

**Barton College****Policy Number: BP22****Policy: Fees, Charges and Refund Policy**

RTO Name: Barton College

RTO Number (TOID): 22048

CRICOS Number: 02908F

Contact Officer: Principle Executive Officer (PEO)

Version Number: 5.0

Refer to "review processes" section below for information on the process for policy review.

Policy context: This policy relates to:

Registration Manager	Australian Skills Quality Authority (ASQA)
Conditions of Registration	VET Quality Framework (VQF)
SRTOs 2015	Standard 5 (5.3) Standard 7 (7.3) Requirements for Fee Protection in Schedule 6
Context	SRTOs2015 Clause 5.3 Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment of the commencement of training and assessment, whichever comes first, specifying: <ul style="list-style-type: none">all relevant fee information including:<ul style="list-style-type: none">fees that must be paid to the RTO, andpayment terms and conditions including deposits and refundsthe learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one appliesthe learner's right to obtain a refund for services not provided by the RTO in the event the:<ul style="list-style-type: none">arrangement is terminated early, orthe RTO fails to provide the agreed services. Clause 7.3 Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6. SCHEDULE 6 Requirements for protecting fees prepaid by individual learners, or prospective learners, for services.



	These requirements do not override obligations and requirements of the Education Services for Overseas Students Act 2000 (Cth)
ESOS/National Code	ESOS Act 2000, the National Code 2018, Standard 03.
Legislation or other requirements	National Vocational Education and Training Regulator Act 2011 Competition and Consumer Act 2010 (Cth) including Australian Consumer Law; VET Quality Framework, including the Standards for RTOs 2015; Alignment with the general requirements of other state jurisdictional subsidy contract requirements.



1. Purpose

The purpose of this policy is to establish the framework for all applicable course fees, charges and refunds. BC ensures it applies fees and charges to students as per the required guidelines mentioned in the policy context. BC management reviews fees and charges on a regular basis.

Fees and charges are calculated and levied to students as per the current guidelines set out by BC according to market research and Government guidelines.

BC has published the tuition fees for each course/qualification on its website. Concession Fees are applied when appropriate.

All data including the actual tuition fee per hour (in cents) is maintained in student management system, detailed in Statement of Fees and is reviewed for accuracy and integrity on a regular basis.

BC is entitled to charge fees for services provided to students undertaking a course of study and for other services BC may provide. These charges are generally for items such as

- tuition fees;
- enrolment fees;
- course materials;
- textbooks;
- student services and
- other related training and assessment services.

The transparency, governance and management of fees and charges are integral to financial transparency and students' rights and responsibilities.

2. Objective

The objective of this Policy and Procedure for Barton College (BC) is to ensure that BC has:

- suitable and appropriate mechanisms in place to handle all fees, charges and refunds related matters and inquiries
- policy framework that supports the fees, charges and refunds related matters and inquiries
- personnel who know their responsibilities and obligations related matters and inquiries
- all fees clearly listed on its marketing and advertising documentation and website

For the purposes of this policy, the term "BC" refers to Barton College.

3. Scope

This policy applies to BC's students and the its admission staff.

Terms and definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework which can be accessed at www.asqa.gov.au

DHA Department of Home Affairs.

ESOS Act: The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time.

National Code: The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, established pursuant to Part 4 of the ESOS Act 2000, as amended from time to time.

CRICOS: Commonwealth Register of Institutions and Courses for Overseas Students.

4. Policy statement: Our commitment

BC is committed to maintaining compliance with all regulatory, legislative and contractual requirements.



Specifically, we will:

- *Ensure that all relevant staff have access to the policy*
- *Ensure staff know their obligations and responsibilities*
- *Ensure staff know their limitations*

