



# FEES AND REFUNDS POLICY AND ASSOCIATED PROCEDURES

## PURPOSE OF THE POLICY

This policy and associated procedures outline Alice Springs College of Australia's approach to the effective and fair management of fees and refunds. This ensures that support is provided to students to assist them to complete their studies.

This policy and associated procedures the requirements of Standards 2.1 of the Outcome Standards for ASCAs and marketing and advertising requirements, AQF certification documentation and prepaid fee protection measures in Compliance Standards, as well as Standards 2 and 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, as well as the ESOS Act 2000 and the ESOS (Calculation of Refund) Instrument 2024.

## POLICY STATEMENTS

### INFORMATION ABOUT FEES

Alice Springs College of Australia is committed to providing students with information about all fees associated with a course, as well as its refund policy and processes.

Prospective students can access information about fees and refunds in the International Student Handbook.

Enrolling students are fully informed of all fees and the refund policy in the Offer Letter and Student Agreement.

The Offer Letter and Student Agreement include details of all applicable fees, including the application fee, tuition and non-tuition fees and the payment schedule for such and payment options. It also describes the student's consumer rights, including the right to a cooling off period depending on the relevant state/territory requirements.

Students are advised of the potential for fees to change over the duration of their course.

Students are advised of any statutory cooling off period in their Offer Letter and Student Agreement.

All fees will be reviewed annually, and all marketing material and student information will be updated accordingly. New fees will generally only apply to incoming students.

Additional fees that may apply in addition to tuition and non-tuition fees include:



ADDITIONAL FEES THAT MAY APPLY	AMOUNT
Variations of CoE (change of course, suspension, and deferral) after the CoE issuance)	\$100
Credit Transfer (after the CoE issuance)	\$100
Recognition of Prior Learning (RPL) Fee – Application fee	Application fee \$250 Unit fee \$500
Unit Repeat fee (non-refundable)	\$350
Approved leave letter	\$100
Interim Academic Transcript	\$50
Supplementary Assessment (1st and 2nd attempts) *The first 2 attempts of resubmission of the assessment (within the study period)	Free
Reassessment fee (3rd attempt) – per unit	\$100
Late payment fee (per week, after the due date)	\$100
Student ID card (new or reissuance)	\$20
Certificate re-issuance (inc. Certificate, Official Transcript, and Completion Letter)	\$200
Reference letter (after the student commenced the course)	Free

## FEE PROTECTION

Fees paid by students are protected as follows:

- Domestic students: students pay up to a maximum of \$1,500 in advance for services not yet provided.
- International students: international student fees are protected through the following mechanisms:
  - Maintaining a sufficient amount in **Alice Springs College of Australia's** account so that so that it is able to repay all tuition fees already paid.
  - Through membership of the Tuition Protection Scheme (TPS). The role of the TPS is to assist international students where the Registered Training Organisation is unable to fully deliver their course of study. The TPS ensures that international students are able to either complete their studies in another course or with another education provider or receive a refund of their unspent tuition fees.
  - In addition, international students are not required to pay more than 50% of course fees prior to commencement, except where a course is less than 26 weeks. However, any international student may choose to pay their fees in full or a greater amount than 50%.



## PAYMENTS

Payment options are specified in the Offer Letter and Student Agreement.

All fees are to be paid by the date indicated on the invoice. However, where a student is unable to make a payment by the specified date, alternative arrangements may be made by contacting the office.

All payments are to be made by bank transfer into a specified account, the details of which are provided to students. **Alice Springs College of Australia** will maintain a sufficient amount in the account so that it is able to repay all tuition fees already paid.

Where fees are overdue and the student has not made alternative arrangements, a first warning, second warning and notice of intention to report regarding non-payment of fees will be sent to the student as follows:

- First warning letter: failing to pay an invoice within 5 days of receipt or contacting **Alice Springs College of Australia** to make alternative arrangements.
- Second warning letter: failing to pay an invoice within 5 days of receipt of the first warning letter or contacting **Alice Springs College of Australia** to make alternative arrangements.
- Notice of intention to report: failing to pay an invoice within 5 days of receipt of the second warning letter or contacting **Alice Springs College of Australia** to make alternative arrangements.

