



<b>Fees, Charges and Refunds Policy</b>	<b>Policy Number:</b> DOC V11	
<b>Approved by:</b> Angliss Neighbourhood House (ANH) Committee of Management (COM)	<b>Date Approved:</b> 30/10/2023	<b>Review Date:</b> 30/10/2024
<b>Person responsible to implement:</b>	Coordinator/COM	
<p><b>Policy purpose:</b> The purpose of this policy is for ANH to supply each individual with a clear details of all fees, charges and its refund policy and procedures prior to, or at the time of enrolment through the provision of appropriate documentation that is fair, consistent in approach, reasonable and covers scenarios/circumstances relating to withdrawal by the student, course cancellation, and any other reasonable matter.</p>		
<p><b>Related documents</b> Student Recruitment and Selection Policy Access and Equity Policy Student Fee Schedule Statement of Fees Student Handbook</p>		
<p><b>Definitions:</b>  <b>Tuition Fee:</b> The fee charged for the delivery of the training and assessment.  <b>Administration Fee:</b> The fee charged for processing enrolment applications.  <b>Materials Fee:</b> The charge to cover the cost of manuals, resources, consumables and or other materials required by the specific course.  <b>Course Fee:</b> Full Fee charged for a course which is inclusive of administrative fee, tuition fee and materials fee.  <b>Course Start/Commencement Date:</b> The first date of the course in which the student is enrolled as indicated on ANH's Enrolment Form and the attendance rolls.  <b>Additional Charges:</b> This may include follow up charges associated with late or non-payment, overdue fees, dishonour cheques fees, etc.  <b>Accredited Programs:</b> Programs which provide state and or/national recognition in accordance with the Australian Quality Framework.  <b>Concession:</b> The maximum fee which a holder of a recognised concession card may be charged.  Recognised Concession Card include:  a) Commonwealth Health Care Card;  b) Pensioner Concession Card; and  c) Veteran's Gold Card</p>		



d) an alternative card or concession eligibility criterion approved by the Minister for the purposes of these Guidelines.

The concessions provided for in (a) and (b) also apply to a dependant spouse or dependent child of a card holder.

Before the completion of a course, if an individual who was previously eligible for a concession becomes ineligible for the concession, this does not affect the tuition fees payable for the enrolment.

**Eligible Individual:** A student who is entitled to a funded place in a preaccredited program as per the current ACFE Funding Contract.

### **Roles and responsibilities:**

#### **Payment Arrangements**

1. Irrespective of the availability and receipt of government subsidies by ANH, employer, referring agency or student, it is the requirement of ANH that where tuition fees, administration fees or other charges are applicable, these must be paid at the beginning of each term.
2. Fees and charges are to be paid in Australian dollars.
3. Students commencing part way through a term will be required to pay on a pro-rata basis.
4. Late payments will not take into account missed classes.
5. The fee structure for all ACFE funded courses is consistent with the 'Ministerial Directions on Fees and Charges', as per the Education and Training Reform Act 2006.
6. All students will be issued with a receipt and a copy of the receipt is kept on file
7. Course costs include tea/coffee/class notes/handouts. Students will be required to provide their own books, pens, pencils, etc.
8. Excursion costs are not included in the course costs.
9. If any student is experiencing financial difficulties, they are encouraged to notify the Coordinator and a suitable payment arrangement may be made.
10. Low Class Numbers (Running classes at a loss, ie when class numbers are less than the number stipulated) In general classes will be cancelled if two days before the start of the class there are less than the required number enrolled. It is important that classes which are subsidised by government funding operate on their stipulated minimum numbers. The Committee of Management/Coordinator has the discretion to allow some classes to proceed, even if they are operating on less than the required minimum. The basis of this decision would include:
  - a. Subsidy available for the course;
  - b. Support for a new, valuable program; and
  - c. Firm belief that this course must be provided.

