

<b>POLICY:</b>	<b>FINANCIAL MANAGEMENT, STUDENT FEE AND REFUND</b>
<b>AQTF Ref:</b>	<b>Condition 5</b>

<b>Scope</b>	This policy apply to all students
<b>Responsible parties</b>	The Training Manager and the CEO are responsible for this policy.
<b>Financial Management</b>	<p>A Certified Practicing Accountant (CPA) certifies the accounts of Australian Vietnamese Women's Association Inc (AVWA) annually. The CEO is responsible for the effective management of AVWA finances.</p> <p>The Accounts person uses financial management software (MYOB) and all organisation financials are available upon request. Where necessary, meetings are held to review the financial position of AVWA. Any changes to financial management policy are documented.</p> <p>The Accounts person keeps completed Records and accounts of all dealings with the VET Funding Contract and ensures that accounting records in relation to the Funds can be audited by the Auditor-General of Victoria or any other entity as directed by the Department.</p> <p>Funds received from the Victorian and Commonwealth Governments are used for the provision of the Training Services in respect to the specific Eligible Individual.</p> <p>CEO and Training Manager ensure it complies with the AQTF/SNR, Information Privacy Act 2000 and Electronic Transactions (Victoria) Act 2000.</p>
<b>Student Fee</b>	<p><b><u>1. Fee Payment</u></b></p> <p>In accordance with applicable legislation, AVWA is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for items such as tuition, course materials or text books, and administration.</p> <p>AVWA acknowledges that it has a responsibility to protect any fees paid by students in advance of their training and assessment services being delivered.</p> <p>AVWA does not collect more than \$1000 from each individual student prior to the commencement of the course so no assurance arrangements are necessary. Following the course commencement, AVWA understands that it may require payment of additional fees in scheduled payments in advance from the student but only such that at any given time, the total amount required to be paid does not exceed \$1,500.</p> <p>AVWA provides information on fees and charges on the website and Student Handbook. There are three types of student fees:</p> <ul style="list-style-type: none"> <li>- <u>Fee under Government Funding</u>: the student is eligible for government funding but does not hold any concession card and will pay the funded fee for the course.</li> <li>- <u>Concession Fee</u>: if the student meets the funding and concession criteria, he/she will pay at the minimum fee set by AVWA. Concession criteria may consist of a pension card, health care card, or Veterans card.</li> </ul>

	<ul style="list-style-type: none"> <li>- <u>Fee for Service</u>: the student is not eligible for government funding and must pay the course fee in full.</li> </ul> <p><b><u>2. Fee Payment Plan:</u></b> Students are able to discuss Fee Payment Plan with authorised staff if they want to pay tuition fees by instalments. Normally, the Australian Vietnamese Women's Association Inc. may accept up to 3 instalments of payment for a course. If the students want more than 3 instalments per course, they can discuss this with the Training Manager. The first instalment may be paid before or in the first week of the course commencement. The remainder of each instalment will be paid within a month after the previous instalment date.</p> <p><b><u>3. Schedule of Fee and Charge:</u></b> The Chief Executive Officer or her delegate, the Training Manager is responsible for approving the AVWA's Schedule of Fees and Charges. As a minimum the schedule of fees and charges is to include:</p> <ul style="list-style-type: none"> <li>– the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;</li> <li>– payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;</li> <li>– any fee reduction or exemption available for concession card holders, continuing students etc. and</li> <li>– the fees for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment.</li> </ul> <p>To ensure that students are well informed of the financial considerations of their enrolment, AVWA undertakes to provide the above fee and charge information to each student prior to enrolment and on its website.</p> <p>All payments will be recorded in AVWA Administration software and receipts issued.</p> <p>Students can request copies of any Statement of Attainment or Certificate at any time for an additional charge of \$30.</p>
<p><b>Student Refund</b></p>	<p>The Australian Vietnamese Women's Association Inc reserves the right to cancel or postpone any course prior to its scheduled commencing date, should it be necessary. Refund of the fees will be only granted in accordance with the refund policy set below.</p> <p><b><u>AVWA will provide a refund of tuition fee in full if:</u></b></p> <ul style="list-style-type: none"> <li>- the course starting date is postponed by no longer than 4 weeks and if a student is unable to enrol in a similar course at AVWA.</li> <li>- for any reason, AVWA ceases to deliver the course before it is completed.</li> <li>- for any reason, the course is cancelled and if a student is unable to enrol in a similar course at AVWA.</li> </ul> <p>Where AVWA has ceases to deliver or has cancelled delivery of a course, students will be notified by email or official letter or telephone. Student will not be required to complete a Refund Application Form. A full refund will be made within 14 days of the date the course ceases to be delivered.</p> <p><b><u>Student fees will not be refunded if:</u></b></p> <ul style="list-style-type: none"> <li>- a student withdraws from the course on or after the course commencing date.</li> <li>- the student withdraws from the course before its 'completion</li> </ul>

