



Australian Computer Society Policies and Procedures: Fees and Refunds

**Relevant Standards: Standards for Registered Training Organisations (RTOs) 2015:
Standards 5.3, 7.3; the National Code (ESOS) Standard 7.**

Purpose and Scope

This Fees and Refund policy will apply to all ACS courses delivered by the ACS and by its Delivery Partners.

Responsibility

- The **Director of Education** is responsible for this policy.
- The **Education Program Manager** is responsible for the implementation of this policy and is responsible for the day to day management of this policy.
- The **Education Compliance Manager** is responsible for the maintenance of this policy.

Policy and Procedure

Course Fees

The Australian Computer Society and all of its Partnering organisations will provide students with Fee information in relation to the courses on ACS Scope of Registration, prior to the student's enrolment into a course, as follows:

- All marketing materials and the ACS website will include Fees and Charges applicable for each course.
- An itemised Statement of Fees, will also be available on any ACS Published materials, their website and the Student Handbook. The Statement of Fees will include all costs associated with a course and will include all tuition, materials, administration or amenities fees applicable.

Fees and charges will be subject to change and marketing materials will include the caveat: 'Tuition fees are subject to change and they are right at the time of publication'.

In all cases ACS and its Delivery Partner Organisations will endeavour to provide the most recent and correct fees and charges to students in a transparent and open manner.



It is the student's responsibility to ensure that they have read and understood the information provided by ACS and/or its Partnering organisations regarding fees, payments, refunds and guarantees prior to enrolling to a course. If the information is difficult to understand, intending students should seek advice and explanation from ACS or their relevant Delivery Partner.

Additional Fees may be charged by ACS or any of its Delivery Partner organisations for the following:

- Materials Fee
- Additional Tutorials as applicable
- RPL Applications
- A one-off Administration Fee for applications for Credit Transfer
- A standard \$250 fee for the ACS creating a USI on behalf of a student

- Re-issuing of qualifications: \$100 (AUD) (inclusive of standard postage)
- Reissuance / confirmation of results only (no certificate): \$50 (AUD) plus postage if required
 - In both instances, non-standard postage is available with additional charges

Fee Payment Schedule

Course Fees will need to be paid by individual students in the following manner:

- Minimum of 25% of course fees upon acceptance of offer (for accredited courses)
- An amount determined by provider (non-accredited courses)
- Remaining balance to be paid according to the Delivery Partner's payment schedule (as stated in the offer letter)

Any variation on the above terms can only be made with written permission from ACS.

Protection of Fees

Where ACS or any of its Delivery Partner organisations require either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 for domestic students, ACS or its Delivery Partner organisations will hold a learner fee protection scheme through the following arrangement:

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:

- the learner will be placed into an equivalent course such that:
 - 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



- 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.

ACS and Partnering Organisations are registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and will satisfy both the above requirements as well as the *Tuition Protection Service (TPS)* under the *Education Services for Overseas Students Act 2000*. The TPS requires that not more than 50 per cent of the fees for an overseas student be prepaid. This applies even if 50 per cent of the course fees would be less than the threshold prepaid fee amount of \$1500.

Refund Policy

Full Refunds

Tuition fee and any administration fee will be refunded in full where:

- the course does not start on the agreed starting date which is notified in the Letter of Offer;
- the course stops being provided after it starts and before it is completed;
- the course is not provided fully to the student because the ACS or a Delivery Partner organisation has a sanction imposed by a government regulator;
- an offer of a place is withdrawn by the ACS or a Delivery Partner organisation and incorrect or incomplete information has been provided by the student; or
- the ACS or one of its Delivery Partner organisations is unable to deliver the course in full

A full refund, less any administration fee will be provided to the student where:

- a student is unable to obtain a student visa;
- illness or disability prevents a student from taking up the course;
- a student fails to meet the English or other requirements for admission for the course;
- there is death of a close family member of the student (parent, siblings, spouse or child) and the student withdraws; or
- a major illness or disability affecting the student causes the student to withdraw; or
- other special or extenuating circumstances, including political, civil or natural disasters.

