

# Fees and Refund Policy and Procedure

## Introduction

VSA ensures that there is full transparency and clarity in relation to fees charged to all current and future students at VSA.

## Purpose

To ensure that all international students fees are collected in accordance with the requirements of the ESOS Framework and VET Quality Framework. VSA ensure that timely and accurate advice in relation to course fees, other related costs and fees are provided prior to students enrolling at VSA.

## Policy Statement

Vocational Skills Australia (VSA) will ensure that:

- All information provided in marketing and promotional materials that relates to course fees is accurate and relevant to the VSA International Student Fees and Refund Policy.
- Students must be provided with thirty (30) days' notice in writing prior to any course fee changes and confirmation received from each international student that they were advised in writing. A copy of this acknowledgement will be retained in the student's file.
- VSA must not accept any course money from international students on a student visa until such time as the student has accepted the International Student Course Acceptance Agreement. This can occur concurrently however. Sometimes, due to differences in time zones and similar issues related to dealing with other countries, monies can be received before the International Student Course Acceptance Agreement has been received. In these situations, any monies received by the international student or their representative will not be drawn down upon until a course acceptance of the place offered by the student.
- VSA will ensure that it includes a copy of all international student fees and charges in its written agreement with international students, being the International Student Course Acceptance Agreement.
- All VSA fees and charges are reviewed annually and any changes are notified to international students with a minimum 30 days' notice. Notification may take place through any of (but not limited to) the following means:
  - Notices on VSA noticeboards in student breakout areas;
  - Class announcements;
  - SMS.
- All fees and charges by VSA will be fair and reasonable;
- VSA will ensure it retains receipts of all tuition and non-tuition fees for two (2) years after the international student ceases to be a student at VSA.

## Tuition Fees

VSA tuition fees for international students for the following CRICOS registered courses:

CRICOS Course Code	Qualification (Code and Title)	Tuition Fees as per CRICOS
	BSB40215 Certificate IV in Business	\$14,750
	BSB50215 Diploma of Business	\$19, 750

	FNS40217 Certificate IV in Accounting and Bookkeeping	\$14,750
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## Resources

VSA's non-tuition fees for international students include:

Resource	Cost
<b>Text Books</b>	\$250.00

## Additional services and fees

<u>Service</u>	<u>Cost</u>
National Recognition (Credit Transfer)	No charge / Nil
Recognition of Prior Learning (RPL):	
• Application Fee; and	\$250.00
• Assessment Fee per unit of competency	\$250.00
Reassessment (per Unit of Competency assessment)	\$200.00, applicable if "Not Satisfactory" Outcome after two consecutive attempts
Reprint of Statement of Attainment	\$50.00
Reprint of Testamur	\$50.00
Photocopying	No charge / Nil
Printing: Black and White.	No charge/ Nil
Reissue of Student Card	\$50.00
Issue of Letter for Immigration	\$25.00
Interim Record of Results	\$25.00
Cancellation Fees	\$250.00
Bank dishonour fee	\$100.00
Debt collection	\$500.00

Students are advised of fees and refunds in the Course Acceptance Agreement. Fees are also included in course brochures.

## Refunds

VSA will provide a refund in Australian Dollars only and within 4 weeks of receiving a written claim by the student in accordance with this policy.

The refund and cancellation fees will be calculated in accordance with the following schedule;

