

# P.06.01

## FEES AND CHARGES POLICY

### 1.0 INTRODUCTION

In line with Standards 5.3, 7.3 for Registered Training Organisations 2015 AVETA's Fees and Charges Policy have been specifically designed so that AVETA's students are adequately informed about the services they are to receive, their rights and obligations, and AVETA's responsibilities under these Standards.

Where AVETA collects fees from a student, either directly or through an AVETA's Education Agent, AVETA or its Agent will provide or direct the student to information prior to enrolment specifying:

- all relevant fee information including:
  - fees that must be paid to AVETA, clearly describing all costs involved with the course; how and when fees must be paid; how to request a refund; conditions under which a refund would be provided; payment terms and conditions including deposits and refunds
- the student's rights as a consumer under Australian Consumer Law (ACL), including a two week cooling-off period
- the student's right to obtain a refund for services not provided by AVETA in the event the:
  - arrangement is terminated early, or
  - AVETA fails to provide the agreed services.
- AVETA will also notify students when there is a change in ownership of AVETA

Where a student is accessing any government funding entitlement that may reduce their ability to access such funding in the future (such as arrangements that limit funding to one qualification for a person), this information will be provided to the student prior to enrolment.

AVETA will provide this information to the student through the following documents:

- Prior to enrolment:
  - Pre-enrolment information sheets for each qualification on AVETA's scope of registration
  - AVETA Brochures
  - AVETA's Website
  - A.19.01, STUDENT AGREEMENT AND ACCEPTANCE OF OFFER
  - F.05.06a Enrolment Form – International students or F.05.06b Enrolment Form – Domestic students
  - AVETA's Payment Plan
- At Orientation/Induction:
  - Student Handbook

The provision of this information will occur regardless of the manner in which the student has been engaged, and whether the student was initially engaged by AVETA itself or by an AVETA Education Agent.

**Note:** AVETA will not issue a Testamur/Record of Results, or Statement of Attainment for a qualification prior to a student paying any outstanding course fees.

Where AVETA requires a prospective or current student, either directly to AVETA or through an AVETA Education Agent, to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), AVETA will meet the requirements set out in the Requirements for Fee Protection in Schedule 6. AVETA holds a current membership of a Tuition Assurance Scheme.

Where AVETA collects more than \$1500 per student in prepaid fees, AVETA will take action to protect the prepaid fees that exceed \$1500 for any student. In these instances, AVETA will utilise its Tuition Assurance Scheme as its protection measures for these students.

The requirements for protection of prepaid fees will apply no matter how the fees are collected. Any fees collected by a third party on behalf of AVETA (including an AVETA education agent) they will be subject to the same conditions. These requirements will apply to fees prepaid by students, regardless of when AVETA has actually receives the payment.

As required by Standard Five, AVETA will notify students of the fees they must pay and when they are due, as well as providing access to AVETA's fee protection policy.

Regardless of the method/s AVETA uses for protection of learner prepaid fees, as required by Standard Five, AVETA will retain evidence of how learners have been advised of:

- all payment terms
- the circumstances under which refunds may be issued

## 2.0 FEES

### 2.1 Fee Payment – International Students

- International students must pay course fees and charges, an enrolment fee and have a valid Overseas Student Health Cover (OSHC) in order to secure their enrolment with AVETA; as The Department of Immigration and Border Protection requires overseas students to maintain an OSHC for the duration of time they are in Australia. If a student cannot provide a valid OSHC at the time of enrolling the student may request AVETA to organize one for the student (and the cost will be included in the charges) or they can select an approved provider and pay the insurance themselves.
- Exceptions: the following students do not need an OSHC if they are:
  - a Norwegian student covered by the Norwegian National Insurance Scheme
  - a Swedish student covered by the National Board of Student Aid or by Kammarkollegiet
  - a Belgian student covered under the Reciprocal Health Care Agreement with Australia.
- Students will pay the fees and charges agreed to at the time of enrolment, as outlined in the PAYMENT PLAN, until the completion of their course (however any changes to an enrolment for any course or unit of competency will incur administration fees.)
- Enrolment in a new course will incur new fees
- Tuition fees will not be transferred to another educational institution
- Enrolment fee, accommodation placement and airport pickup fees are nonrefundable
- An initial deposit of one semester's fees is payable upon enrolment as specified in the PAYMENT PLAN
- Balance of fees is to be paid on an installment program outlined in the PAYMENT PLAN that is scheduled at the time of enrolment
- Late payment of fees will incur a penalty (\$50 per week up until the date the payment is made) on the fee installment owed to AVETA as stated in the PAYMENT PLAN
- Any fees (including late fees) paid by credit card will incur a surcharge of 2% of the amount that is paid via this means.
- AVETA may restrict or withhold services or materials from the student if fees are overdue
- Discount of fees will only be at the discretion of AVETA's CEO

## 3.0 COURSE

### 3.1 Course Abandonment

- In the event that a student abandons the course, all fees due are still payable to AVETA.  
Note: Government regulations disallow International students from transferring to another institute prior to completing the first six months of their principal course.

### 3.2 Course Deferral, Suspension or Cancellation (AVETA Initiated)

- AVETA may defer, suspend or cancel a student's enrolment in accordance with the P.04.01, Deferral, Suspension or Cancellation of Student Enrolment Policy and Procedure.
- At its discretion, AVETA may defer the commencement date, cancel or vary a course prior to course commencement. In the event of deferral or cancellation before course commencement, AVETA will refund fees in accordance with Section 27 of the ESOS Act.
- In the event of the suspension of an enrolment, fees remain due on the scheduled dates according to the Payment Agreement.
- Refer to the P.18.02, Refund Policy and Procedures for information regarding cancellation of a student's enrolment during the course.

### 3.3 Course Deferral, Suspension or Cancellation (Student Initiated)

- Students may defer, suspend or cancel their course in accordance with P.04.01, Deferment, Suspension or Cancellation of Student Enrolment Policy and Procedure.
- In the event of a deferral or cancellation before course commencement, AVETA will refund fees in accordance with P.18.02, Refund Policy and Procedures
- Upon suspension of the course, the fees scheduled in the Payment Agreement remain due on the scheduled dates.
- Refer to AVETA's Student P.18.02, Refund Policy and Procedures for further information regarding cancellation of enrolment during a course.

### 4.0 ADDITIONAL CHARGES

Students will be required to pay for additional fees; where applicable, on a student by student basis:

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| • For Commercial Cookery Courses:        |                               |
| • Chef uniform, Knife kit & Safety Shoes | (available on request)        |
| • Surcharge on fee paid by Credit Card   | 2% of fee paid by credit card |
| • Late Payment fee                       | \$50 per week (may apply)     |
| • Re-Issue of Student ID Card            | \$10 per replacement ID card  |
| • AVETA reference letter                 | \$50 per reference letter     |
| • Re-Issue of Certificates or Statements | \$75 per document             |
| • Changes to Enrolment                   | (Administration fees apply)   |