Policy
This policy covers the administration and implementation of course fees and refunds. It outlines how and when fees will be charged for courses, RPL and assessment and how refunds will be processed.

Policy Applies To
This policy relates to all fees charged to students for participation in AIFL education and training, materials and other levies.

This policy will be made available to all AIFL staff, individuals and organisations that have a Third Party Agreement with AIFL for students. Fees and charges information is included on the AIFL website.

Purpose and Scope
Course Fees:
The AIFL will set fees and charges annually using the following principles:
- Enrolment fee – set and reviewed annually and published on the AIFL website
- Tuition costs – set annually on a dollar value per nominal hour multiplied by the nominal hours for each unit of competency to meet the individual qualification and training package rules. These costs will be published on the AIFL website
- Administration cost – set and reviewed annually and published on the AIFL website
- Recognition of Prior Learning (RPL) and Credit Transfer (CT) will be charged at the full course/qualification cost
- eRecognition will be charged at 80% of the full course/qualification cost
- Individual units, groups of units and skill sets will be charged at the appropriate fee rate per nominal hour for the certificate level of the unit multiplied by the nominal hours of the unit or units plus the Enrolment fee.

Enrolment Period:
- Each enrolment will have a set period;
  - eRecognition, the enrolment period will be three months
  - Individual units or skill sets, the enrolment period will be six months
  - Certificate I to III, the enrolment period will by 12 months
  - Certificate IV and above, the enrolment period will be 24 months
- Enrolment extensions (re-enrolment) will be granted with payment of the Enrolment fee as relevant at the time of re-enrolment.
  - Enrolment extension periods will be six months for Certificates I to III, individual units or skill sets and eRecognition
  - Enrolment extension periods will be 12 months for Certificate IV and above

Payment by Instalments:
For any student wishing to pay via instalments, the following will apply;
- A $250 or 25% (whichever is the larger) non-refundable deposit will be charged
- The remainder of the course fee will be calculated to equal monthly instalments for the enrolment period. For example, a 12 month enrolment, one payment of the 25% on enrolment and 11 equal
monthly instalments to follow. All instalments will be deducted on the 1st working day of the month.

*Fee Payments:*
The Australian Institute of Flexible Learning will accept a wide range of payment methods through our ANZ E-gate facility including;
- Visa
- Mastercard
- American Express
- Diners Club
- Direct Debit

Other methods of payment can be organised with prior arrangements including:
- Invoice (government organisations only with purchase order)
- Personal, Business or Bank Cheque

*Fee Refund:*
Should a claim be made for a fee refund, the fee refund process will be prompt, easily understood and readily accessible to clients. The policy will at all times reflect the current Conditions of Registration for Providers of Vocational Education and any other conditions that may be required from time to time under legislation or other instrument.

*Cancellation of course by AIFL:*
Should the AIFL cancel a course for any reason, students enrolled at the time the AIFL announces the cancellation of the course, will be entitled to a refund of the full charges for units not completed at the time of the cancellation with no administration charges or penalties applied.

*Student withdrawal from a course:*
If a student withdraws from a course before the commencement of the course, full refund of the fees will be made less a 25% non-refundable deposit. (The commencement of the course refers to the first occurrence either when the student enrolls and that enrolment has been accepted and entered on VETtrak OR the student has enrolled and been granted access to the online learning materials, irrespective of whether the student has accessed the learning materials or not).

Once enrolled and the course has commenced, students will not be able to receive a refund.

*Student withdrawal due to illness or extreme hardship:*
In the case of a student who withdraws from a course or program due to illness or extreme hardship, the AIFL may, at its discretion, allow a refund of the fees. The following conditions apply:
- The student concerned must produce satisfactory evidence of the circumstances of his/her withdrawal, such as a medical certificate;
- The student will forfeit the 25% non-refundable deposit;
- Withdrawal must take place prior to the expiration of the enrolment period.

*Key Aligned Documents*
AIFL Fees & Refunds Procedure (PR19)
Key Legislation, Acts & Standards
Standards for NVR Registered Training Organisations 2012 – SNR 22
National Vocational Education and Training Regulator Act 2011

References

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Keywords