



<b>Department</b>	AIFL	<b>Policy Number:</b>	Prompt Doc No: UMH0000805
<b>Responsible Officer:</b>	Maria Lohan	<b>Approving Committee:</b>	AIFL
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## PR19 AIFL FEES AND REFUNDS PROCEDURE

<a href="#"><u>Policy Statement</u></a>	<a href="#"><u>Purpose &amp; Scope</u></a>	<a href="#"><u>Definitions &amp; Abbreviations</u></a>
<a href="#"><u>Legislation, Acts &amp; Standards</u></a>	<a href="#"><u>References</u></a>	<a href="#"><u>Key Aligned Documents</u></a>

### Description

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

### Procedure Applies To

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

### Purpose & Scope

This procedure 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 processed.

This procedure relates to all fees charged to students for participation in AIFL courses, 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.

### Procedure Standards

#### Course Fees:

The AIFL will calculate fees and charges for each student using the principles described in the Fees and Refunds Policy.

The fees will be calculated by the Reporting and Curriculum Maintenance Officer, in conjunction with the General Manager, on an annual basis.

Fees and Charges will be published on the AIFL website.

Course fees will be calculated by adding the Enrolment fee, plus the Tuition fee, plus the Administration costs.

- Enrolment fee – set and reviewed annually and published on the AIFL website – 2016 fee is \$400.
- 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 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. The administration fee includes training materials, student work placement fees, RPL allowance, business margin and other fees as determined from time to time. 2016 administration cost is \$750
- Recognition of Prior Learning (RPL) and Credit Transfer (CT) will be charged at the full course/qualification cost.
- 2016 tuition fees currently are:
  - Certificate I - \$2 per nominal hour
  - Certificate II - \$2 per nominal hour
  - Certificate III - \$3 per nominal hour
  - Certificate IV - \$4 per nominal hour
  - Diploma - \$5 per nominal hour
  - Advanced Diploma - \$6 per nominal hour

### **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.

*Judy Lazarus Transition Centre:* The AIFL will not charge a tuition fee for enrolment by a student who is from the Judy Lazarus Transition Centre (as a prisoner within the meaning of the *Corrections Act 1986*). The AIFL will retain a copy of written confirmation from the management of the Judy Lazarus Transition Centre that the individual meets the requirements.

*Young people on community based orders:* The AIFL will not charge a tuition fee for enrolment by a student who is required to undertake the course pursuant to a community based order made under the *Children, Youth and Families Act 2005*. The AIFL will retain a copy of written confirmation from the relevant Youth Justice Unit of the Victorian Department of Human Services that the individual meets the requirements.

### **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.

Each enrolment will attract a minimum of the standard enrolment fee as published annually by the AIFL. Where the funding received from VTG is less than the fee prescribed the student will be charged the Enrolment Fee plus the Administration fee plus 20% of the tuition fee minus the VTG fee. Where the funding received from VTG is greater than the fee prescribed the student will only be required to pay the standard enrolment fee as published annually by the AIFL.

The AIFL will grant Concessions to students enrolling in courses at Certificate IV level and below who, prior to the commencement of training, hold a current and valid:

- a) Health Care Card issued by the Commonwealth;
- b) Pensioner Concession Card; or
- c) Veteran's Gold Card; or
- d) 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 (a & b). The AIFL will report to VTG and the Department, as required by the relevant legislation and the VTGP 2014-2016 Contract, the number of fee concessions granted by AIFL through uploads to SVTS from VETtrak, carried out by the Reporting and Curriculum Maintenance Officer.

The AIFL will claim reimbursement for concessions provided to students as provided for by the relevant legislation and the VTG 2014-2016 Contract.

Prior to the commencement of training, the AIFL will sight and retain copies (certified) of Concession Cards for the term of the enrolment and will follow guidelines in Section 3.4 for use of a Digital Wallet. Prospective students will be given a grace period of one week to provide proof of their concession, if unable to provide it prior to the commencement of training (Section 3.6).

If a student becomes ineligible for a concession before they complete the hours for which they have paid tuition fees, this does not affect the tuition fees payable for the enrolment (Section 3.3).

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. On enrolment, a copy of this form must also be returned by the AIFL to the Job Seeker's referring agency.

*Indigenous Completions Initiative:* Any students who self-identify as being of Aboriginal or Torres Strait Islander descent will be charged the concession fee. Such students will be reported as such by the Reporting and Curriculum Maintenance Officer through VETtrak using the 'Indigenous Student Identifier' field. The AIFL will retain a copy of the student's enrolment form on which they self-identified as indigenous.

### **Fee Payments:**

All students will be issued with an invoice detailing the amount owed for their course, organised in conjunction with the Chief Financial Officer (CFO).

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
- 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 Tuition cost plus the Enrolment fee.
- The Reporting and Curriculum Maintenance Officer is responsible for calculating and applying all course costs.

### **Payment by Instalments:**

For students paying via instalments, the following will apply;

- A 25% 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, 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 1<sup>st</sup> 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)

**Student Transition to 2<sup>nd</sup> 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".

**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.

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 withdrawing from a course:**

Official notification of withdrawal from a course should be provided in writing or on the Termination of Course form (F13). Following verbal notification, a form will be given to the student where they are able to document their reasons for withdrawal. Support will be offered to the student at this point if required. Students may be offered the option of deferral if it is a suitable alternative to complete termination of the course. Students will be made aware of the implications for them to access subsidised training in the future.

On receipt of the Termination Notice, the General Manager of the AIFL will assess the application and decide whether or not a refund is due. The student will be advised accordingly and without delay of this outcome. A cheque will be provided if a refund is approved.

The student will be issued with a Statement of Attainment if all assessments including placement hours have been completed for units of competency within the qualification.

If a student withdraws from a course **before** the commencement of the course, full refund of the fees will be made less the 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.

**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 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. A Statement of Attainment will be issued for any completed units of competency.

### **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.

## **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

## **Governance**

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