



Responsible officer	Head of Studies RTO Administrator CEO
Compliance	Policy adheres to compliance with RTO standards 2015 Standard 4 – Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients. Clause 4.1 Standards 5 - Each learner is properly informed and protected - Clause 5.3

1. Scope

This policy is developed to ensure that every student has right to accurate information regarding all fees, including course fees payment options, applicable administration fees and refunds that may be applicable.

2. Purpose

The purpose of this policy is to outline the ASTAR Training Institute approach to managing fees and refunds. Aims to provide knowledge for the student in regard to fees, charges, payments involved in the enrolment in to ATI course.

3. Policy

3.1 Protection of fees paid in advance

ASTAR Training Institute has a responsibility to protect the fees paid by students. To meet this need, ASTAR Training Institute will only accept an initial payment of no more than \$1,500 from each student prior to the commencement of their course.

The subsequent payments are based on the costs of the training and assessment which is yet to be delivered and will be required to be made at agreed points as the course progresses. These subsequent payments will not exceed \$1,500.00.

This fee protection arrangement complies with national standards designed to limit the amount paid by students in advance of services being delivered.

3.2 Fees and Refund information

- a. ASTAR Training Institute is required to cover the costs of staff and resources which will have already been committed based on your initial intention to undertake the training.
- b. Students whether via Face to face or Distance delivery option, will need to complete their course as per Training Plan. If this deadline is not met and ATI does not receive students allocated progress payments as negotiated at enrolment their enrolment maybe cancelled.
- c. A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. ASTAR Training Institute staff member that is approached with initial notice of cancelation are to ensure the student understands their rights with regards to the

- refund of tuition fees. The student is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.
- d. A non-refundable enrolment/administration fee is to be paid on enrolment and monthly progress payments. Instalment fees must be paid in full within (5) days of receiving notification from ASTAR Training Institute.
 - e. ATI may cancel an enrolment or discontinue training if fees are not paid as required.
 - f. For students who select to set-up a regular payment plan, it is the student's responsibility to ensure that payments are made in a timely manner.
 - g. If payments are missed by the student, ASTAR Training Institute has the right to suspend their training or terminate their enrolment for the course in question.
 - h. Students to complete course prior to finalising full payment you will be required to pay in full balance otherwise your certificate will not be issued until this outstanding balance is received.
 - i. A non-refundable payment (Administration an Enrolment Fee) is to be paid on enrolment of \$500 is required and regularly scheduled progress payments.
 - j. Discretion may be exercised by the Chief Executive Officer in all situations, if there is an extenuating or significant personal circumstance that has led to their withdrawal.
 - k. Where refunds are approved, the refund payment will be paid to the student within 14 days from the time the student give written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Course Withdrawal Request Form.
 - l. For students who select to set-up a regular payment plan, it is the student's responsibility to ensure that payments are made in a timely manner. If payments are missed by the student, ASTAR Training Institute has the right to suspend their training or terminate their enrolment for the course in question.
 - m. Course fees and payment plans will vary for different training programs. For a full list of current fees and charges please refer to ASTAR Training Institute schedule of fees and charges.

3.3 Course Extension

- a. Students have 7 working days from the date of the notice of course expiry to contact the ATI and apply for a course extension. Student to complete a course extension application form with the required evidences. You will then be notified if the extension has been granted. All fees must be paid in full before your extension can be processed and approved.
- b. ATI will offer six months extension(6months) if you comply
 - there are no material changes to the course and
 - your course is not in a teach out period.
- c. If ATI approves your Course Extension, the maximum duration your course is adjusted accordingly

- d. Students who do not complete the course within the new extension date and after many attempts to make contact initially to successfully assist you to progress your course; you will be forfeiting all fees paid and you will not be able to complete your course, and you will be asked to either withdraw or we will cancel your enrolment if we have not heard from you after (14) days total.
- e. You will however, receive a Statement of Attainment and a transcript for any completed and competent units. Unless your circumstances are beyond your control which include but are not limited to: extreme hardship, debilitating medical condition, death in the family which can be proven to the Institute.
- f. Full evidence including supporting documents to prove your circumstances will need to be submitted to the Head of Studies for review. Documents include medical certificates, letter from the medical specialist, death certificates and / or legal documents.
- g. A fee of \$300 applies for every 3 months extension with an agreed payment plan –and if granted 1st extension is free.
- h. It is under discretion of ATI whether a student can be offered an extension or not

3.4 Reassessment

Students will be offered three (3) assessment opportunities per unit during a normal training program for each assessment event. The re-assessment fee of \$300 will only apply if the student chooses to persist to demonstrate competence for the required unit.

