



## Fees and Refunds Policy and Procedure

This Policy and Procedure for managing fees and refunds enables ACS to contribute to the capability of Australia's existing and emerging ICT workforce by providing quality ICT education support and experiences for its students. This is achieved by compliance with:

- Users' guide to the Standards for RTOs 2015
- CRICOS requirements incorporating ESOS Framework
- Other statutory obligations.

ACS works within the above regulatory framework to support students' education journey resulting in workforce ready ACS ICT graduates.

### Definitions

RTO	Registered Training Organisation
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
ESOS	Education Services for Overseas Students
ASQA	Australian Skills Quality Authority is the regulator
Students	Domestic and overseas students
ACS education partners	RTOs delivering education services on behalf of ACS
Compliance	Requirement to meet or exceed legislated minimum standards
Third-party provider	External organisation that delivers education services on behalf of ACS under formal arrangements
PRISMS	Provider Registration and International Student Management System
VETtrak	Records management system that securely stores student data
Complaints and Appeals Tribunal	External arrangement of third-party Tribunal agreed by both parties. Department of Home Affairs (formerly Department of Immigration and Border Protection - DIBP) - When you are planning to visit Australia, there are important things you should know such as what visas to apply for and requirements for the visa application, your obligations while in Australia and information about complying with the conditions of your visa. For further information <a href="http://www.border.gov.au">www.border.gov.au</a>
Department of Education, Skills and Training	The Department of Education, Skills and Training is responsible for national policies and programmes that help Australians access quality and affordable early childcare and childhood education, school education, higher education, vocational education and training, international education and research. For further information <a href="http://www.education.gov.au">www.education.gov.au</a>
Overseas Students Ombudsman	The Overseas Students Ombudsman investigates complaints about problems that intending, current or former overseas students have with private schools, colleges and universities (education providers) in Australia, further information can be found <a href="http://www.oso.gov.au">www.oso.gov.au</a>



## Responsibility

The Director Education and Workforce Development is responsible for this policy.

The Education Operations Manager is responsible for the implementation of this policy.

The Education Compliance Manager and Education Product Development Manager are responsible for the maintenance of this policy.

## Purpose and Scope

The purpose of this document is to create clarity for ACS students with regards to financial liability prior to enrolment into any course.

This Policy and Procedure applies to current and prospective students who are enrolled in a course delivered by ACS or one of its third-party providers.

ACS and third-party providers are located across multiple states and territories across Australia.

## Fees and Refunds Policy

### Fees

ACS and its third-party providers advise students what their course will cost them prior to enrolment. ACS and third-party provider marketing materials including websites, flyers and brochures must clearly display all fees and charges applicable for each course.

Fees include costs associated with the course such as:

- learning and assessment activities including
  - additional trainer support
  - re-sits
  - credit transfers
  - recognition of prior learning (RPL)
- software downloads
- administration such as issuing original:
  - transcripts
  - units of competency
  - qualifications
- amenities.

Students receive an itemised tax invoice and a payment schedule of fees at the time of enrolment.

It is the responsibility of ACS and its third-party providers to ensure fee information is communicated effectively to prospective and current students in a timely manner.

Additional fees may be charged by ACS or its third-party providers for:

- creating or retrieving a USI on behalf of a student
- reissuing of any documentation including:
  - transcripts
  - units of competency
  - qualifications.

ACS charges third-party providers a licencing fee.



## Refunds

ACS and its third-party providers provide all students a full non-conditional refund within 30 calendar days of the student commencing their course should a student wish to discontinue their studies. The student is not required to provide a reason when applying for a refund within 30 days of commencing their course but is requested to provide feedback with regards to their student experience to enable ACS and its third-party providers the opportunity to improve the student experience.

In the event a student applies for a refund after 30 days of commencing their course, any payment made to ACS or its third-party providers is non-refundable.

Refunds are not available in the event of academic misconduct. See the *Academic Misconduct Policy and Procedure* for more details.

Students may apply for a refund after 30 days of commencing their course on compassionate grounds. Refunds are at the discretion of ACS and its third-party providers.

