

Fees, Refund and deferment Policy

Purpose

To ensure that Advanced Training Institute provides sufficient information to clients about fees, payment methods and refunds

Scope

This policy applies to the Advanced Training Institute's full scope of operations as an RTO.

Principles

Advanced Training Institute is committed to meet its obligations under the VET quality framework.

Policy

- Prior to enrolment clients will receive the following information:
 - The total amount of all fees payable including course fees, administration fees, material fees and any other charges
 - Payment terms, including the timing and amount of fees to be paid and any other non-refundable deposit administration fee
 - The period of time the fees is valid for and the services offered to the student during this time
 - Every effort will be made to support the student to complete the course in the specified time
 - Cost of re-assessment
 - Cost of re-issuance of statement of attainment or certificate
- ATI will collect fees in advance and will comply with the SRTOs

Australian VET Quality Framework Reference SRTOs 2015

5.3.	Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying: <ul style="list-style-type: none"> a) all relevant fee information including: <ul style="list-style-type: none"> i) fees that must be paid to the RTO; and ii) payment terms and conditions including deposits and refunds; b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies; c) the learner's right to obtain a refund for services not provided by the RTO in the event the: <ul style="list-style-type: none"> i) arrangement is terminated early; or ii) the RTO fails to provide the agreed services.
7.3.	Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6. (Schedule 6 does not apply to ATI as no fees will be charged in excess of \$1000.00 from any

	student enrolling in any course.)
<p>Schedule 6 All other RTOs</p>	<p>The RTO addresses learner fee protection by implementing one or more of the following arrangements:</p> <ol style="list-style-type: none"> 1. The RTO holds an unconditional financial guarantee from a bank operating in Australia where: <ol style="list-style-type: none"> a) the guarantee is for an amount no less than the total amount of prepaid fees held by the RTO in excess of the threshold prepaid fee amount for each learner for services to be provided by the RTO to those learners; and b) all establishment and ongoing maintenance costs for the bank guarantee are met by the RTO. 2. The RTO holds current membership of a Tuition Assurance Scheme approved by its VET Regulator which, if the RTO is unable to provide services for which the learner has prepaid, must ensure: <ol style="list-style-type: none"> a) the learner will be placed into an equivalent course such that: <ul style="list-style-type: none"> – the new location is geographically close to where the learner had been enrolled; and – the learner receives the full services for which they have prepaid at no additional cost to the learner; or b) if an equivalent course cannot be found, the learner is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount. 3. Any other fee protection measure approved by the VET Regulator.

Refund Policy

ATI will ensure that the conditions under which repayments of funds taken by ATI will be made to a client are clear and fair.

Remittance of funds, if applicable and approved will be made within 10 days to the applicant through EFT.

REFUND CONDITIONS

For any refund of fees students must apply by completing a *Withdrawal / Refund of Fees* form available on website or from admin staff at all state offices and submitting hard copy or by email at info@atinsitute.com.au . Prior to applying for a refund students are encouraged to discuss with the trainer or training coordinator.

Short Course Programs

If a student withdraws from a course, with a minimum of five (5) working days written notice from course commencement, a full refund of fees will be provided, minus a non-refundable administration fee of 25% of the total course fee.

If a student withdraws from a course, between one (1) day and five (5) days written notice from course commencement, students will not be eligible for a refund.

Certificate and Diploma Courses:

The enrolment fee/co-contribution full fee is refundable if the student apply for cancellation of enrolment 20 days prior to commencement of course. To secure enrolment, this must be paid minimum 5 days prior to commencement of training. Students are eligible for refund if ATI receives a formal cancellation request within 15 working days prior to commencement of the course less the administration cost of \$200. 50% less administration cost of \$200 will be refunded if cancellation request is received within 10 working days prior to the commencement of course. Applications received after commencement of course will not be eligible for any refund.

E.g. If a student withdraws from the course before week 4, the second payment invoice will not be issued to the student. If a student withdraws from the course before week 8, the third payment invoice will not be issued to the student.

Payment Plans

Students can pay the course fee on a monthly payment plan. Students who are on a payment plan and who withdraw but have not paid in full may be eligible for a refund depending on the amount already paid and the timeframe of the withdrawal.

GST: training for professional or trade courses are exempt from any GST under tax ruling section 35-38 GSTR 2003/1

Refer to payment plan

Important note:

Students on payment plans who have outstanding fees after the refund policy has been applied will have the remaining balance of the course fees debited from their account until the amount owing is paid in full.

In the event that Advanced Training Institute cancels a course a full refund of fees will be provided.

ATI accepts maximum of \$1000.00 from prospective students before commencement of course and does not exceed the receipt of payments over \$1500.00 as subsequent payments from the learner as per standard 7 clause 7.3

Procedure

1. Fees and refund schedule to be established annually and approved by the CEO
2. Information contained in the fees schedule to be included on website and in the Student Handbook
3. Compliance manager is responsible for updating client information including, student handbook, course outline and website
4. Refund information should be included on Fees Schedule

Deferral and Transfer Policy

Students must start their course on their allocated start date, in exceptional circumstances. Students who wish to defer their course start date must give one week's written notice. If notice is less than one week, Advanced Training Institute will charge one week's tuition fee.

Course funds are transferable to other courses within Advanced Training Institute at the discretion of the CEO

Definitions

Fees	Amount payable for services provided
Refund	A repayment of funds

Change History

Version	Approval Date	Approved by		Change
		CEO	Delegate	
1	30 August 2012	Omar	= do =	
2	28 August 2014	Omar	Quality and compliance manager	As per the SNR 2012
3	28 October 2014	Omar	Quality and compliance manager	As per the SNR 2012
4	March 2015	Omar	Quality and compliance manager	As per SRTOs 2015
5	May 2016	Omar	Quality and compliance manager	Minor changes to refund statements