



AUSTRALIAN INSTITUTE OF ENTREPRENEURSHIP

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Fee and Refund Policy

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Australian Institute of Entrepreneurship

Entrepreneurial way of thinking, training and building confidence

ABN No: 79 124 768 092 | RTO No: 21996 | CRICOS Provider No: 02999J

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Fee and Refund Policy

Purpose

The Institute 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 institute.

Policy Details

Students seeking to enrol in a course with the institute 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 institute are advised of all fees and charges associated with a course, including course fees, administration fees, materials fees and any other charges on the marketing materials such as institute's website, course flyer and prospectus.

The following fee information will also be provided in the Letter of Offer and Acceptance of Agreement for each student.

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- 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) will be listed on the Letter of Offer for each student.
- 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

- The institute 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:
From Domestic students - no more than \$1,000 from each individual student prior to commencement of the course. Following course commencement, the Institute may require payment of additional fees in advance from the student but only such that at any given time, the 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.
From International students: There is no limitation applied on the initial amount or additional fees charged. Students need to pay as per the payment schedule identified in the offer letter.

Terms of Payment

- Fees are to be paid as per the payment schedule integrated with the Letter of Offer for each student.
- Students must ensure their scheduled fees are paid in full by the due date otherwise their enrolment may be cancelled.
- If a student has difficulties paying fees by the due date, they should seek a payment plan or payment extension by contacting student administration 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.

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- Reinitiating a suspended training service will incur administrative fees, as per the fee schedule and depend on the availability of a training place.
- For long-term outstanding amounts (more than 28 days), the institute uses the services of a debt recovery agency to ensure the collection of all monies due.

Refund

The refund will be processed according to the following guidelines.

Domestic Students Refund:

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.

Fees paid except the application fees will be refunded where:

- The written notice of withdrawal is received from a student more than 14 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 14 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 in case of the RTO 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:

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- 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 Institute terminates the student's enrolment due to the student's misbehaviour or failure to comply with institute policies.

If a student claim a refund for the reason other than above circumstances identified, it will be decided at the discretion of the CEO.

International Students Refund:

Fees paid including non-tuition fees will be refunded in full where:

- the course does not start on the starting date as per the agreed start date, 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
- If a student was refused a student visa and the refusal was a reason for the student's failure to start the course on the agreed starting day for the course, or withdrawing from the course on or before the agreed starting date, 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.

Fees paid including non-tuition fees will be refunded in part where:

- The written notice of withdrawal is received from a student more than 28 days prior to the course commencement - \$1500 or 30% of the fees paid which ever higher will be retain by the institute and the balance will be refunded, or
- The written notice of withdrawal is received from a student less than 28 days prior to the course commencement – \$2000 or 50% of the fees paid which ever higher will be retain by the institute and the balance will be refunded.

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 in case of the institute closure at any time after it commences but before it is completed, or

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- If a student was refused a student visa after the student commenced the course and that refusal was a reason for student was withdrawing from the course, tuition fee for the weeks in default period (unspent tuition fees) will be refunded. Non tuition fees paid will not be refunded, or
- If there is no written refund agreement with the student and the student withdraws from the course.

A student is not eligible for a refund where:

- The student does not commence the course as per the agreed commencement date without a reason outlined above, or
- The student withdraws from the course after the course commencement, or
- If students defer course commencement date and then apply for a refund, or
- The institute terminates the student's enrolment due to student's misbehaviour or failure to comply with institute policies.

If a student claims a refund for any reason other than above circumstances, 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 Form to student administration.

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 institute's Complaints and Appeals process within five (5) working days.

Refunds will be processed within 14 days from the date the decision was made. 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 Institute will notify the student.

Instead of refunding the fees, the institute may offer the student a place in an alternative course or part of a course within the institute or with another provider as an alternative and the student can

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decide whether to accept this offer or not. If student agrees to accept the arrangement, institute will not be liable to refund the money owed for the original enrolment.

Roles and Responsibilities

Student Administration Manager is responsible.

Related Forms

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

Associated Documents

- Student Handbook