



Australian College for Excellence(ACE)

Achieve your goals through excellence

ABN No: 99 625 415 849 RTO No: 45577 CRICOS No: 03823C



ACE Fee and Refund Policy & Procedure

Fee and Refund Policy and Procedure	Last Reviewed: January 2021	Managed By: RTO Manager	Approved By: CEO	V2.0
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DOCUMENT DETAILS

Policy Name: Fee and Refund Policy & Procedure	Published Date January 2020	Last Reviewed January 2021
Manage By: RTO Manager	Approved By: CEO	
Document uncontrolled when printed		

LEGISLATIVE CONTEXT

Standards for Registered Training Organisations (RTOs) 2015; Clause 2.1, 2.3, 2.4, 4.1, 5.3 and 7.2

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 2.1.7, 3.3.4, 3.3.5, 3.3.6

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Fee and Refund Policy & Procedure

PURPOSE

The purpose of this policy is to provide a clearly documented process and guidelines relating to fees and charges associated to overseas students during admissions, enrolment and study at ACE; to have a system in place for the appropriate handling of student's payments and to facilitate refunds for the eligible students who have valid reasons for requesting refunds and who give sufficient notice to ACE.

SCOPE

This policy applies to all current and prospective students.

OBJECTIVE

To ensure the protection of all fees and aim to provide clear and accessible information to students about fees, charges and refund guidelines prior to and throughout their enrolment and/or other involvement with the RTO.

DEFINITIONS

Course – A program of study leading to a qualification or an award. A course may comprise of units or modules.

Fees – A total of tuition, materials, application, and any other fees for students during their duration of study at ACE.

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Tuition Fee – Covers the cost of providing the course of study and use of resources at ACE. Tuition Fee does not include Overseas Student Health Cover (OSHC), administration costs including enrolment/application fee, material fees and costs related to equipment or training material purchases.

Material Fee – Covers the cost of learning materials and resources provided by Institute.

Pre-paid Tuition Fees: Tuition Fees paid in advance prior to commencement of the course or a study period.

International / Overseas Students – All those students who are either on a student visa or in a valid visa that allows them to undertake formal studies in Australia.

TPS – Tuition Protection Scheme (Enacted on 20th March 2012) replace Tuition Assurance Scheme and ESOS Assurance Fund.

POLICY

ACE will ensure that all prospective and current students are clearly advised of all fees and charges associated with their course including the course fees, enrolment/application fees, material fees, any other charges and condition of refunds. All fees and charges are subject to change to ensure with Government regulations and both prospective and current students will be notified of any changes of fees and charges within ten (10) working days on the website and/or via email notification.

ACE guarantees that course fees agreed at the time of enrolment will not change during the student's enrolment or during the study period for which those fees apply. Further fees and charges increase may apply where a student transfers to another course of study from that of the original agreed enrolment. The weekly fee for extension of Confirmation of Enrolment (Extension of CoE) will be calculated depending upon the course fee in addition to admin fee. Tuition fees cannot be transferred to another education provider or another student.

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PROCEDURE

FEES AND CHARGES

Students seeking to enrol in a course with ACE, are advised through the marketing materials such as Course Flyer and Prospectus & also on ACE Website, regarding fees and charges associated with a course, including course fees, enrolment/application fees, materials fees, and any other additional charges.

The following fee information will be provided on the website, in any prospectus and in the Letter of Offer and Acceptance of Agreement to each student.

- The total amount of all required fees including course fees, enrolment/application fees, materials fees, and any other charges that a student may incur dependent upon the situation (e.g., re-assessment fees, late payment fees).
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and enrolment/application fees.
- Any fees and charges for additional services.

Please refer to Appendix 1 of this document for ACE Fee Schedule.

FEES IN ADVANCE

ACE will charge a range of fee and charges for courses. For the purposes of refunds and protection of student fees under the ESOS Act, the RTO is only required to refund and protect tuition fees. Non-tuition fees (i.e., Material fees) incurred after course commencement will not be refundable. The detailed charges will be provided to the student in the Student Course Acceptance Agreement prior to the issuance of the CoE. Students are required to have a signed Payment Plan in place prior to commencing classes. Enrolment in a new course may incur any new fees.