	<ul style="list-style-type: none"> <li>- the student has been issued learning and assessment materials</li> <li>- AVWA reserves the right to expel a student for serious breach of discipline. Fees will not be refunded.</li> </ul> <p>If a student can provide a 14-day official notice of his/her inability to attend the course he/she can reschedule to another course without penalty.</p> <p>Refunds will only be given to the person who paid the fees. Therefore, if the employer of the student paid the fees the refund will go to the employer.</p> <p>If an official notice of withdrawal is received from a student prior to the course commencing date, the student fees deducted \$25 (for funded enrolment) and \$150 (Fees for Service) administration fee are refundable.</p> <p>Materials fee refund in full if an official notice of withdrawal is received from a student prior to the course commencing date and the materials have not been collected yet.</p> <p><b><u>Requests for Refund of Tuition Fees</u></b></p> <p>A student who wishes to apply for a refund of tuition fees in accordance with this Refund Policy should do so by completing Refund Application Form and post to or email to or discuss with the Training Manager by:</p> <ul style="list-style-type: none"> <li>- <i>Postal Address: 7/6 South Rd Braybrook, Vic 3019</i></li> <li>- <i>Braybrook Office: 7/6 South Rd Braybrook, Vic 3019</i></li> <li>- <i>Email: <a href="mailto:training@avwa.org.au">training@avwa.org.au</a></i></li> <li>- <i>Phone: (03) 9396 1922</i></li> </ul> <p><b><u>Refund Application Form Processing:</u></b></p> <p>The Refund Application Form will be processed within 20 working days. The result will be updated as the Approval /Rejection with clear reasons in the Application Form that will be passed to Account Department to process final refund directly to student account.</p> <p><b><u>Approvals</u></b></p> <p>All refunds must be approved by the Training Manager or the CEO.</p> <p>Exemptions to any of the above mention cases may only occur where the student has extenuating or compassionate grounds as determined by the CEO.</p>
--	---

**TOID: 22594**

<b>Version/date</b>	<b>Summary of changes made</b>
V1.6 (11/05/2023)	Update "Student Refund" policy: <ul style="list-style-type: none"> <li>- Update "a written notice" to "an official notice" and "notice in writing" to "official notice"</li> <li>- Remove refund within 3 business days from the enrolled date paragraph</li> </ul>
V1.5 (10/01/2023)	<ul style="list-style-type: none"> <li>- Update title "Training Coordinator" to "Training Manager"</li> <li>- Update additional charge fee for copy request of Certificate of Attainment</li> <li>- Update and add administration fees deducted for Funded Enrolment and Fees for Service students</li> </ul>
V1.4 (18/2/2021)	<ul style="list-style-type: none"> <li>- Update the Refund Policy with materials fee refund, addresses to post/email/discuss for the refund application process.</li> <li>- Steps for processing the Refund Application Form</li> <li>- Added "by" in to "change All refunds must be approved the Training Manager or the CEO".</li> </ul>
V 1.3 (28/9/2018)	Modify " student's cooling off period" to the "refund" item
V1.2 (9/3/2017)	Merge "Fee Policy" to "Financial Management and Refund" policy, the new policy "Financial Management, Student Fee and Refund" policy.
V1.1(19/10/2015)	Additions: Adding "The Accounts person keeps completed Records and accounts of all dealings with the VET Funding Contract and ensures that accounting records in relation to the Funds can be audited by the Auditor-General of Victoria or any other entity as directed by the Department. Funds received from the Victorian and Commonwealth Governments are used for the provision of the Training Services in respect to the specific Eligible Individual. CEO and Training Manager ensure it complies with the AQTF/SNR, Information Privacy Act 2000 and Electronic Transactions (Victoria) Act 2000."
V1 (18/2/2014)	Original