Following cancellation of enrolment due to non-payment of fees, the debt will be referred to a debt collection agency.

All receipts of payments are kept for a minimum of 2 years following the student's completion of their course.

## CREDIT TRANSFER AND RPL

A reduction of fees can apply for any units granted through credit transfer and RPL. The course tuition fees should be divided by the number of units and then the reduction applied per unit for the applicable number of units. This should be shown on the invoice.

## REFUNDS

Refunds for international students are calculated in accordance with the ESOS framework.

All application fees are non-refundable except where **Alice Springs College of Australia** cancels a course prior to commencement due to insufficient numbers or other unforeseen circumstances, including a sanction being imposed on **Alice Springs College of Australia**.

Where **Alice Springs College of Australia** cancels a course either before or after commencement, students will receive an automatic refund and do not need to complete the Refund Application Form. This will be provided within 10 working days of the default.

In all other circumstances, students are required to complete a Refund Application Form which can be accessed from our office. This form must be submitted within 10 working days of the event.



that led to the request for the refund. The outcome of the refund assessment will be forwarded to the student in writing within 20 working days, as well as any applicable refund.

Refunds will be paid to the person or entity from whom the original payment was received and in Australian Dollars.

The refund policy does not remove the right of the student to take further action under Australian Consumer Law.

## STUDENT REFUNDS

In addition to the above circumstances, refunds for students will be calculated as follows:

### Refund Conditions Table

CIRCUMSTANCE	REFUND DUE
Alice Springs College of Australia (ASCA) cancels the course before commencement.	Full refund of all fees.
ASCA cancels the course following commencement.	Full refund of all <b>unspent fees</b> , calculated as follows: Weekly tuition fee × weeks in the default period (calculated from the date of default).
Withdrawal at least 12 full weeks prior to the agreed start date.	100% refund of tuition fees. 100% refund of material fees.
Withdrawal in 5 full weeks or less prior to course commencement.	No refund. Fees for the full study period (term) must be paid.
The student does not commence on the agreed start date and has not previously withdrawn.	No refund. Fees for the full study period (term) must be paid.
Student withdraws after commencement.	No refund. Fees for the full study period (term) must be paid.
Student's enrolment is cancelled due to disciplinary action.	No refund. Fees for the full study period (term) must be paid.
Student breaches a visa condition.	No refund. Fees for the full study period (term) must be paid.
The student has supplied incorrect or incomplete information causing ASCA to withdraw the offer of the course prior to commencement.	No refund. Fees for the full study period (term) must be paid.



<p>The student is refused a visa because they did not start the course at the agreed location on the agreed starting day, or they withdrew from the course with ASCA, or they did not pay an amount due.</p>	<p>No refund. Fees for the full study period (term) must be paid.</p>
<p>The student is refused a visa and does not commence their course on the agreed starting day or withdraws on or before the agreed starting day due to visa refusal.</p>	<p>The amount of unspent prepaid fees that the provider must refund the student for the purpose of subsection 47E (2) of the Act is the total amount of the prepaid 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 prepaid fees that the provider received in respect of the student for the course before the default day; or The sum of \$500, whichever is the lesser amount.</p> <p>Fees for the full study period (term) to be paid. Refund of unspent prepaid fees, calculated as: <b>Total prepaid fees received – the lesser of: • 5% of total prepaid fees, or • \$500.</b></p> <p><b>Example:</b> If a student paid \$1,500 and their visa is refused: 5% of \$1,500 = \$75 (less than \$500). Refund = \$1,500 – \$75 = \$1,425.</p>
<p>The student is refused a visa after course commencement.</p>	<p>Refund of unspent tuition fees calculated as: Weekly tuition fee × weeks in the default period.</p> <p><b>Example:</b> A student is enrolled in a 40-week course. Each term is 10 weeks. Course fee: \$10,000; Material fee: \$500. The student pays \$2,500 (Term 1 fees) + \$500 material fees. After completing 2 weeks, the student's visa is refused. Weekly tuition fee = \$250 per week. Remaining period in the term = 8 weeks. Refund = \$250 × 8 weeks = \$2,000. Material fees are <b>not refundable</b>.</p>
<p>RPL Fee</p>	<p>No refund if a <i>Statement of Attainment</i> has been issued.</p>

### Important Note

If a student's enrolment occurs within the no-refund period (5 weeks before the agreed start date) and the \$2,000. Material to withdraw, no refund will be provided.