3.5 Course Deferment

Dependent on your circumstances, if you want to defer your course please ask an ASTAR representative when your enrolment date will expire and to assess your circumstances if/when you may need a course extension

3.5 ATI Guarantee

If for any reason ASTAR Training Institute is unable to fulfil its service agreement with a student, ASTAR Training Institute will refund the fees paid by student for any services not yet delivered. ASTAR Training Institute is committed to deliver quality training and assessment and will work with students who require individual assistance to successfully complete the training program.

3.6 Payment Methods

- a. ATI offers various payment methods such as Cash, Direct Debit, Direct Bank Transfer and Credit Card.
- b. Where a student chooses a direct debit option chosen the student must fill Direct Debit Request (DDR) Form until your full course fee is paid. Progress payments will continue to be deducted from your allocated account unless you have notified us in writing and completed the Course Withdrawal Request Form.

- c. ATI offers flexibility for students to pay their progressive payments either Weekly, Fortnightly or Monthly and number of payments and amount they make towards their course fees. This is informed and captured in the Student Payment Plan.

3.7 Inclusion in course fees

Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course in which they are enrolling. Course fees will clearly itemise tuition, as well as non-tuition fees.

- a. Course fees include all learning materials for each student. Any optional textbooks and materials that may be recommended but not required for a course, are not included in course fees and will be an additional cost should the student wish to purchase such materials. - the cost is outlined on the Schedule of Fees and Charges.
- b. If hard copy learning materials are lost and need to be replaced, the student will be required to cover the cost of the replacement materials – the cost is outlined on the Schedule of Fees and Charges.
- c. Course fees include the issuance of a testamur and record of results and/or statement of attainment. For additional copies or re-issuing of any of these documents an additional fee is applicable. This fee is currently \$50 per request.

3.8 Refunds

Refunds – domestic students

For domestic students, eligibility for a refund will be assessed as follows:

- a. Full refund where ATI cancels the course prior to commencement.
- b. Students who give notice to cancel their enrolment more than 10 days prior to the commencement of a program you will be entitled to a (75%) refund of your course deposit paid. The other (25%) will be kept by ASTAR Training Institute as an administrative fee.
- c. Students who give notice to cancel their enrolment less than 10 days prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by ASTAR Training Institute is required to cover the costs of staff and resources which will have already been committed based on the student's initial intention to undertake the training.
- d. Students who cancel their enrolment part way through a course must notify ASTAR Training Institute in writing immediately if consideration of fee reimbursement is required. Once ASTAR Training Institute is notified a refund will be issued for the component of training not commenced less a \$500 administration/enrolment fee.
- e. ASTAR Training Institute is entitled to retain fees for any component of the course completed up until the point of notification by the student cancellation.

- f. All RPL’s have a non-refundable \$500 payment on enrolment. The student will have 6 months to complete the RPL kit for their course. The student has up till 30 days from enrolment to pay 50% of the remaining balance. The remaining 50% is due on submission of the RPL Kit.
- g. No refund where the student is excluded for misbehavior.

3.9 Outcomes of refund decisions

ATI will provide the outcome of the refund assessment in writing to the student’s registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.

Students will be advised that they may appeal the refund assessment following ATI’s Complaints and Appeals Policy and Procedure.

Relevant Policies and Forms

- Access & Equity Policy
- Consumer Protection Policy
- Complaints and Appeals Policy
- Course Withdrawal Form
- Direct Debit Request Form
- Student Payment Plan
- Course Extension Application Form
- Student Handbook
- Schedule of Fees

Version dates	Policy Version approved 11 Jan 2014 Policy Version 2.0 approved 16 November 2017 Policy Version 2.1 approved 27 September 2018
Review date	Version 2.1 will be reviewed as policies are updated
Approved by	CEO Head of Studies
Relevant to	All staff; trainers and assessors; students
Version History	V 2.1 minor updates changes added new format, included Standards of RTO’s 2015, included relevant documents and policies, with procedure added with new role titles.

Risk Rating (the rating will be highlighted bold)
5- High Risk
4- Medium Risk
3-Medium to low risk
2- Low Risk
1-Very Low Risk or N/A