

FEES, CHARGES AND REFUND POLICY AND PROCEDURE

Policy Statement

The Australian Shiatsu College (ASC) will ensure that appropriate ASC staff are aware of the fees, charges and its refund policy and procedure for students before accepting a student for enrolment. ASC must satisfy compliance with AQTF Essential Conditions and Standards of Continuing Registration and VRQA Guidelines for VET Providers in this respect.

This policy and procedure applies to fees, charges and refunds applicable to the provision of training and assessment for students undertaking training.

ASC advises of its fees and charges, as well as its refund policy and procedures in the annual ASC prospectus and College website. Additionally, students are provided with a detailed fee schedule prior to enrolment.

Students engaged in training, will be made aware of prior to enrolment where possible, or at least, at the time of enrolment of any additional fees applicable e.g. Administration Fees, Course Fees, Membership Fees and Material Fees.

Fees are non-transferable to other students or other institutions. An individualised Student Fee Payment Plan may be granted to eligible students in exceptional circumstances.

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

ASC follows Option 3 Condition 5 of AQTF Essential Conditions for Continuing Registration (Financial Management), i.e. ASC will not accept a deposit of more than \$1000; and ASC will not accept payment of additional fees of more than \$1500 at any one time.

Purpose

The purpose of this policy is for ASC 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, closure of the RTO and any other reasonable matter.

Responsibility

The College Directors equally have the responsibility for setting compulsory student fees and makes sure that fees are reviewed, updated and approved annually, as well as responsible for assessing and approving refunds in accordance with this policy.

Scope

This policy and procedures applies to fees, charges and refunds applicable to the provision of training by the Australian Shiatsu College.

Definitions

Accredited Programs	Programs which provide state and or/national recognition in accordance with the Australian Quality Framework.
Additional Charges	This may include follow up charges associated with late or non-payment, overdue fees, dishonored cheques fees, etc.
Administration Fee	The fee charged for processing enrolment applications.
Course Fee	Full Fee charged for a course which is inclusive of administrative fee, tuition fee and where applicable, material fee
Course Start/ Commencement Date	The first date of the course in which the student is enrolled as indicated on the RTO's Student Training Plan and the RTOs attendance rolls.
Materials Fee	The charge to cover the cost of manuals, resources, consumables and or other materials required by the specific course.
Tuition Fee	The fee charged for the delivery of the training and assessment.

Payment Arrangements

1. It is the requirement of ASC that tuition fees, administration fees or other charges must be paid according to agreed upon fee schedules or payment plans.
2. The fee structure for all ASC funded courses is consistent with the 'Ministerial Directions on Fees and Charges', as per the Education and Training Reform Act 2006.
3. Payments may be made by direct debit, cash or via card through the ASC website (processed by Stripe and incurs a processing fee of 1.9% + 0.30c per transaction payable by the student)
4. Fee schedules, payment plans and received payments are recorded in the College accounting system. Receipts are issued electronically bi-annually in accordance with the enrolment schedule, and copies of issued receipts are kept electronically.
5. Course costs (tuition fees) include tea/coffee/class notes/handouts. Students will be required to provide their own books, pens, pencils, etc. Excursion costs are not included in the course costs.
6. If any student is experiencing financial difficulties, they are encouraged to notify the appropriate ASC staff and a suitable payment arrangement may be made.

Low Class Numbers

In general classes will be cancelled if two days before the start of the class, class numbers are less than is determined suitable by the College to provide a viable educational environment. The College Directors have the discretion to allow some classes to proceed, outside the scope of this.

Non-Payment of Fees

If the student does not pay all due fees and charges by the due date they are deemed to be an ASC debtor. Late payment of fees may incur a penalty fee, at the discretion of the College Directors. Failure to pay a debt within a timeframe set by the College Directors of the original due date, may result in any or all of the following, until the full amount is paid:

1. Suspension of the student from attending or participating in the course;
2. Loss of access to ASC resources and facilities;
3. Loss of access to enrolment information and academic transcripts;
4. Inability to graduate; and
5. Termination of the enrolment;
6. Referral to Debt Collector recovery agency

Fees, Charges and Refunds

No	Scenario/Circumstances	ASC's Policy
1	ASC cancels a course before it commences.	Full Refund within 10 working days.
2	ASC 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	ASC 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 costs 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 from the course.	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. Evidence must be successfully 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	At the discretion of the College Directors, based on % of course completed and shall be assessed on a case by case situation.

continue).

