacy Policy.
5. Student Confirmation of Enrolment Letter



Fee Schedule 2021

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	\$7600	\$1900	\$100/term	
HLT52015 Diploma of Remedial Massage	\$11400	\$1900	\$100/term	
SHB30115 Certificate III in Beauty Services	\$5000	\$2500	\$100/term	\$220 make-up kit
SHB40115 Certificate IV in Beauty Therapy	\$10000	\$2500	\$100/term	\$220 make-up kit
SHB50115 Diploma of Beauty Therapy	\$15000	\$2500	\$100/term	\$220 make-up kit
SHB50216 Diploma of Salon Management	\$7500	\$1500	Materials can be downloaded to your device at NO cost/fee.	

***\$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

MANAGEMENT COURSES			
Course code and title	Tuition fee	Term fee	Material fee
BSB40920 Certificate IV in Project Management Practice	\$5000	\$1250	Materials can be downloaded to your device at NO cost/fee.
BSB50820 Diploma of Project Management	\$5000	\$1250	
BSB60720 Advanced Diploma of Program Management	\$7500	\$1250	
BSB50420 Diploma of Leadership and Management	\$5000	\$1250	
BSB60420 Advanced Diploma of Leadership and Management	\$6250	\$1250	

Skill Sets

Whilst AIS offers Skill sets these are priced based on case by case student requirements. Please an enquiry to enrolment@aischool.edu for further information. Skill sets are only offered for Beauty students.



Beauty Unit Price List for Domestic Student

Note: Units of Competencies maybe clustered referred to as Skill Sets

Please an enquiry to enrolment@aischool.edu for further information. Skill sets are only offered for Beauty students.

Unit of Competencies	Duration	Practical/Theory	Unit Price
SHBXWHS001 Apply safe hygiene, health, and work practices	2 WEEKS	T	\$200
SHBBFAS001 Provide lash and brow services	2 WEEKS	P	\$250
SHBBHRS001 Provide waxing services	6 WEEKS	P	\$350
SHBBNLS001 Provide manicure and pedicare services	7 WEEKS	P	\$350
SHBBNLS004 Apply nail art	1 WEEK	P	\$250
SHBXCCS002 Provide salon services to clients	1 WEEK	T	\$200
SHBXCCS001 Conduct salon financial transactions	1 WEEK	T	\$200
SHBBMUP002 Design and apply make-up	7 WEEKS	*P	\$350
SHBBRES001 Research and apply beauty industry information	3 WEEKS	T	\$200
SHBBMUP004 Design and apply remedial camouflage make- up	4 WEEKS	*P	\$250
SHBBMUP003 Design and apply make-up for photography	6 WEEKS	*P	\$350
SHBBMUP001 Apply eyelash extensions	6 WEEKS	P	\$350
SHBBBOS001 Apply cosmetic tanning products	4 WEEKS	P	\$250
SHBXIND001 Comply with organisational requirements within a personal services environment	7 WEEKS	T	\$300
SHBBCCS001 Advise on beauty products and services	3 WEEJS	T	\$200
SHBBBOS002 Provide body massages	10 WEEKS	P	\$350
SHBBBOS003 Provide body treatments	10 WEEKS	P	\$350
SHBBFAS002 Provide facial treatments and skin care recommendations	10 WEEKS	P	\$350



SHBBFAS003 Provide specialised facial treatments	10 WEEKS	P	\$350
SHBBBOS004 Provide aromatherapy massages	10 WEEKS	P	\$350
SHBBINF001 Maintain infection control standards	7 WEEKS	T	\$300
SHBBCCS002 Prepare personalised aromatic plant oil blends for beauty treatments	3 WEEKS	T	\$200
SHBBSPA004 Provide Indian head massages for relaxation	6 WEEKS	P	\$350
SHBBBOS005 Use reflexology relaxation techniques in beauty treatments	4 WEEKS	P	\$250
SHBBSPA003 Provide stone therapy massages	10 WEEKS	P	\$350
SHBBSKS005 Provide micro-dermabrasion treatments	10 WEEKS	P	\$350

***\$220.00 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.

****Uniform**

For health and safety of other students and clients who attend clinic students are required to purchase a AIS uniform. Uniforms are an additional cost to the student of \$50.00.