If the student is not satisfied with the result of an application for refund, they are directed to the Complaints Policy and Procedure of the third-party provider. After the student has exhausted all avenues of complaint with the third-party provider, they are then directed to the *ACS Complaints and Appeals Policy and Procedure* located on the ACS website.

ACS does not offer refunds of licencing fees paid by third-party providers.

In the event ACS and its third-party provider discontinue the delivery of a course, all students enrolled in the course at the time receive a refund for the portion of the course not delivered and recommendations on how and where students may complete their course. Each student is provided with a transcript of completed units of competency to date.

## Fees and Refunds Procedure

### Fees

Students pay fees directly to the third-party provider.

Payment is made according to the payment schedule the student received at the time of enrolment.

Payment can be made via credit card or electronic funds transfer (EFT).

Students not able to meet their financial obligations according to the payment schedule received at the time of enrolment are encouraged to contact the third-party provider delivering their course to make alternative arrangements.

In the event alternative arrangements cannot be made to the satisfaction of the student and the third-party provider, the student is required to exit the course.

The student may issue a formal complaint with the third-party provider if they are not satisfied with alternative arrangements offered by the third-party provider.

After the student has exhausted all avenues of complaint with the third-party provider, they are then directed to the *ACS Complaints and Appeals Policy and Procedure* located on the ACS website if they wish to pursue the matter.

The third-party provider pays a licencing fee directly to ACS.

### Refunds

Students are required to complete the provided *Course Discontinuation & Refund Form* to notify ACS and the third-party provider of study discontinuation and refund request. The *Course Discontinuation & Refund form* is located within the course homepage Policies and Procedures section.



The completed form is to be emailed to ACS at [education@acs.org.au](mailto:education@acs.org.au) and the third-party provider and include:

- student name
- course name
- the date the student commenced the course (note: this may differ from the course commencement date)
- reason for refund request if later than 30 days of student commencing the course
- evidence supplied as attachments to email if later than 30 days of student commencing the course
- student bank name, BSB and account number to deposit refund.

Upon receipt of the completed *Course Discontinuation & Refund Form* the student is automatically withdrawn from the course and all future financial liability the student has relating to the course is ceased.

In the event a refund is granted, any outstanding student debts relating to the course are deducted from the refund amount.

Refunds are paid to the students' nominated bank account within 30 calendar days.

If the student is not satisfied with the result of an application for refund, they are directed to the Complaints Policy and Procedure of the third-party provider. After the student has exhausted all avenues of complaint with the third-party provider, they are then directed to the ACS *Complaints and Appeals Policy and Procedure* located on the ACS website.

Licencing fees paid to ACS by third-party providers are non-refundable.



#### Authors

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#### Version History

Date	Version	Revision History	Author /Reviser
September 2014	1	First version of ESOS-compliant refund policy	DS
November – March 2014	2-4	Minor changes to refund policy	DS
July 2015	1.1	First version of Fees and Refund Policy – compliant with new Standards for RTOs 2015, edited by Education team	Tania Giovanoglou
August 2015	1.2	Version edited by DS	DS
September 2015	1.3	Edited to allow refunds to be processed by Delivery Partner	DS
September 2015	1.4	Edited to remove specified fee amounts which may differ per qualification and provider	DS
September 2017	1.5	Minor updates relating to accredited and non-accredited courses.	Glancyce Attard
October 2017	1.6	Clear pricing in relation to reissuance of certificate / results.	Glancyce Attard
March 2018	1.7	Minor changes to formatting	Glancyce Attard
June 2021	1.8	Apply within 30 calendar days all courses fully refundable	Rosemary Dore
July 2021	1.9	Reflect student refund if course discontinued	Rosemary Dore

#### Approvals

Name	Title	Date of Issue	Version
PEG Board	Professional Education Governance Board	29/11/14 (Refund policy)	1
Simon Taylor	Director, Education	17/09/15	1.4
Allyn Radford	Director, Education	19/9/17	1.5
Allyn Radford	Director, Education	31/10/17	1.6
Louise Smith	Director, Education		1.7
Louise Smith	Director Workforce Development and Education	June 2021	1.8
Louise Smith	Director Workforce Development and Education	July 2021	1.9

#### Distribution

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