5. General Processes

Policy aspect	BC Implementation	
Procedure Steps	5.1	Procedure Steps
	(1)	BC applies tuition fees, plus additional fees and charges and according to the guidelines of management. Fees are published on BC's website including service and amenities fees, and material fees, where applicable. All fees that are to be charged to a student and the terms of a refund will be documented in the following places: <ul style="list-style-type: none">a.) International Student Prospectusb.) BC's websitec.) International Student Enrolment Acceptance Formd.) International Student Handbook
	(2)	The fees are updated by PEO annually and upon notification on changes to the fees and charges policies in Government and relevant administrative directives.
	(3)	PEO will keep all relevant staff members up to date with all changes to the fees and charges policies.
	(4)	Student Administration Manager ensures all marketing material refer students to the BC website regarding current fees and charges.
	(5)	Potential students are informed of the tuition fees, service and amenities fees, and material fees, by directing them to the BC website and Student Handbook. Student upon request may discuss payment methods, may seek a fee waiver or scholarship. The student has the option of the following payment methods: EFT, Credit Card, cash. BC may accept full payment of tuition fees from each individual student prior to the commencement of the course. Following course commencement, BC 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 \$5,000. Statement of Fees means a detailed quote for each Eligible Individual, which sets out information required in the SRTOs 2015 and includes the approximate value of the contribution from government towards the qualification(s) in which the Eligible Individual is considering enrolment.
	(6)	In the case of an employer paying the enrolment fee for their staff, Industry Consultant notifies Administration staff. An invoice is generated and sent to employer detailing qualification, student name and enrolment/tuition fees in detail.
	(7)	Once the potential student pays or has his or her enrolment fee paid, and the learner is enrolled on the SMS. A receipt is generated and sent to the student; a copy is placed in the student file.
	(8)	If the potential student applies for RPL, the fees and charges will be revised. Refer Recognition of Prior Learning Policy and Procedure.
	(9)	The published fee is charged once the potential student has made an informed decision to enroll. The enrolment decision is made after reviewing the BC website and Student Handbook.
	(10)	Potential students are provided with clear and detailed information in respect of fees, payments, and refund in Student Handbook.
	(11)	



To apply for a refund, Students can download the Student Refund Request Form from the BC's website. A hard copy of the form may also be obtained from the Reception. The student fills in the form and submits it at the reception. The PEO assesses the application.

Applications will be considered, and applicant advised in writing, within 14 days of the BC receiving the application.

The amount to be refunded will be calculated in accordance with the following table, and the payment of the refund will be made within the following 7 working days.

(12)

Refunds table

Visa refused (Before commencement)	100% refund of tuition fees
Withdrawal notified in writing and received by the Institute 28 days or more prior to course commencement	70% refund of tuition fees
Withdrawal notified in writing and received by the Institute after the course commencement	No refund
Visa Refused (After Commencement)	Charged according to the study period
Application rejected by BC	Full refund of tuition fee NOT including application fee (\$200)
Visa refused prior to course commencement OR withdraw at least 10 weeks prior to agreed start date	Full refund of tuition fee NOT including application fee (\$200) 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 <i>less</i> the following amount: the lesser of: (a) 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 (b) the sum of \$500
Withdrawal more than 4 weeks and up to 10 weeks prior to agreed start date	70% refund of tuition fees NOT including application fee (\$200)
Withdrawal less than 4 weeks prior to agreed start date	25% refund of tuition fees NOT including application fee (\$200)
Withdraw after the agreed start date	No refund
Enrolment is cancelled due to student's misconduct or non-compliance with the rules and regulations set by the Australian Government	No refund
Course withdraw by BC (Before the agreed start date)	Full refund including application fee
Course withdraw by BC (BC is unable to deliver	Refund of unused tuition fees.



