

Fees, Refunds and Breaks in Study

Last updated :

30 October 2017

CEO Approval:

Lisa Materano (original signed)

Reference: Standard 5.3, 'Each learner is properly informed and protected'
Standards for Registered Training Organisations (RTOs) 2015

This policy commences from Version 1.0 from 30 October 2017.

Purpose:

The purpose of this document is to set out the Fees, Refunds and Breaks in Study Policy by Blended Learning International for students and clients. Blended Learning International will ensure that fees, charges and refunds are collected and administered in accordance with the provisions of applicable legislative and contractual requirements.

Scope:

- BLI Students – who purchase **VET accredited** training products, materials, re-issue of certificate, re-issue of transcript. For **VET accredited** training products please see <https://training.gov.au/Organisation/Details/110068>
- BLI Clients – who purchase other **non VET** courses, materials, re-issue of certificates, re-issue of transcript

Policy and Procedure

Notification of Fees and charges:

Fees and charges are advised to the student prior to and at the time of enrolment through the appropriate documentation such as marketing materials, verbal advice, letter of offer and invoice. Through these mechanisms students are advised of:

- the **total amount of all fees** including course fees, administration fees, materials fees and any other charges, this is included in writing on their letter of offer from Blended Learning International. If the student agrees with these details, they are required to sign off and provide a copy of their signed letter of offer to Blended Learning International. This then serves as the agreement between Blended Learning International and the student;
- **payment terms**, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the **guarantee** by Blended Learning to complete the training and/or assessment once the student has commenced study in their chosen qualification or course. This is via a signed training plan by the student and Blended Learning International to complete the training and/or assessment. The payment by the student to Blended Learning International is also in stages for each stage of training and/or assessment.
- the fees and charges for **additional services**, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
- Blended Learning International's **Refund Policy** (as below).

All Fees – Course, Administration, Materials, Other

The following provides details on all fees as charged by Blended Learning International including course fees, administration fees, materials fees and any other charges

- **Enrolment fee \$506** – this is the standard enrollment fee to be paid prior to course commencement
- **Cancellation fee \$200** – applies once the student has been accepted into the program. This is to cover administration fees and ongoing record requirements.
- **Re enrolment fee \$506** – applies where a student does not complete a course

within the required period of time as detailed in their letter of offer.

- **Re assessment fee \$100** – applies for any additional re-assessment. Note that every student is provided with two re-assessment opportunities at no additional fee. Requests for re-assessment beyond these two additional opportunities, incur an assessment fee of \$100 for each additional re-assessment.
- **Re issue of certificate \$45**
- **Re issue of transcript \$20**
- **Administration fee \$200** – applies where course cancellation by the student occurs after course commencement
- **Access to Student File** – applies where a student requests access to their own file. Or where an authorised authority, for example a government funding body, requests a student file. There is **no fee for view access**. Please refer to the Blended Learning International Policy on Records Management. However where **scan or hard copies** are requested, **a fee applies**. This is advised as a quotation once the details of the scan or hardcopy request are confirmed in writing to Blended Learning International.

Payment Terms

Where Blended Learning International collects student fees in advance for VET accredited courses it complies with Standards Standards for Registered Training Organisations (RTOs) 2015 as follows:

- BLI will only accept payment of no more than \$1,500 from each individual student prior to the commencement of the course.
- Following course commencement, Blended Learning International may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500

Non-Payment of Fees

Where a student does not pay their fees as they have agreed in accordance with their signed acceptance of their Letter of Offer, for their VET accredited training product/s, their certificate or statement of attainment will not be issued until payment arrears are rectified by the student.

Late-Payment of Fees - Penalty

Where a student does not pay their fees as they have agreed in accordance with their signed acceptance of their Letter of Offer, for their VET accredited training product/s, a late payment fee of 10% on their total fees outstanding applies. Students will be notified in writing prior to a late payment fee being levied. Students may be precluded from continuing their course where they do not observe these payment obligations.

Refunds

A student who wishes to cancel their enrolment must give notice in writing. A refund of fees may be given in the following exceptional circumstances:

- You have overpaid the invoiced amount.
- You enrolled in a course that has been cancelled by Blended Learning International. Blended Learning International will refund in full all fees for the course paid by the student.
- You formally advise Blended Learning of cancellation **10 business days** or more prior to the commencement of a program. You will be entitled to a full refund of fees paid less the Cancellation fee of \$200 to cover administration costs.
- You give notice to cancel your enrolment 9 business days or less prior to the commencement of your program. In this case, you will be entitled to a 75% refund of fees paid. The amount retained (25%) by Blended Learning is required to cover the costs of staff and resources.
- You have withdrawn from the course after the commencement date of your course, as detailed in this letter of offer. You **will not** be entitled to a refund of any fees paid in advance by you.

A refund is **not** given for the following circumstances:

- You have changed your job during the course
- You are not able to complete the course due to changes in your working hours
- You are not to complete the course due to any non-specific personal issue
- You are not able to complete the course due to moving home or moving interstate
- You are not able to complete the course due to redundancy or retrenchment

Discretion may be exercised by the Blended Learning International General Manager/Director in all situations, if the student can demonstrate that extenuating or significant personal circumstances (e.g. a death in the family, a serious illness, circumstances that by their serious, unpredictable, or uncontrollable nature) led to their withdrawal. To apply for a refund in these circumstances, this must be in writing, with evidence provided, to the Blended Learning International General Manager. 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 General Manager/Director may also authorise a refund of tuition fees if the circumstances require it.

Breaks in Study

Suspension, Deferment or Cancellation

Where extenuating circumstances prevent a student from being able to complete their units within the timelines specified in the Training Plan, a break in study may be requested.

1. Breaks in study will only be considered for units that the student has commenced
2. A break in study will only be considered if the unit/s can still be completed within the same calendar year and without breaching any transition and teach-out requirements
3. Where a break in study is granted, assessments already successfully undertaken by the student will be recognised on their return