



Department	AIFL	Policy Number:	Prompt Doc No: UMH0000804
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P19- AIFL FEES AND REFUNDS POLICY

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Policy Statement

The AIFL will review and set its fees and charges annually or more frequently as determined, starting on 1st January each year. Fees and charges information will be published on the AIFL website. This policy will also be published on the AIFL website.

Policy Applies To

This policy applies to all AIFL staff, trainers and assessors, and subcontractors who have contractual arrangements with the AIFL.

Purpose & Scope

This policy covers the obligations of AIFL to have clear policies and procedures for 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 determined and processed.

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

The AIFL will not approve or delegate any third party individual or organisation to levy or collect fees from AIFL students.

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.
- Students will be provided with a “Statement of Fees” for their qualification/unit/skill set prior to enrolment (as per Section 1 of VTG 2016 Guidelines about Fees).
- Each student will be provided with an F15 AIFL Payment Details Form together with F06 AIFL Course Enrolment Form, once the pre-enrolment process has been finalised. All students will also be provided with an Invoice detailing their fees.
- 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.

- 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 and excluding the administration fee.

Tuition fee waivers/exemptions:

The AIFL will allow tuition fee waivers/exemptions in accordance with Section 2 of the Victorian Training Guarantee – 2016 Guidelines about fees, where applicable.

The AIFL will sight and retain copies of all documentation demonstrating an individual's eligibility for tuition fee waiver/exemption granted by the AIFL. The AIFL will report to the Department all tuition fee waivers/exemptions granted by the AIFL through VETtrak.

No tuition fee will be charged to:

- individuals from the Judy Lazarus Transition Centre (as a prisoner within the meaning of the *Corrections Act 1986*)
- an individual who is required to undertake the course pursuant to a community based order made under the *Children, Youth and Families Act 2005*.

Concession Fees:

The AIFL will allow for concessions on standard fees in accordance with Section 3 (Concession fees) of the Victorian Training Guarantee – 2016 Guidelines about Fees or subsequent guidelines and will report all fee concessions granted to the Department.

The AIFL will grant Concession to students enrolled in Certificate IV level and below who hold a current and valid:

- Health Care Card issued by the Commonwealth;
- Pensioner Concession Card; or
- Veteran's Gold Card; or
- An alternative card or concession eligibility criterion approved by the Minister

Concessions will apply to any dependent spouse or dependent child of the above named card holders.

Students who are entitled to a concession, who are also referred Job Seekers must provide a standard Job Seeker Referral Form. The AIFL will retain a copy of the original Job Seeker Referral Form and return the original to the student.

Indigenous Completions Initiative: Any students who self-identify as being of Aboriginal or Torres Strait Islander descent will be charged the concession fee.

The AIFL will follow procedures set out in PR19 Fees and Refunds Procedure.

Fee Payments:

All students will be issued with an invoice detailing the amount owed for their course.

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

Other methods of payment can be organised with prior arrangements including:

- Direct Debit
- Direct Credit
- Personal, Business or Bank Cheque

Credit Card information will be stored securely and payment form de-sensitised and filed in student file, once payment has been made in full.

Once paid in full, all students will be issued with a receipt detailing their payment.

Enrolment Period:

- Each enrolment will have a set period:
 - Individual units or skill sets: six-month enrolment period
 - Certificates I to III: 18-month enrolment period
 - Certificates IV and above: 24-month enrolment period
- Enrolment extensions will be granted with payment of the Enrolment fee as relevant at the time of recommencement
 - Enrolment extension periods will be six months for Certificates I to III, individual units or skill sets
 - Enrolment extension periods will be 12 months for Certificates IV and above

Payment by Instalments:

For students paying via instalments, the following will apply;

- A 25% non-refundable deposit will be charged on enrolment
- The remainder of the course fee will be calculated to equal monthly instalments for the remainder of the enrolment period. For example, for an 18-month enrolment, one payment of the deposit on enrolment and 17 equal monthly instalments to follow. All instalments will be deducted on the 1st working week of the month.
- AIFL will not hold more than \$1,000 in advanced payment at any one time. This will be calculated by dividing the total course cost by \$1000. This will determine the minimum number of payments spread across the course enrolment period.

E.g. Course cost: $\$5,400 / 1000 = 5.4$, minimum number of payments = 6.

Enrolment period is 24 months: $24 / 6 = 4$, minimum one payment each 4 months.

Please note, certification documentation will only be issued once fees are paid in full (See P23/PR23 Issuance of Qualifications Policy & Procedure)

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, will abide by Section 5 of the VTG 2016 Guidelines about Fees and any other conditions that may be required from time to time under legislation or other instrument. AIFL will refund students fees for services which have been paid for and not delivered. Where students are paying by instalments, an invoice is generated and AIFL will be receiving payment in arrears, no refund will be payable. Where payment is in advance the student will be entitled to a refund of the portion of the payment calculated by the number of hours of training not delivered.

Student Transition to 2nd Qualification:

Students who complete one qualification with the AIFL and enrol with AIFL in a second qualification within 30 days of completing the original qualification will pay the normal course fees, less the current "Enrolment Fee".

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 or the enrolment fee, whichever is the greater. (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.

Official steps involved in student withdrawals shall be followed in relation to relevant policies and procedures.

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.

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.

Closure of the AIFL:

Should the AIFL close, the AIFL will assist students in transitioning to another relevant RTO.

Where the AIFL is unable to provide services to the student, which have been prepaid by the student, the AIFL will make every attempt to arrange for those services to be provided by another Registered Training Organisation which has the qualification/services available and on their Scope

of Registration and with the relevant VTG contract (if applicable). The AIFL will arrange a transfer of the enrolment to the other RTO.

Where AIFL or another RTO are unable to provide services the student will be provided a refund of prepaid fees for the services outstanding.

Definitions & Abbreviations

AIFL

Australian Institute of Flexible Learning

CT

Credit Transfer

RPL

Recognition of Prior Learning

VETtrak

Registered Training Organisation software program

NVR

National VET Regulator Act

Course Fee

Fees paid directly by the student or employer and does not include any fees received by AIFL from government subsidies or programs

Legislation, Acts & Standards

Standards for Registered Training Organisations (RTOs) 2015

2014-16 VET Funding Contract (Victorian Training Guarantee Program)

National Vocational Education and Training Regulator Act 2011

References

Victorian Training Guarantee – 2016 Guidelines about Fees – Department of Education and Training

Key Aligned Documents

PR19 AIFL Fees & Refunds Procedure

P23 Issuance of Qualifications Policy

PR23 Issuance of Qualifications Procedure

T01 AIFL Generic Third Party Delivery Agreement

Governance

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