



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

AIS	Australasia International School
Student	International Student
CoE	Confirmation of Enrolment
LoO	Letter of Offer and Agreement
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.
TUITION PROTECTION	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.
RELEVANT STUDENT	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>
SHB	Beauty Training Package Courses
HLT	Massage Training Package Courses
BSB	Business Training Package Courses



Fees and Refunds

We want to make sure you understand all fees and charges associated with your course so please carefully read this section before signing the Student Agreement.

Any fees and charges documented in the agreement will not change during the duration of your course.

We protect your fees at all times by:

- Maintaining a sufficient amount in our account so that so we are able to repay all tuition fees already paid.
- 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.
- Not requiring you to pay more than 50% of course fees prior to commencement, except where a course is less than 26 weeks. However, you may choose to pay your fees in full or a greater amount than 50%. Please contact us if you would like to pay more than is documented in your student agreement.

You are required to pay all fees and charges by the date indicated on the invoice. Where you are unable to make a payment by the specified date, please contact us to discuss alternative arrangements.

All payments are to be made by bank transfer into the account specified on the invoice.

Where fees are overdue and you have not made alternative arrangements, a first warning, second warning and notice of intention to report regarding non-payment of fees will be sent to you as follows:

- First warning letter: failing to pay an invoice within 5 days of receipt or contacting us to make alternative arrangements.
- Second warning letter: failing to pay an invoice within 5 days of receipt of the first warning letter or contacting us to make alternative arrangements.
- Notice of intention to report: failing to pay an invoice within 5 days of receipt of the second warning letter or contacting us to make alternative arrangements.

Following cancellation of enrolment due to non-payment of fees, your debt will be referred to a debt collection agency.

Refunds

Please carefully read the following information about refunds. This applies whether you paid the tuition and non-tuition fees or an education agent paid them on your behalf.

All application fees are non-refundable except where we cancel a course before it has started.

If we cancel a course either before or after it starts, you will receive an automatic refund and do not need to completion the Refund Application Form. The refund will be provided within 10 working days of the default.



In all other circumstances, you should complete and submit a Refund Application Form which can be accessed from our office. This form must be submitted within 10 working days of the event that led to the request for the refund. The outcome of the refund assessment will be forwarded to you within 20 working days, as well as any applicable refund.

Refunds will be paid to you or to the person or organisation who paid the course fees and will be paid in Australian Dollars.

The fee management policy does not remove your right to take further action under Australian Consumer Law.

In addition to the above circumstances, refunds apply as follows:

Circumstance	Refund due
AIS cancels course before commencement	Full refund of all fees
AIS cancels course following commencement	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
AIS has not provided a Student Agreement that meets the requirements of the National Code 2018.	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Student withdraws up to 4 weeks prior to course commencement.	Enrolment fee not refunded. Refund of 80% of other fees and charges.
Student withdraws less than 4 weeks prior to course commencement.	Enrolment fee not refunded. Refund of 50% of all other fees and charges.
The student does not commence on the agreed start date and has not previously withdrawn.	No refund. Fees for full study period (term) to be paid.
Student withdraws after commencement.	No refund. Fees for full study period (term) to be paid.
Student's enrolment is cancelled due to disciplinary action.	No refund. Fees for full study period (term) to be paid.



Circumstance	Refund due
Student breaches a visa condition	No refund. Fees for full study period (term) to be paid.
The student has supplied incorrect or incomplete information causing AIS to withdraw the offer of the course prior to commencement.	No refund. Fees for full study period (term) to be paid.
The student is refused a visa because they did not pay start their course at the agreed location on the agreed starting day or they withdrew from their course with AIS or they did not pay an amount due.	No refund. Fees for full study period (term) to be paid.
The student is refused a visa and therefore does not commence their course on the agreed starting day or withdraws from the course on or before the agreed starting day because of the visa refusal.	The total amount of all course fees (tuition and any non-tuition fees) received or less whichever is the lower amount of 5% of the total amount of the fees or the sum of \$500.
The student is refused a visa and has already commenced their course.	The total amount of all course fees (tuition and any non-tuition fees) received for less whichever is the lower amount of 5% of the total amount of the fees or the sum of \$500.

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. Please refer to the College's Complaints and Appeals Policy for the procedure to follow.

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.

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.

The late payment fee is \$50 per week, up to maximum amount of \$200.

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.

RE-ISSUE

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.
- completion letter, a fee of \$20 will apply for a copy to be produced.
- Student ID Card, a fee of \$10 will apply.

Same day Service

In cases where a student request to receive the Certificate or student letter on the same day, urgent service fee is \$40 per document requested.

This policy may be updated without notice. Always refer to our website 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.	
Massage Therapy Package I:				
• 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		
Total	\$13,200			
Massage Therapy Package II:				
• Diploma of Remedial Massage	DRM \$11,400	DRM \$1,900	Refer to each course	
• Diploma of Salon Management	DSM \$7,500	DSM \$1,500		
Total	\$18,900			
Beauty Therapy Package I:				
• 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		
Total	\$12,500			
Beauty Therapy Package II:				
• 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		
Total	\$17,500			
Beauty Therapy Package III:				
• Diploma of Beauty Therapy	DBT \$15,000	DBT \$2,500	Refer to each course	
• Diploma of Salon Management	DSM \$7,500	DSM \$1,500		
Total	\$22,500			

***\$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	CIVPM \$6,000	\$1,500	Materials can be downloaded to your device at NO cost/fee.
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	
Project Management Package: <ul style="list-style-type: none"> • Certificate IV in Project Management Practice • Diploma of Project Management • Advanced Diploma of Project Management 	CIVPM \$6,000 DPM \$6,000 ADPM \$9,000 Total \$21,000	CIVPM \$1,500 DPM \$1,500 ADPM \$1,500	
Leadership and Management Package: <ul style="list-style-type: none"> • Diploma of Leadership and Management • Advanced Diploma of Leadership and Management 	DLM \$6,000 ADLM \$7,500 Total \$13,500	DLM \$1,500 ADLM \$1,500	