### Example:

If a student enrolls 5 weeks before the course start date and then withdraws, they are **not eligible** for a refund because their enrolment falls within the no-refund period.



# PROCEDURES

## 1. PROCESS INVOICES

- 1.1 Set up invoices in the accounting system as per the payment schedule in the signed Offer Letter and Student Agreement.
- 1.2 Send out invoices to students according to the payment schedule.
- 1.3 Once the invoice has been paid, send out a receipt of payment from the accounting system.
- 1.4 Record payment in PRISMS following recording payment instructions included in the PRISMS user guide.
- 1.5 Keep all receipts of payments for a minimum of 2 years after the student has completed their course.

## 2. MANAGE OVERDUE FEES

- 2.1 Check accounting system for overdue payments.
- 2.2 Send out a payment reminder through the accounting system for overdue fees. Give a further 5 days for payment.
- 2.3 Where invoices remain unpaid following the reminder, send out a First Warning Letter for Non-Payment of Fees.
- 2.4 If fees remain unpaid after a further 5 days, follow up with a Second Warning Letter for Non-Payment of Fees.
- 2.5 If fees remain unpaid after a further 5 days, follow up with a Notice of Intention to Report for Non-Payment of Fees.
- 2.6 Where the student does not pay their fees and does not appeal the decision, report provider decision to cease enrolment for non-payment of fees on PRISMS within 31 days of the withdrawal being processed and according to the instructions provided in the PRISMS user guide.

## 3. PROCESS REFUNDS

- 3.1 For provider default notify students in writing (following ASQA's guidelines for notifying students of a default published on their website) within 3 working days of the default occurring.
- 3.2 Transfer the refund to the person who made the payment.
- 3.3 Process all other refunds according to the refund table and on receipt of a request for refund from a student on Refund Application Form.
- 3.4 Update the accounting system with details of payments made.



## 4. NOTIFY OF PROVIDER DEFAULT

- 4.1 In relation to provider default, notify in writing ASQA and the TPS of the default within 3 working days of it occurring using the Notice of Provider default form.
- 4.2 Submit a Notice of Discharge of Obligations to ASQA and the TPS advising of the actions taking and within 7 days of completing all required actions.
- 4.3 In relation to provider default, notify in writing to ASQA and the TPS of the default within 3 working days of it occurring using the Notice of Provider default form.

## RESPONSIBILITIES

The **Administration and Student Support Officer** is responsible for issuing invoices, following up on overdue fees and issuing warning letters and a cancellation notice for non-payment of fees and issuing refunds.

The **ASCA Manager** is responsible for discussing and adjusting student financial arrangements if required, assessing refund applications and approving refund payments.

The **CEO** is responsible for providing default notification.

VERSION CONTROL			
Policy Name:	FEES AND REFUNDS POLICY AND ASSOCIATED PROCEDURES		
Policy Owner:	CEO/ Alice Springs College of Australia Pty Ltd		
Effective Date:	06/02/2026	Next Review Date:	06/02/2027
Version	Date	Description of Changes	Approved By
V1.0	30/01/2022	Initial document creation in accordance with applicable RTO compliance requirements	CEO
V1.1	06/02/2026	<ul style="list-style-type: none"> <li>• Reviewed and updated to align with the RTO Standards 2025 (ASQA requirements)</li> <li>• Reformatted to meet ASCA documentation requirements</li> <li>• Updated official letterhead</li> <li>• Updated Northern Territory Campus Address</li> </ul>	CEO