



Fees, Charges and Refund Policy and Procedure

Alignment	
AQTF Conditions 5	
Australian Qualification Framework	
Conditions	5
Standards for Registered Training Organisations 2015	
Standard 5	5.3

Purpose:	This policy is to advise all students of their entitlements to refund of tuition, enrolment and resource fees.
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Document Control			
Version	Approval Date	Authorised by	Change Description
1.1	8/01/2012	CEO	Continuous improvement
1.2	3/03/2012	CEO	Continuous improvement
2.1	13/05/2012	CEO	Continuous improvement
3.0	06/12/2015	CEO	Reviewed in line with Standards for RTO 2015

Fee Guidelines

Fees are subject to change and the AAOWT reserves the right to change without prior notice. Students should confirm current fees prior to enrolment or re-enrolment. AAOWT has an Easy Payment Plan to assist students with payment of fees and is available upon application. All fee-payment plans are must be made two weeks prior to the start of the unit/subject/course or a payment plan arrangement is made, by the commencement of study.

Failure to make fee payment will result in one or more of the following:

- forced withdrawal of student from class
- Denied access to student portal
- withholding of examination results
- denied re-enrolment in future units of study

Any credit of fees can be held for a maximum of 1 year, can be used for student study only and is not transferable to another person.

Student Invoices

NEW Students-

New students are issued with an invoice for their first term study after the written agreement is signed and returned to the College. The invoice will include a breakdown of the first term's fees and the deposit required to confirm the student's place. Students cannot pay more than the deposit amount on the invoice prior to term commencement. Students must pay the remainder of the invoice on the first day of term unless they are on a pre-approved payment plan

RETURNING Students-

Returning students will receive their invoices once their classes have been confirmed. All fees must be paid in full on the first day of term unless they are on a pre-approved payment plan. If a class is cancelled for any reason, a refund or credit note will be issued to the student.

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Unit Fees

- Students may choose to enrol in a course by unit and the fees charged will be as per current fee schedule
- A non-refundable registration fee of \$250.00 is required of all students enrolling with AAOWT for the first time. (With the exception of Course Provider Default – where a course of study has been cancelled)

Fees Paid in Advance

Students may only pay the deposit amount in advance of any training provided, up to a maximum of \$1500.00

Course Cancelled

A course may be cancelled if a class quota has not been met or other unforeseen circumstances. Should a course or unit/s be cancelled by AAOWT all tuition fees paid towards the course or unit/s will be refunded in full including enrolment fees.

Deferment

Students who wish to defer study will have all fees paid credited to the subsequent re-enrolment, and the student will be liable for any fee increase that applies to the later course.

Withdrawal

Where students wish to withdraw from the course prior to its completion charges will apply as below. A written notification is needed to advise and confirm withdrawal.

FEES REFUND SCHEDULE:

Withdrawal up to 10 weeks prior to start date:	Full refund of course and material fees paid to date, less registration fee
Withdrawal between 10 weeks prior to start date:	70% of fees paid to date, less registration fee
Withdrawal less than 4 weeks prior to start date:	40% of fees paid to date, less registration fee
Withdrawal during the first 2 weeks of term:	30% of fees paid to date, less registration fee
Withdrawal later than 2 weeks after start date:	No Refund

Where AAOWT has cancelled a student's enrolment due to serious misconduct or breach of college code of conduct there will be no refund of fees paid.

Other Fees

- Fee for deferred Practical or written assessment with medical certificate provided \$100
- Fee for deferred Practical or written assessment without medical certificate provided \$150
- Fee for re assessment where student failed on second attempt. \$100
- Replacement of Learner Guide Book \$40
- Replacement of Student Observation Assessment & Clinic Log \$25
- Administration Fee - examination taken outside scheduled time \$100
- Request for additional Statements of Academic Records (first one free) \$25
- Student uniform shirt \$38.50
- Clinic make up hour (where no medical certificate can be provided) \$20/hr
- Fee for RPL is charged at 50% of fee for unit of study.
- A 3% surcharge is applied to all credit card and PayPal transactions.
- Miscellaneous charges may apply. (Photocopying, etc.) Please see current price list in office.

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Government Funded Courses

All students participating in government funded courses will be charged as per the VET Fees and Charges Policy 2015. This policy is available from <http://www.dtwd.wa.gov.au>

It is our duty to inform relevant Government authorities when you withdraw from a course if you are getting financial assistance to study

Refund Procedure

Students wishing to request a refund must complete a Refund Application Form, available from the college website. Upon completion the form must be submitted to AAOWT where it will be processed within 10 business days of receipt. Processed refunds will be referred to the CEO for approval and students will be notified by email of the outcome of their application. Approved refunds will be paid into the students nominated account within 5 business days.