Under any circumstances, ACE will not accept payment of more than \$1500 from each student. This will be clearly stated in the Student Payment Plan.

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TERMS OF FEE PAYMENT

Fees are to be paid as per the payment plan integrated with the Letter of Offer. Students must ensure their scheduled fees are paid by the due date (15th of every month) otherwise Late Payment Fee will incur along with the monthly scheduled fee. This has been clearly mentioned in the payment plan.

ACE has an exclusive bank account for the students to pay their fees via Electronic Fund Transfer “EFT”. The bank details is included in the ‘Letter of Offer’.

If the student finds difficulties to pay the fees by the due date, they will be offered an extension of due date upon approval from the CEO / RTO Manager.

LATE FEE PAYMENT

All the students at ACE have been informed about their agreed Payment Plan to pay the balance fees. Every month 15th is the due date mentioned in the payment plan for each student to pay their fees. Late payment of fees of \$10 per day will incur a penalty on the fee instalment owed to ACE as referred in the Payment Plan. Late payment fee can be waived off ONLY on CEO’s discretion.

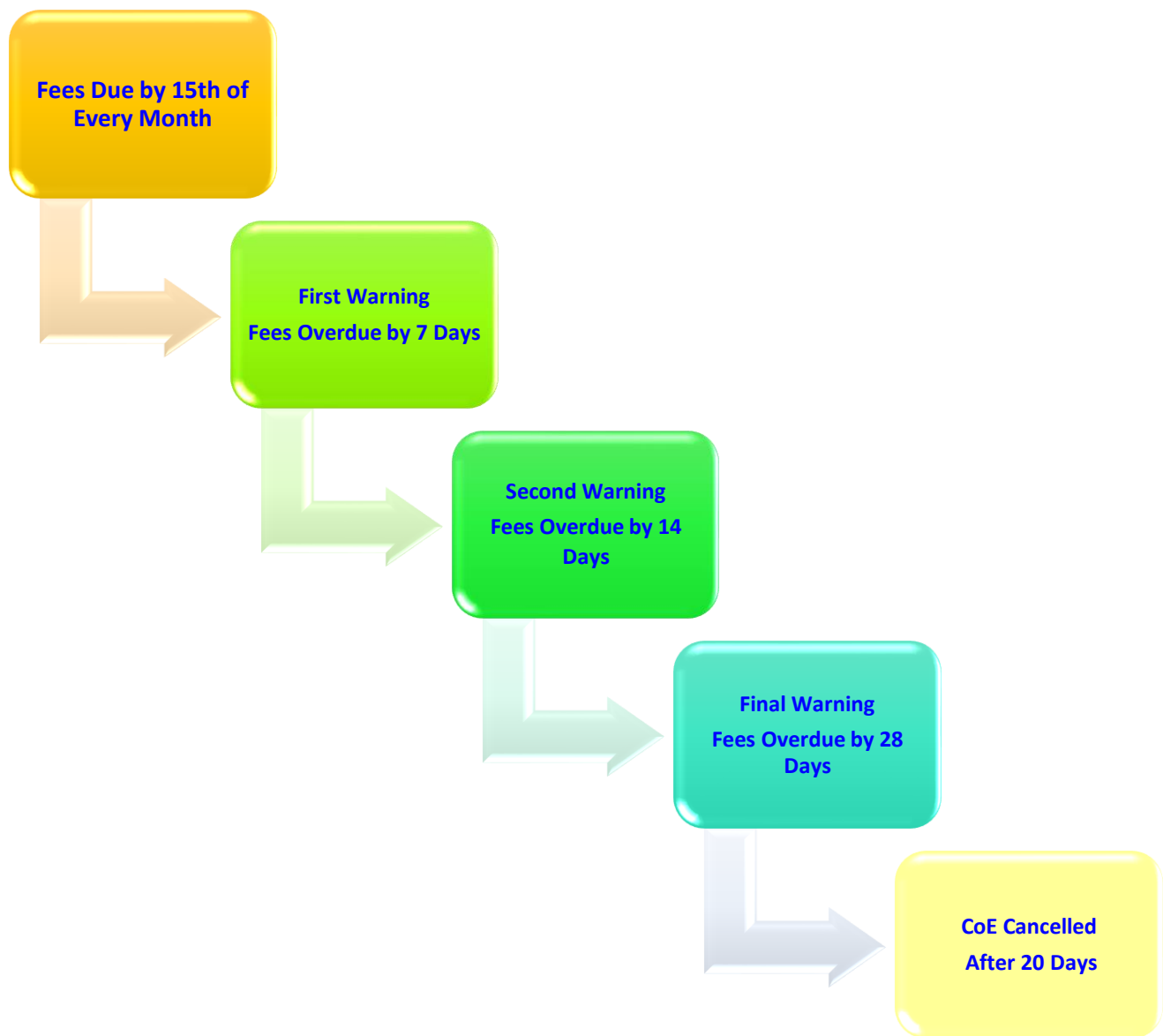
CANCELLATION OF COURSE ON NON-PAYMENT

- First warning / reminder notification will be sent to the student if the payment is overdue by 7 days from the payment due date. This warning / reminder can be made by SMS/Email by RTO Manager / Admin Officer.
- Second warning / reminder will be sent to the student if the payment is overdue by 14 days from the payment due date. This warning/reminder can be made by SMS/Email by RTO Manager / Admin Officer.

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- Final intention to report notification (ITR) will be sent to the student if the payment is overdue by 28 days from the payment due date by RTO Manager. Student will be given 20 days to access the ACE appeals process. This can be sent by SMS/Email. If at any time during the above process, student is allowed to pay their outstanding fees along with the late payment fees.
- Student will be notified via email and ACE Admin Staff will send the copy of the “Cancelled CoE” to the student for their records.



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REFUND DETAILS AND GUIDELINES

REFUND IN FULL

Fees paid including enrolment/application fees will be refunded in full where:

