

## **Refund Policy**

### **Fees and Refund**

In accordance with applicable legislation, ACCLM is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, student services and training and assessment services.

### **Fees Payable**

Fees are payable when the student has received a confirmation of enrolment and an invoice. Fees must be paid in full within five days of receiving this notification from ACCLM. We may cancel an enrolment or discontinue training if fees are not paid as required. Fees will vary for different training programs.

### **Schedule of Fees and Charges**

The CEO is responsible for approving ACCLM's Schedule of Fees and Charges. As a minimum the Schedule of Fees and Charges is to include:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by ACCLM to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;

- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc.;
- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to students who are deemed 'Not Yet Competent' on completion of training and assessment; and
- ACCLM's refund policy.

### **Replacement of Text and Training Workbooks**

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. Where a student has purchased a text or training workbooks and subsequently cancels his or her enrolment, ACCLM will not refund monies for the text unless a written request for a refund is received and we are satisfied that the text is in as-new condition.

### **Giving Notice of Enrolment Cancellation**

A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. ACCLM staff who are approached with initial notice of cancellation are to ensure the student understands their rights with regards to the refunding 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.

Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Students who may not be eligible but are requesting a refund should also be provided with the request form so the request can be properly considered by the CEO.

## Refunds

The following refund policy will apply:

- Students who give notice to cancel their enrolment more than 10 business days prior to the commencement of a program will be entitled to a full refund of fees paid.
- Students who give notice to cancel their enrolment less than 10 business days prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by ACCLM 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.
- Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

Discretion may be exercised by the CEO in all situations, if the student can demonstrate that extenuating or significant personal circumstances led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The CEO may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave 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 Refund Request Form.

## **Our Guarantee to Clients**

If for any reason ACCLM is unable to fulfil its service agreement with a student, ACCLM must issue a full refund for any services not provided. The basis for determining “services not provided” is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is terminated.

## **Protecting Fees Being Paid in Advance**

ACCLM acknowledges that it has a responsibility under SNR 22.3 to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities ACCLM adopts option 3 and may accept payment of no more than \$1,000.00 from each individual student prior to the commencement of the course.

Following the course commencement, ACCLM may require payment of additional fees in scheduled payments in advance from the student but only such that at any given time, the total amount required to be paid does not exceed \$1,500.00.

The basis for determining the amount for scheduled payments must be based on the costs of the student’s training and assessment which is yet to be delivered to the student.

## **Payment of GST**

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for ‘professional or trade course’ is a GST-free education course.

Where a student is enrolled in a course which is offering units of competence or a whole qualification, the course fees attached to this

enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course.

### **Miscellaneous Charges**

ACCLM will levy some miscellaneous charges for services. These may include:

- Re-issuing a certificate after it has been initially issued to a student.
- Replacing issued learning materials which the student has lost or damaged.
- Re-assessment services.
- Non-accredited Seminars.

These miscellaneous charges are to be clearly specified in ACCLM Schedule of Fees and Charges. It is to be made clear if these services will include GST. All miscellaneous charges may be based on a cost recovery basis, and non-accredited seminars are GST inclusive.

### **Student Complaints about Fees or Refunds**

Students who are unhappy with ACCLM's arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with the complaints section in the Student Pre-Enrolment Handbook.