9	Issuance of a replacement qualification testamur or Statement of Attainment where the original document has already been provided to the student.	\$35 for each document
10	Issuance of a Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification/course, provided the student has paid in full for the tuition related to the units/modules to be shown on the Statement of Attainment.	No charge
11	Student requests assessment outside of the scheduled assessment framework & timelines.	\$100 for each assessment
12	Student requests alternative assessment in accordance with reasonable adjustment requirements.	No charge
13	Unit of Competency repeat	Standard cost is 50% of the regular fee for the Unit of Competency. Subject to the unit of competency to undertake, the cost may vary depending on the duration required to complete any applicable assessment requirements, consumables or other costs incurred by ASC.
14	ASC cancels the student's enrolment in the course, because of students repeated misbehaviour, misconduct or breach of Student's Code of Conduct	No Refund
15	Students External Appeal Fees	Where the student elects to appeal a decision by ASC, they may take their claim to the Ombudsman (refer to the Students Reviews and Appeals Procedure).
16	Student receives academic exemption from a unit of competency (Credit Transfer).	No charge
17	Student's RPL Assessment Fee.	Fee on application; fee varies per Unit of Competency.
18	Closure of ASC.	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 Application

Refund application must be made in writing and submitted to the College Directors, using the Australian Shiatsu College Refund Application Form, (available on request from the College Administration staff, or College website), stating reasons and relevant details and supported by appropriate documentation, where appropriate. All refunds must be approved by the College Directors. Refunds will be made within 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 retained on the student's individual file.

Complaints and Appeals

All students have the right to appeal a refund decision by ASC. Students wishing to access ASC's Complaints and Appeals Policy and Procedure should contact the Australian Shiatsu College's admin staff, phone 03 93871161 or email info@australianshiatsucollege.com.au for a copy of this policy.

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. External avenues of appeal or further action, include the

- The Victorian Registration and Qualifications Authority (VRQA), the regulatory body that oversees the operation of Registered Training Organisations such as the ASC. The VRQA may require that you exhaust ASC's review and appeal processes before they will consider your case.
<https://www.vrqa.vic.gov.au/complaints/Pages/complaints.aspx>
- Victorian ombudsman <https://www.ombudsman.vic.gov.au/Contact-Us>, the human rights commission <https://www.humanrights.gov.au/complaints/complaint-guides>, the Australian Competition and Consumer Commission (ACCC) <https://www.accc.gov.au/consumers/complaints-problems> and the Victorian privacy commissioner <https://www.privacy.vic.gov.au/domino/privacyvic/web2.nsf/pages/complaints>

Important Information

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

Relevant Documents

- ASC Prospectus
- Enrolment forms
- Fee Schedule
- Student Financial Agreement
- Individualised Student Fee Payment Plan
- Student Training Plan
- RTOs attendance rolls
- Fee Receipt/s

- Refund Application Form
- Complaints and Appeals Policy and Procedure
- Enrolment withdrawal form
- Enrolment Variation Form

Reference

- 2014-16 VET Funding Contract VTG Program with Schedule (Final, November 2013)
- Key Features of VET Funding Contracts (15 November 2013)
- VTG 2014 Guidelines about Fees (v1 November 2013)
- **Contract Notifications CN No 2014-09 & CN No 2014-06**
- VRQA Guidelines for VET Providers (Guidelines 1.3 & 3.3)
- AQTF Essential Conditions and Standards for Continuing Registration (Conditions 1,2, 3 & 5 & Standards 2.1, 2.2, 2.3, 2.6, 2.7, 3.1, 3.2, 3.3 & 3.4)