- the course does not start on the starting date as per the Letter of Offer; or
- a student cannot commence the course because of severe illness or a disability; or there is death of a close family member of the student (parent, sibling, spouse or child); or
- At the discretion of the CEO, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil, or natural events.

Unspent fees (fees in advance) will be refunded when:

- The course ceases to be provided or a sanction has been imposed on the provider or the provider closure at any time after it commences but before it is completed.

REFUND IN PARTIAL [EXCEPT ENROLMENT FEES]

Fees paid will be refunded in partial when:

- The written notice of withdrawal is received from a student at least 10 weeks prior to the agreed commencement date – Full refund of Tuition fees.
- The written notice of withdrawal is received from a student at least 4 weeks prior to the agreed commencement date – 75% refund of Tuition fees.
- The written notice of withdrawal is received from a student 2 – 4 weeks prior to the agreed commencement date – 25% refund of Tuition fees.

NO REFUND

Student is not eligible for a refund when:

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- The written notice of withdrawal is received from a student less than 2 weeks prior to the agreed commencement date
- Student does not commence the course as per the agreed commencement date; or
- Student withdraws from the course after the course commencement; or
- If students defer course commencement date and then apply for a refund; or
- ACE terminates the student's enrolment due to student's misbehaviour or failure to comply with the RTO policies.

If a student claim refund for the reason other than above circumstances identified, it will be decided in a fair and ethical manner at the discretion of the CEO.

REFUNDS FOR VISA REFUSALS

If the written notice of visa refusal or the proof of visa refusal is provided by the student, and the student is yet to commence his course, the student is eligible for full refund not including enrolment fees.

The amount of unspent pre-paid fees that the provider must refund the student for the purpose of subsection 47E(2) of the Act is the total amount of the pre-paid fees the provider received for the course in respect of the student less the following amount:

The lesser of:

- 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or
- The sum of \$ 500.