A full refund of any pre-paid fees will be provided for continuing students if:

- a student's enrolment is either suspended or cancelled by the ACS or any of its Delivery Partner organisations through no fault of the student
- a student's visa is cancelled during the semester through no fault of the student.



The student must provide documentary evidence to the satisfaction of the ACS or any of its Delivery Partner organisations in support of one or more of the grounds listed above.

Partial Refunds

Partial refunds of the amounts specified below will be provided in the following circumstances:

- where the ACS or any of its Delivery Partner organisations withdraws an offer based on incorrect or incomplete information supplied by the student, all fees paid for the semester are refundable less an Administration Fee;
- where a student, after accepting an offer of a place, withdraws from a course more than 4 weeks before the commencement of a semester, tuition fees paid for that semester and any following semesters are refundable less an Administration Fee;
- where a student, after accepting an offer of a place, withdraws from a course 4 weeks after the commencement of a semester, 50% of the tuition fees paid for that semester and all of the tuition fees for any following semesters are refundable less an Administration Fee;

No Refunds

No refund will be provided where:

- a student withdraws or defers from a course more than 4 weeks after the commencement of a semester;
- a student's enrolment is either suspended or cancelled by the ACS or the Delivery Partner;
- a student's visa is cancelled during the semester.

Process for Claiming Refunds

1. Refund applications for full or partial refunds must:

- be made in writing on the Refund Request Form by the student; and
- set out the reasons for the application;
- be accompanied by supporting documents as may be appropriate; and
- be forwarded to Student Services at the Delivery Partner institution by mail or email. If submitted by email, the Subject line should be: <Course> Refund Request

1. The information provided by the student on the Application for Refund Form must include:



- the date of the claim;
 - the student's full name;
 - the course in which the student was enrolled;
 - the basis for making the claim;
 - the amount claimed;
 - the Financial Institute's information to which the refund is to be forwarded;
 - the Student's payment details;
 - the Student's signature, and
 - all documents relevant to the consideration of the claim.
1. A Refund Calculation Form will be prepared by the Student Services Officer (or equivalent) and refunds will be credited to the student's account or where an account is named as the source account within the contract, to that account in Australian dollars. The ACS Delivery Partner is not liable for any variance caused by foreign exchange rate fluctuations.
 4. In order for a refund to be payable, the funds must be available (e.g. cheques are cleared, telegraph transfers received), and any debts to the ACS Delivery Partner must be paid in full or outstanding amount will be deducted from the refund.
 5. This procedure, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Payment of Refunds

Applications for refunds for students must be authorised by the ACS.

Refunds may be approved where:

- the Course does not start on the agreed starting date; or
- the ACS or any of its Delivery Partner organisations stops the course after it starts and before it is completed; or
- the course is not provided fully to the student because the ACS or any of its Delivery Partner organisations has a sanction imposed by a government regulator, and the student has requested a full refund of fees rather than placement in an alternate course. In this case, the refund of fees will be paid in full to the student within 2 weeks.

In any other circumstance, the ACS or its Delivery Partner organisations will refund the amount within 4 weeks after receipt of the completed and signed Application for Refund Form together with appropriate supporting documents.

The date of the notification for application for refund is the date the completed and signed Application for Refund is received by the ACS Delivery Partner.

Australian Computer Society Inc

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CRICOS Provider Code 03405K
RTO ID: 40184



Approved refund

The Student Services Officer will prepare a Refund Calculation Form and seek approval from the ACS. If the refund is approved, a Refund Calculation Form and Refund request Form with supporting documents will be passed to the Finance Staff to process the refund.

The Student Services Officer keeps copies of the documents in the Student's file and notifies the student that the refund has been approved and will be credited to their account.

Appeals of decisions

If the student is not satisfied with the application of this Policy, they should raise their concern with the ACS by emailing Education@acs.org.au.

This procedure, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Related Documents

ACS Published Materials and Website
ACS Application for Refund Form
ACS Refund Calculation Form



End of Document Fees and Refunds

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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.	Glanyce Attard
October 2017	1.6	Clear pricing in relation to reissuance of certificate / results.	Glanyce Attard

Approvals

This document requires the following approvals.

Date of issue and version details must be entered upon approval.

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

Distribution

This document has been distributed to:

Name	Title	Date of Issue	Version

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