



## **Accurate Vocational Education Pty Ltd**

**4 Llewellyn Place, Eumemmerring, VIC, 3177, Australia**

**Email: [info@aveducation.com.au](mailto:info@aveducation.com.au) Ph: 1300 433 991 RTO#: 45453**

# Fee and Refund Policy



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# Fee and Refund Policy

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## **Purpose**

Accurate Vocational Education Pty Ltd ensures that all applicants and students are fully aware of the fees and charges associated with the enrolment in a course. This policy also provides the guidelines for eligibility and assessment of refunds to the students.

## **Scope**

- This policy applies to all current and prospective students.

## **Objective**

To ensure the protection of all fees and aim to provide clear and accessible information to students about fees, charges and refund guidelines prior to and throughout their enrolment and/or other involvement with the Accurate Vocational Education Pty Ltd.

## **Policy Details**

Students seeking to enrol in a course with the Accurate Vocational Education Pty Ltd are clearly advised of all fees and charges associated with the course, including the course fees, administration fees, materials fees, any other charges and conditions of refunds.

## **Process and Procedure**

### **Fees and Charges**

Students seeking to enrol in a course with the Accurate Vocational Education Pty Ltd are advised of all fees and charges associated with a course, including course fees, administration fees, materials



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fees and any other charges on the marketing materials such as Accurate Vocational Education Pty Ltd's website, Course Flyer and Prospectuses.

If the student gets RPL or Credit Transfer for any unit, fees will be deducted from the Total Tuition fees as per the Hours allotted to Unit.

For Example:

Fees for 1 hour = Total Fees/Total Hours.

Fees deduction from total fees = Total Hours of the unit X Fees for 1 hour

The following fee information will be provided on the website, in any prospectus and in the Letter of Offer and Acceptance of Agreement to each student.

- The total amount of all required fees including application fees, course fees, administration fees, materials fees and any other charges that a student may incur dependent upon the situation (e.g. re-assessment fees, late payment fees).
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and administration fees.
- Any fees and charges for additional services.

### **Fees in Advance**

- Accurate Vocational Education Pty Ltd collects fees in advance for services not yet provided to students at various intervals throughout the course in accordance with the payment schedule integrated with the Letter of Offer.
- The institute will accept payment of no more than \$1,500 from each individual student prior to commencement of the course. Following course commencement, the Institution may require payment of additional fees in advance from the student but only such that at any given time, the



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total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

### **Terms of Payment**

- Fees are to be paid as per the payment schedule integrated with the Letter of Offer.
- Students must ensure their scheduled fees are paid in full by the due date otherwise their enrolment may be cancelled.
- If the students find difficulties to pay the fees by the due date, they should seek a payment plan or payment extension by contacting the Student Administration Manager before the due date. Failure to do so will incur late payment fee as per the fee schedule.
- Where a student is more than seven (7) days overdue with payments, the institute reserves the right to suspend training services for that student until payment is made to bring the fees up to date.
- Reinitiating a suspended training service will incur administrative fees as per the fee schedule and depend on the availability.
- For long-term outstanding amounts (more than 28 days), the institute utilises the services of a debt recovery agency to ensure the collection of all the dues.

### **Refund**

The refund will be processed according to the following guidelines.

Fees paid including application fees will be refunded in full where:

- the course does not start on the starting date as per the Letter of Offer; or
- a student cannot commence the course because of severe illness or a disability; or there is death of a close family member of the student (parent, sibling, spouse or child); or
- At the discretion of the CEO, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.



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Fees paid except the application fees will be refunded where

- The written notice of withdrawal is received from a student more than 10 days prior to the course commencement.

Fees paid except application fee and administration fee will be refunded where

- The written notice of withdrawal is received from a student less than 10 days prior to the course commencement.

Unspent fees (fees in advance) will be refunded where

- The course ceases to be provided or a sanction has been imposed on the provider or the provider closure at any time after it commences but before it is completed.
- If there is no written refund agreement with the student and the student withdraws from the course.

Student is not eligible for a refund where the

- Student does not commence the course as per the agreed commencement date; or
- Student withdraws from the course after the course commencement; or
- If students defer course commencement date and then apply for a refund; or
- The Institution terminates the student's enrolment due to student's misbehaviour or failure to comply with the Institution policies.
- If a student claim refund for the reason other than above circumstances identified, it will be decided in a fair and ethical manner at the discretion of the CEO.

### **Payment of refunds**

To apply for a refund Students must complete the Refund Application Form and attach any evidence or documentation relevant to the Refund Application. Students must submit the Refund Application to Student Administration.



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Students will be notified of the outcome of their Refund Application in writing within 10 working days of the receipt of the Refund Application Form.

Where a student does not agree with the refund decision, student may access the Institution's Complaints and Appeals process within five (5) working days.

Refunds will be processed within 14 days from the decision made date if eligible. Refunds will be paid in Australian dollars to the person who made the original payment. Then the student's enrolment will be cancelled and the Institution will notify the student.

Instead of refunding the fees, the Institution may offer the student a place in an alternative course or part of a course within the Institution or with another provider as an alternative and the student can decide whether to accept this offer or not. If student agrees to accept the arrangement, Institution will not be liable to refund the money owed for the original enrolment.

### **Roles and Responsibilities**

Student Administration Manager is responsible.

### **Related Forms and Documents**

- Refund Application
- Letter of Offer
- Acceptance of Agreement
- Fee Schedule
- Student handbook