#### **Non-Payment of Fees**

If the student/employer/ /referring agency does not pay all fees and charges by the due date they are deemed to be an ANH debtor. Late payment of fee may incur a penalty, which is determined by the Coordinator. Failure to pay a debt within a timeframe set by the Coordinator of the original due date, may result in any or all of the following, until the full amount is paid:



- Suspension of the student from attending or participating in the course;
- Loss of access to ANH resources, IT systems, etc.;
- Inability to graduate
- Termination of the enrolment.

### **Fees, Charges and Refunds**

Please note the following Scenario/Circumstances indicates the actions which may be taken in accordance with ANH's Fees, Charges and Refunds Policy:

1. ANH cancels a course before it commences.  
**Full Refund within 10 working days.**
2. ANH cancels the course before its expected end date.  
**Balance of course fees paid for that portion of the course not yet delivered will be refunded within 10 working days.**
3. ANH defers the course start date and the new date is unacceptable to the student.  
**Full refund within 10 working days of notice of rescheduling.**
4. Student does not commence the course on the start date and subsequently provides a written notice of withdrawal from the course within 5 or more working days.  
**Full refund less Administration Fee within 10 working days.**
5. Student commences in the course and completes any portion of a term and withdraws.  
**No Refund**
6. Student does not return to their course after a term break and subsequently provides a written notice of withdrawal.  
**No Refund**
7. Student provides written notice of withdrawal less than 5 days before course commencement by student.  
**No refund**
8. Extenuating Circumstances (circumstances that prevent the student from attending scheduled course dates that may include but not limited to sudden illness or injury, family or personal matters, or other reasons that are out of the ordinary. Satisfactory evidence must be provided to support the student's circumstances which indicate that the student is unable to continue their studies and would not reasonably be able to continue).  
Refunds will be actioned at the discretion of the Coordinator, with consultation with ANH staff– based on % of course completed and shall be assessed on a case by case situation.
9. Closure of ANH. **Balance of course fees paid for that portion of the course not yet delivered will be refunded within 10 working days or full refund if the course did not commence.**

### **Refund Applications**

Refund applications must be made in writing and submitted to the Coordinator, using ANH'S Refund Request Form, (available on request from the Coordinator), stating reasons and relevant details and supported by appropriate documentation, where appropriate.

All refunds must be approved by the Coordinator.

**Refunds if approved will be made with 14 days of receipt of a written application** and will include a statement explaining how the refund was calculated. A refund will be paid directly to the student or the person who made the payment.

The Refund Application Form must be maintained in their individual student files.



Note: Refund applications will not be processed where the signature on the Refund Application Form does not match the student's signature or the original payee or their authorised representative.

### **Complaints and Appeals**

All students have the right to appeal a refund decision by ANH. Students wishing to access ANH Complaints and Appeals Policy and Procedure should contact the Coordinator. This policy, and the availability of the complaints and appeal processes, does not remove the right of the student to take action under Australia's consumer protection laws.

ANH'S dispute resolution processes do not remove the student's right to pursue other legal remedies where they consider it necessary.

### **Important Information**

1. Information is correct at time of creation but may change without notice.
2. ANH reserves the right to withhold any Certification of Qualifications achieved by the student, if student fees remain outstanding.

### **Policy scope:**

This policy applies to all operations of the ANH.

### **Policy statement:**

This policy and procedures applies to fees, charges and refunds applicable to the provision of training, including students undertaking training under the VET Funding Contract VTG Program, and students paying full fees.

### **Course Fees and Material Fees.**

Fees are non-transferable to other students or other institutions.

A Tuition Fee Waiver or Payment Plan may be granted to eligible students in certain circumstances.

ANH reserves the right to defer or cancel a course, change course start date, or change course curriculum/programs.

### **Monitoring and Improvement**

All records management practices are monitored by the Coordinator of the ANH and areas for improvement identified and acted upon. (See Continuous Improvement Policy.)