

Policy Name/no	Fees and Refunds Policy
Date	29 January 2014
Responsible dept.	Learning and Development
Scope	This policy covers all CAL students and employees

1. Purpose

The purpose of this policy is to ensure participant fees are safeguarded and that participants have access to a fair and equitable refund policy.

2. Policy Statement

2.1 Fees

Fees are payable on commencement of a course of study.

Payment will be accepted by cash, cheque, credit card or direct deposit.

CAL will comply with SNR 22.3 (c) (Option 3) relating to the collection of fees in advance from students and candidates and will ensure that payment of not more than \$1000 from each student is accepted prior to commencement of the course.

For online students and RPL applications the course/assessment will commence immediately on payment of fees. No fees will be collected in advance of commencement.

An application and processing fee of \$95.00 will be charged for each RPL application regardless of whether or not an applicant decides to proceed with a full RPL application. Processing will allow an assessor to appropriately advise the student if they are eligible to proceed with their RPL application and to compile an evidence portfolio or to design a training and assessment pathway.

In some cases we work with business and trainees where the individual student will not incur any fees. In this situation fees will be negotiated directly with the sponsoring employer.

2.1.1 Short Course Fees

All non accredited short courses offered by CAL on a fee basis, details listed as part of the course details and on the course brochure.

2.1.2 Non- Payment of Fees

All course fees, enrolment and other charges must be paid on the specified due dates (as stated on the tax invoice). CAL may charge for any follow-up charges associated with late or non-payment, overdue fees, dishonour cheque fees, late marking or assessment re-sit fees.

A final notice will be issued within two weeks of the debt due dated if the debt remains outstanding. Late fee payment may incur a penalty fee of 5% of the total amount payable.

Failure to pay the course fees within 14 days of the final notice may result in any or all of the following, until the full amount is paid:

- Suspension from the course
- Loss of access to the online learning program
- Inability to graduate
- Termination of enrolment
- Report of a breach of Training Contract (Trainees and other government funded contracts)
- Refunds for Public Short Course Programs

2.1.1 Other Fees and Charges

Requests for replacement copies of testamurs or statements of attainment will incur an administrative fee of \$15.

If a textbook is required as part of a course, the student will be advised of any textbook purchase fee prior to enrolment.

2.2 Refunds

A refund may only be made in the following circumstances:

- CAL is unable to provide the course for which the enrolment and payment has been made.
- Where the student has cancelled within 30 days of their date of enrolment.
- Where a student suffers a serious illness or injury that prevents them from actively undertaking their studies both a present and in the future where a deferral or course extension would not be beneficial. The student must produce satisfactory evidence to support their application including, but not limited to a statement from a medical practitioner and a signed statutory declaration.
- Where there is a credit relating to an overpayment.

Where a student withdraws from a course later than 30 days after the course commencement date, no refund will be provided.

Refunds will not be made in the following circumstances where the student:

- Changes their mind
- Finds the course too difficult or they don't like the online format
- No longer requires the course
- Employment status or personal circumstances change
- Circumstances change due to family illness or other issues.

It is the student's responsibility to ensure that they have enrolled in the correct courses and that they have the ability to complete the course. CAL encourages all potential students to read and understand the course information and to talk to a CAL course advisor before enrolling.

Payment Plans

By registering for a payment plan with CAL, students agree to pay the full amount of the enrolment fee.

Payment plans can be cancelled within the first 30 days of enrolment only. To cancel a payment plan after 30 days, full payment of the remainder of the course is required. Alternatively, the payment plan can be readjusted for a shorter period of time.

To request a payout figure please email stepheng@collegeforadultlearning.com.au or call 1300 907 870.

In extenuating circumstances CAL may defer a student's enrolment and payments for a period no greater than 3 months.

2.2.1 Full Refund (including enrolment fee)

In the unlikely event of CAL cancelling a course, a full refund including enrolment fee will be offered. CAL will make every effort to reschedule the course and offer an alternative place to the student. The student is not obliged to accept alternative offers and may seek a full refund instead.

A full refund is also available to a student who cancels in writing within 30 days of their date of enrolment unless any of the following apply:

- The student has retained any textbooks
- The student has been assessed for any units
- The student has had more than one coaching call.

In this case, the following fees will be deducted as applicable:

- Textbook fee - \$70
- Assessment fee (per unit) unit - \$100
- Additional coaching calls - \$65 per half hour session

2.2.2 Full Refund (excluding enrolment fee)

Where a student withdraws from a course prior to the course commencement date a full refund of the tuition fee will be provided. The \$150 administration fee is non-refundable.

2.2.3 Partial Refund

In exceptional circumstance the College Director may authorise a partial refund for a student who withdraws 4 weeks after the commencement date of their course. The review of this decision and the proportion of fees to be refunded will be at the discretion of the College Director and will be taken into consideration case by case.

2.2.4 Refunds for Contracted/Employer Sponsored Programs

In most cases where workplace training is sponsored and paid for by the business/employer the employer will have a training contract signed with the College and this contract outlines conditions of refund. Where there is no contract in place the clause above applies.

Refunds for Government Supported Places

Where a student is approved for study in a government funded place and pays a set enrolment fee in advance of training, this fee is fully refundable when the student provides written advice to the College of their intention to withdraw from the course prior to scheduled class commencement. Once classes have commenced and the student is enrolled in the program this fee is non-refundable.

2.2.5 Refunds for RPL

Once a candidate has submitted the RPL Application and paid the (calculated) fee for RPL, no refund will be given. The full fee as stated by the College in written documentation published on webpage is payable prior to the first telephone interview. Once the candidate schedules and/or commences the initial assessor (telephone) interview the RPL Fee is non refundable. The fee payable for RPL is for the services outlined in the RPL brochure only.

NB: Normal course fees as advertised are payable to candidates seeking to up-skill after an RPL assessment. No discount will be given for these candidates.

2.4 Applying for a Refund

Requests for refunds need to be submitted to Student Administration in writing – the application will be sent to the College Director for review within 5 working days. Students will be advised of the decision either by phone or email. Approved refunds will be processed within 14 days of the approved notification.

2.5 Payments of Refunds

Once approved, payments of refunds will be paid within 30 days of approval.

3. Associated Documents

- Student Handbook

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	14 May 2012	Helen Sabell	January 2013
2	29 January 2014	Helen Sabell	January 2015