	<table><tr><td>the course after the agreed start date)</td><td>Pre-paid fees may be transferred to an alternative enrolment where the student agrees</td></tr><tr><td>The course is not provided fully to the student because BC has a sanction imposed by a government regulator</td><td>Return of unused tuition fees</td></tr><tr><td>Recognition of Prior Learning (RPL) fees</td><td>No refund if Statement of Attainment provided</td></tr><tr><td>Abandons the course during the study period</td><td>No refund and the balance of all outstanding fees for the course to be invoiced to the student</td></tr><tr><td>Visa extension is refused</td><td>Once the term starts, fee is not refundable Students have their own responsibilities to ensure they have valid visa(s).</td></tr><tr><td>Withdrawal from study - current students (not including English Language Studies' students) with confirmed extenuating circumstances) *</td><td>Refund of unused tuition fees (of the following term/s) (<i>Notification of Withdrawal from Studies</i>) Form must be received 2 weeks prior to term commencement by the Administration Officer*)</td></tr><tr><td>Compulsory Health Insurance (Student visa holders only)</td><td>Refer to Overseas Student Health Cover provider</td></tr><tr><td>Home stay Fees and accommodation booking fee (if applicable)</td><td>Full Refund of unused fees if two (2) weeks' notice is given (it also subjects to the service providers' terms and conditions)</td></tr><tr><td>Airport Pick-up (if applicable)</td><td>Full Refund if service cancelled prior to flight arrival</td></tr><tr><td>EFTPOS and/or credit card payment surcharge and any transaction fees</td><td>No refund</td></tr><tr><td>Visa cancelled due to actions of the student</td><td>No refund</td></tr><tr><td>Where a student applies and is granted approval by BC to transfer to another registered provider prior to completion of six months study of the principal course.</td><td>No refund</td></tr><tr><td colspan="2">BC will pay the refund to the same person or body from whom the payment was received on behalf of the Student. This includes credit cards so where credit cards are used for payment, BC will refund that credit card.</td></tr></table>	the course after the agreed start date)	Pre-paid fees may be transferred to an alternative enrolment where the student agrees	The course is not provided fully to the student because BC has a sanction imposed by a government regulator	Return of unused tuition fees	Recognition of Prior Learning (RPL) fees	No refund if Statement of Attainment provided	Abandons the course during the study period	No refund and the balance of all outstanding fees for the course to be invoiced to the student	Visa extension is refused	Once the term starts, fee is not refundable Students have their own responsibilities to ensure they have valid visa(s).	Withdrawal from study - current students (not including English Language Studies' students) with confirmed extenuating circumstances) *	Refund of unused tuition fees (of the following term/s) (<i>Notification of Withdrawal from Studies</i>) Form must be received 2 weeks prior to term commencement by the Administration Officer*)	Compulsory Health Insurance (Student visa holders only)	Refer to Overseas Student Health Cover provider	Home stay Fees and accommodation booking fee (if applicable)	Full Refund of unused fees if two (2) weeks' notice is given (it also subjects to the service providers' terms and conditions)	Airport Pick-up (if applicable)	Full Refund if service cancelled prior to flight arrival	EFTPOS and/or credit card payment surcharge and any transaction fees	No refund	Visa cancelled due to actions of the student	No refund	Where a student applies and is granted approval by BC to transfer to another registered provider prior to completion of six months study of the principal course.	No refund	BC will pay the refund to the same person or body from whom the payment was received on behalf of the Student. This includes credit cards so where credit cards are used for payment, BC will refund that credit card.	
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(13)	<p>Payment of fees and Management</p> <ol style="list-style-type: none">1. All Fees collected in advance (i.e. prior to enrolment) will be accessed until the student is enrolled.2. When a student applies to BC for a course, their enrolment application is reviewed and accepted in accordance with International Student Enrolments and Admissions Policy.3. Once accepted, a Student Welcome Letter and Invoice are sent to the applicant. These documents identify:<ol style="list-style-type: none">a. Total Course Feesb. Enrolment Feec. Total fees payable to confirm the applicationd. Balance of fees that are left outstanding <p>The standard policy is for enrolment fees due for the academic year to be paid by the first day of the course. Students may, at the discretion of management, enter into an agreement to pay in installments.</p>																										



Payment Schedule	Student's initial deposit and future tuition instalments are listed on Student Enrolment Acceptance Agreement. Late payment fee applies if student don't pay the overdue tuition fee on time.
Refund Rules	Refunds will be paid directly to the student. To claim a refund, the student must complete a student refund request form, which is available from BC reception and website.

6. Procedures

	Procedure Steps	Responsibility	Reference
1	Procedure Steps (Review and implementation)	PEO	
2	Payment Schedule	Accounts Officer	
3.	Refund Rules	PEO	
4.	Tuition Protection Scheme Policy	PEO	
5.	Procedure for refund of fees	Accounts Officer/Student administration officer	
6.	Complaints and Appeals	PEO	

7. Continuous Improvement

A summary of all Fees, charges and refund related matters and concerns will be presented as a part of the Continuous Improvement policy and procedure at the Management Meeting for review. The purpose of this is to ensure management become aware of:

- Repeat issues
- Common threads relating to the compliance and quality assurance.
- (when viewed collectively) any general adverse trend that needs correcting

8. Confidentiality and Privacy Statement

For more Information, please refer to our Privacy and Confidentiality Policy. You can obtain this policy by contacting us at admissions@barton.edu.au or read it online via our website www.barton.edu.au.

9. Publication

This policy, once approved, will be available to all students by contacting BC and by accessing it from the Collage website.

This policy and procedure will form part of the information distributed and communicated during student and administrative staff orientation.