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Conditions and Circumstances of Refund and Cancellation Fees			
Reason for Refund	Notification Period	Cancellation Fee	Refund Amount
<b>Student's application for a student visa unsuccessful or with draws the visa application</b>	<i>Before</i> semester/education service commences.	Application fee only (to cover the costs of processing the application).	Full refund <b>less</b> the following amount: <ul style="list-style-type: none"> <li>\$250 application fee</li> </ul>
<b>Student gives notice for cancellation</b>	<i>More than ten (4) weeks</i> before education service commences	20 % of Tuition Fees of the first study period	Refund equal to 80 % of Tuition Fees of the first study period
	<i>Four (4) weeks or less</i> before education service commences	60% of Tuition Fees of the first study period.	Refund equal to 40 % of Tuition Fees of the first study period.
	<i>After education commences</i> and during first four (4) weeks	80% of Tuition Fees of that study period.	Refund equal to 20 % of Tuition Fees of that study period
	<i>After the fourth (4<sup>th</sup>) week.</i>	100% of fees for that study period.	Not eligible for any refund.
<p><b>NOTE:</b></p> <ol style="list-style-type: none"> <li>Where an international student cancels their enrolment and has tuition fees outstanding (in other words, they have not maintained their course fee payments in accordance with their payment plan and visa conditions), the cancellation fees above still apply and the fees owing would still be payable by the international student.</li> <li>Where an international student has paid for more than one (1) study period in advance and is seeking a refund, the above refund policy applies to all unspent tuition fees for the current study period and all subsequent study periods are refunded in full.</li> </ol>			
<b>If VSA withdraws offer, fails to provide program offered or terminates an Education Service</b>	Before and After education commences	Nil	VSA will refund the student the amount of any unspent pre-paid tuition fees.
<b>If VSA withdraws a student from the College because the student has seriously breached international student visa conditions or VSA policies and procedures</b>	Before and After education commences	Full Fees for the current study period	No refund for the current study period and 100% refund of fees applicable to a subsequent study period.  Full refund for future course less \$ 250 Application fees

In the unlikely event that VSA is unable to deliver the course in full, the applicant will be offered a refund of all unspent pre-paid course fees to date. The refund will be paid within 4 weeks on which the course ceased to be provided by VSA. Alternatively, enrolment in another suitable course by VSA may be offered at no extra cost. The applicant has the right to choose a refund of unspent pre-paid course fees or to accept a place in another course. If the applicant chooses a placement in another course the applicant will be required to sign a statement that indicates their acceptance of the placement.

Any refund due will be processed within four (4) weeks by cheque or electronic funds transfer (EFT).

\* The date the written advice of cancellation is received by VSA is considered the Cancellation Date. The Cancellation Date is the date used for the calculation of any refund of monies paid in advance.

A guide to refund amounts and conditions is published on VSA's website.

Application for a refund of tuition fees must be made in writing on the 'Application for Refund' form available from VSA's Administration or the website, stating reasons and relevant details

and supported by appropriate documentation where appropriate. This must be submitted to VSA's Administration. **Payments of any outstanding debts to VSA must be made before a refund will be processed.** Refund applications will not be processed where the signature on the Application for Refund does not match the Student's signature on this Course Acceptance Agreement.

All refunds must be approved by the Managing Director or their authorised delegate. Exemptions to the refund conditions may occur where the student has extenuating, or compassionate grounds as determined by the Managing Director or delegate.

Approved refunds are paid directly to the student or the person who made the payment. Under no circumstances will a payment be made to a third party without the written consent in English of the student or the person who made the payment.

All refunds are made in Australian dollars, paid directly into the nominated bank account. The student or the person who made the payment will be required to sign a Refund Authority form to authorise payment to a third party.

VSA will provide the student and with a statement detailing the outcome of the refund application, calculation and payment of the refund.

Students are referred to VSA's *Complaints and Appeals Policy and Procedure* available from VSA's Administration or from our website if they wish to appeal. This refund policy does not remove the student's right to take further action under Australia's consumer protection laws.

In the unlikely event of default by VSA and for some reason VSA cannot refund the student their tuition fees, the Tuition Protection Service (TPS) will attempt to find a suitable alternative course for the student. If a suitable alternative course cannot be found, the Tuition Protection Service will refund unexpended tuition fees. The TPS will manage this process and advise students accordingly.

### Refund Decisions

The Managing Director will ensure that all decisions on refunds are provided to the applicant in writing. Students may appeal a refund decision by following VSA's Complaints and Appeals Policy and procedure.

### Responsible Officer

The responsible officer for the implementation and training for this policy is the Managing Director of VSA.