PAYMENT OF REFUNDS

To apply for a refund, students must complete the Refund Application Form and attach any evidence or documentation relevant to the Refund Application. Students must submit the Refund Application to RTO Manager.

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Students will be notified of the outcome of their Refund Application in writing within 10 working days of the receipt of the Refund Application Form.

Where a student does not agree with the refund decision, student may access the RTO's Complaints and Appeals process within five (5) working days.

Refunds will be processed within 14 days from the decision made date if eligible. Refunds will be paid in Australian dollars (AUD) to the person who made the original payment. Then the student's enrolment will be cancelled, and the RTO will notify the student.

Instead of refunding the fees, ACE may offer the student a place in an alternative course or part of a course within the RTO or with another provider as an alternative and the student can decide whether to accept this offer or not. If student agrees to accept the arrangement, ACE will not be liable to refund the money owed for the original enrolment.

TUITION FEE PROTECTION

Australian College for Excellence (ACE) ensures the protection of student tuition fees through its compliance with the requirements of the Education Services for Overseas Students (ESOS) Act 2000.

Australian College for Excellence (ACE) have established a special bank account for the only purpose of payment of Course Fees. Tuition fees paid prior to the course commencement will be hold in a separate ACE Account (ANZ Trust Account) and will not be transferred to the common Account (ANZ Operations Account) until the students commence their enrolled course.

RESPONSIBILITY

Students are responsible for:

- ensuring that they read and understand ACE's "Fee and Refund Policy and Procedure" from the Student Handbook or from the ACE Website.
- ensuring that they are paying the fees before the due date as per their agreed payment plan

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- ensuring that if they are facing any challenges in paying the fees, inform ACE and act upon the ACE guidelines.

Student Administration Officer is responsible for:

- sending SMS and Email alerts regarding their payments
- sending warning letters and follow up with the students for their overdue payments.
- Maintain record keeping of all the communications and warning letters

RTO Manager is responsible for:

- sending warning letters and follow up with the students for their overdue payments
- sending SMS and Email alerts regarding their payments
- notifying the student and CEO of the final warning and follow up with CEO to cancel the student's CoE after 20 days.

CEO is responsible for:

- decide upon the student's request for payment extension or revised payment plan
- ensuring that the student is not going for appeal and the 20 days' time exhausted before cancelling the student's CoE.

ASSOCIATED DOCUMENTS

1. Refund Application
2. Letter of Offer
3. Acceptance of Agreement
4. Payment Plan
5. Warning Letters

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APPENDIX 1 – ACE FEE SCHEDULE

For Course Fees, Tuition Fees and Materials Fees, please refer to the Students Handbook. Listed below are other charges that you may incur during your time with the RTO.

Sl. No	Item Name	Charges
1	Enrolment / Application fees	\$250.00
3	Credit Transfer	\$0.00 per application
4	RPL Assessment	\$250.00 per unit
5	Re-conducting of Assessment	\$100.00 per unit
6	Unit Re-enrolments	\$200.00 per unit
7	Reinstatement fees	\$250.00 per unit
8	Issue of reference letters	\$0.00
9	Re-print of Receipt or reference letters	\$0.00
10	Replacement Student ID	\$ 25.00
11	Re-issue of Certificates or Statement of Attainments	\$100.00 per copy
12	Course fees	Varies as per the course, refer to the relevant course flyer or prospectus.
13	Course material fees	
14	Complaint or Appeal Fee	\$0.00
15	External appeal fee	50% of the cost
16	Student Photocopying	10 cents per page for Black and White
17	Blank paper	\$0.00
18	Stationery	\$0.00
19	Late Payment Fees	\$10.00 per day
20	Student Initiated Deferral Fees*	\$250.00

* Student initiated deferral fees \$250 is not applicable for compassionate /compelling circumstances

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VERSION CONTROL RECORD

Date	Version	Revision Description
20/04/2018	D0.01	Policy Created
18/01/2020	V1.0	Published
07/01/2021	V2.0	Reviewed & Updated