10. Other related policies and procedures

Related policies	Complaints and Appeals Policy
Forms or other organisational documents	Student Enrolment Acceptance Agreement Student Refund Request Form

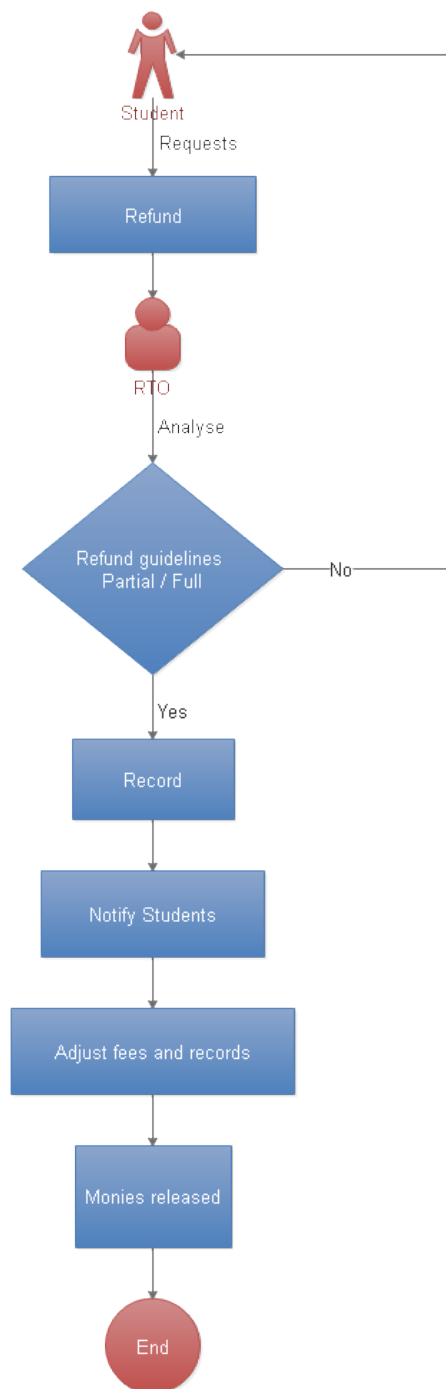


Documents related to this policy	Student Prospectus Student Handbook
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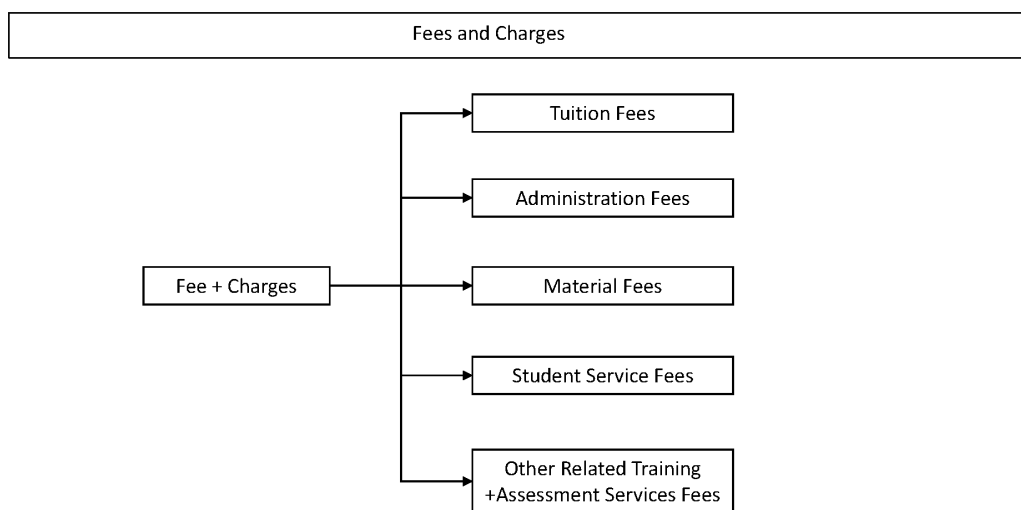


11. Flow Chart

Refund



Policy: Fees, Charges and Refund Policy



12. Review processes

Policy review frequency: Annually	Responsibility for review: Principle Executive Officer (PEO)
Documentation and communication: Describe how the policy decisions will be documented and communicated	
Version 1.0 <ul style="list-style-type: none"> • Policy is reviewed for grammatical errors • Policy is uploaded on college website. 	