

Fees, Withdrawal and Refund Policy – Fee For Service Domestic

SCOPE AND PURPOSE

This policy and procedure applies to potential and current domestic student on a fee-for-service arrangement, providing guidance on the terms and conditions on the payment and administration of CHARLTON BROWN® fees. The policy will inform fee-for-service students regarding fees for the wide variety of courses CHARLTON BROWN® offers.

For international students, please refer to *Student Refund Policy – International*.

For domestic students accessing a VET FEE-HELP loan, or a VET Student Loan or are enrolled through a Queensland Government funded program, this policy will not apply. Specific policies apply to these students who are accessing FEE-HELP loans schemes and Queensland Government funded programs.

All College policies referenced in this document can be accessed via the CHARLTON BROWN® website at www.charltonbrown.com.au

LEGISLATIVE CONTEXT

CHARLTON BROWN® will implement this procedure in compliance with the *Standards for RTOs 2015 Clauses 5.3 and 7.3*.

DEFINITIONS

Tuition fees: fees received by CHARLTON BROWN® directly or indirectly from a potential or current student that are directly related to the provision of the course that CHARLTON BROWN® is offering.

Non-tuition fees: fees that CHARLTON BROWN® receives directly or indirectly from potential or current students which constitute any other additional fees charged by CHARLTON BROWN® that are not included in tuition fees, i.e. enrolment fees, police checks, blue card, etc.

Course fees: Tuition plus non-tuition fees

GENERAL PRINCIPLES

CHARLTON BROWN® will charge a range of fees for the various programs and courses based on government contractual requirements and cost of running the course on offer. Fee information is provided to students prior to enrolment and is available on the CHARLTON BROWN® website.

The following procedures ensure all students are treated fairly and with integrity when applying for refunds.

About our organisation.

Charlton Brown is a leading Australian Registered Training Organisation delivering qualifications in childcare, community services, disability support & aged care, helping create individuals that help improve community & health outcomes.

PROCEDURE

I. Payment of fees

A student who is enrolled on a fee-for-service arrangement will pay for all fees related to their course.

General guidelines

- a) Applicable course fees are collected prior to course commencement. Students are required to pay any applicable fees at enrolment to finalise their application into their chosen course.
- b) CHARLTON BROWN® issues receipts for fees paid.
- c) Full payment of tuition fees and non-tuition fees will be required prior to the issuance of qualifications for completed program or courses provided by CHARLTON BROWN®.

II. Payment guidelines

Acceptable payment methods for fees and charges are

- Electronic Fund Transfers (EFT)
- Payment Plan (Direct Debit)
- Credit Card (Visa, MasterCard)
- Cash, cheque, money order

Paying by Electronic Funds Transfer

The account details for payment of an invoice through EFT are as follows:

Account Name: CHARLTON BROWN

BSB: 114-879

Account Number: 415 491 518

Bank Name: ST. GEORGE BANK

Reference: Invoice Number, Surname and Student ID

Paying by Credit Card

Credit card payments will be accepted over the phone or in person using Visa or MasterCard. No fees/surcharges will apply for choosing to pay with a credit card directly to CHARLTON BROWN.

Paying by Payment Plans

Students may avail of a payment plan when paying for their fees. The payment plan is set to deduct payments in instalment amounts as agreed upon enrolment. Deductions can occur from either the bank or credit card of the students as per agreed payment frequency.

CHARLTON BROWN® recommends students to use *Debit Success*, an external provider of direct debit services. CHARLTON BROWN® may facilitate the electronic student application to access *Debit Success* services. All fees charged by *Debit Success* for their services will be charged to the student.

Information on direct debit payment plan options is provided to the student during the induction process.

III. Failure to make payment

Irrespective of the student's progress throughout the program or course, if a student fails to pay any instalment by the due date and fails to contact CHARLTON BROWN®, the total outstanding balance of the course fee will become immediately due and payable.

Process of recovering fees

A combination of email reminders and collection calls are used. The process of fee recovery is as follows:

- Reminder letter for payment is issued just after due date
- 1st warning for payment issued two weeks after due date
- 2nd warning for payment issued three weeks after due date
- 3rd and last warning for payment one month after due date

CHARLTON BROWN® reserves the right to take further action on accounts which are overdue and when student has not made any reasonable attempt to settle their owing balance. These actions may take the form of referring the student's account to an external debt collection agency or a suspension or cancellation of the enrolment after all avenues of payment recovery has been exhausted.

IV. Refunds and Withdrawals, Deferrals

Procedure

- If the student wishes to withdraw or defer from a program or course, they must notify CHARLTON BROWN® in writing by filling out the:

Student Withdrawal Form or the Student Deferral Form

found at the College website: www.charltonbrown.com.au

Completed Student Withdrawal Form, Student Deferral Form and Request for Refund Form must be approved by the CHARLTON BROWN® General Manager-Operations.

- If the student wishes to apply for a refund due to a withdrawal or deferral, a *Refund Request Form* must be completed by the student. A refund request is subject to CHARLTON BROWN® management approval.
- Applications for refund will be considered and the applicant advised in writing within 20 working days of the RTO receiving the *Refund Request Form*.
- If the student fails to notify CHARLTON BROWN® of their withdrawal in writing, they will be deemed as still enrolled and they will be liable to pay the applicable course fees.

Refund of fees

The following guidelines apply to tuition fees paid by students.

Enrolment type	Withdrawal	Refund Amount (tuition fees)
Fee for Service	14 days prior to course commencement	Full refund of tuition fees paid
	Less than 14 days prior to course commencement	80% tuition fees paid is refundable
	After course commencement	Refund of tuition fees will be based upon the proportion of your course that has been undertaken and the amount that the student has already paid

Course unavailability, Cancellation or Cessation

In the event that CHARLTON BROWN® is unable to provide or cancels a scheduled course or unit of competency, or cancels an offer of enrolment prior to commencement, no tuition fee liability will accrue to the student.

CHARLTON BROWN® will attempt to make suitable arrangements for the student to complete the course or unit(s) of competency at another institution or offer the student a comparable unit of competency.

If arrangements cannot be made to the satisfaction of the student, the student will receive a full refund of any tuition fees and non-tuition fees paid for the course or unit(s) of competency.

Tuition fees for a unit(s) of competency that has been completed and paid for by the student will be deducted from total course fees. The balance will be refunded to the student. A Statement of Attainment will be issued to the student for any unit of competency that has been completed and paid for by the student.

V. Other Fees and charges

Recognition of Prior Learning (RPL)

CHARLTON BROWN® will ensure that a student's prior knowledge and skills are recognised, providing they meet the requirements of the relevant training package. The fee for assessing an RPL application may vary depending on the program or course. RPL should be applied for prior to commencement.

Printing of learning and assessment materials

Learning and assessment materials that are provided to the student as part of the course or unit are considered as part of course fees.

Separate charges are applicable for extra printing of materials required by the student.

Travel and excursions

The student will pay for any travel, food and accommodation expenses related to excursions related to the course approved by CHARLTON BROWN®.

Re-Issue of Certificates and/or Statement of Attainment

CHARLTON BROWN® may re-issue a Certificate and/or Statement of Attainment at a charge of \$50.00 for every re-issue.

COMPLAINTS AND APPEALS

Should a student wish to appeal against a decision not to award a refund or finds the approved refund insufficient, they may do so by completing a *Complaint and Appeals Form*, attaching any related documentation as evidence and submitting their appeal to CHARLTON BROWN® by following the process set out in the Complaints and Appeals Policy located at www.charltonbrown.com.au

APPROVAL

This procedure was approved and endorsed by CHARLTON BROWN® Management on April 2017.