

# Fees and Refunds Policy

## Overview

Vortex Education is committed to providing an effective, efficient, and timely management process for all Fees, Charges and Refunds associated to courses on its scope of registration.

Vortex Education is committed to informing students of all fees and charges associated with their enrolment in a course, which include:

- i. all costs due to the RTO which include, but not limited to
  - ii. Tuition fees
  - iii. Enrolment fees / Administration Fees
  - iv. Materials/ resource fees
  - v. Support services which may incur a cost
  - vi. Payment terms that are available, including the timing and amount of fees to be paid, payment schedule, refunds and any non-refundable deposit.
- b. Provide the learner consumer protection information relating to:
- i. any cooling off period (if one applies)
  - ii. complaints and appeals policy
  - iii. refund policy procedure

All fees and charges relating to course costs will be made readily and easily available to learners via the Vortex Education's website and the learner information handbook. This information will allow the student to make an informed decision in relation to their enrolment in a course and prior to the student having to make any payments.

Fees are subject to change and learners will be informed of any changes to fees and charges, and at least one month prior to the date of effect. All fees and charges will be reviewed annually and relevant marketing material will be updated to reflect the new fees or charges, within 3 weeks of the change.

Changes to marketing material, student information handbook and other materials which relate to financial transactions and fees, will be reviewed in accordance with this policy and authorized before release. All reviews and changes made to marketing and other materials, will be recorded in the Continuous Improvement Register.

## Responsibility

The Chief Executive Officer (CEO) is responsible for implementation of this policy and procedure and ensuring all staff are fully trained in its operation and students are made aware of its availability prior to their enrolment in a course.

## Policy

Vortex Education is committed to providing students with information regarding all fees and charges applicable to their chosen course prior to their enrolment and via Vortex Education's marketing materials and website.

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## Procedures Fees and Charges

The enrolment process commences once the student submits an application for admission into a course.

If the student satisfies the relevant entry requirements, a Letter of Offer is issued which contains:

- the relevant fees that must be paid and payment terms and conditions including required deposit
- a link to the Fees, Charges and Refunds Policy including the learner's right to obtain a refund for services not provided by Vortex Education in the event that the:
  - arrangement is terminated early, or
  - Vortex Education fails to provide the agreed services.

Students may negotiate a payment plan for their course fees, so that they may be paid over the duration of their course.

Fees are subject to change and students are advised to obtain a current fee schedule, by contacting Vortex Education or checking the website and the current marketing materials for more information.

Students must pay the stated fees, or sign a payment plan with Vortex Education, prior to attending classes or being provided with online access.

Issues regarding payments will be handled at the first available opportunity and directed to the Financial Controller of Vortex Education.

## Fees paid in advance

Fees for courses costing over \$1,500 will be paid in a manner so that no more than \$1,500 in prepaid fees is collected from any student prior to the commencement of a course or at any other given time through the course, for services that are yet to be delivered to the learner.

## Course Certification

Certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes Vortex Education have been paid.

A Certificate of qualification or Statement of Attainment is provided as part of the course fee upon successful completion of a Nationally Accredited qualification or course; however a charge of \$50 will apply for any reprinting request.

## RPL Application Fees

Where RPL has been granted, the student's fee for the RPL is \$500.00 in accordance with Vortex Education Payment Agreement. This will be disclosed to the student in writing, before the student makes an application for RPL. RPL Fees are non-refundable once the RPL has been assessed.

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## Refunds

Vortex Education is committed to providing quality training and assessment services and assisting students to complete their individual course. In the event that a significant change that affects Vortex Education's legal or operation status, Vortex Education will assist and support students to complete their course to the end of the agreed course period.

In the event that Vortex Education is unable to provide this support due to Vortex Education closing or ceasing to deliver the agreed training and/or assessment, Vortex Education will either provide a refund to the student for services not provided or will assist the student in finding a placement with another provider who will oversee the completion of the course arrangements, which must be agreed upon by all parties involved in the course.

Student withdrawals from a unit of competency or course of study must be received in writing by the Vortex Education Enrolment Officer. A student's request for withdrawal will not be effective until the date this has been received in writing. The date of receipt is important in determining a student's eligibility for and the amount of fees to be refunded.

Students will be entitled to a refund where it is determined that the request is fair and reasonable and meets with the procedures outlined below. The refund procedure applies to each student enrolled at Vortex Education.

A refund will be arranged within four weeks of receiving a written claim\* from the student. The written claim for the refund must be received by Vortex Education within 6 months after the student's default. The refund is paid directly to the person who enters into the contract with Vortex Education.

Award Courses – as per VET (Colleges) Regulations 1996 (as at December 2015) if a student (including commercial fees visa subclass holders) withdraws formally prior to the completion of 20% of the unit/s, the student is entitled to receive a refund consisting of a 100% refund of their tuition fee and 50% of the resource fee.

The refund policy does not remove the right to take further action under Australia's consumer protection laws. Vortex Education Appeals Policy and Procedures do not circumscribe the student's right to pursue other legal remedies.