

## Fees and Refunds

### 1. Purpose

- 1.1 To manage the process within the Australian Online Music Institute [AOMI] of charging of fees and issuing refunds to students and to define the fees and refund process for students in accordance with the “Standards for Registered Training Organisations (RTOs) 2015”, together with VET Student Loans Act 2016.
- 1.2 AOMI acknowledges that all fees are set out in the Fee Schedule which is available on the AOMI website and the schedule includes the following charges:
- 1.2.1 The total amount of all fees, including course fees, administration fees, materials fees and any other charges.
  - 1.2.2 Payment terms, including the timing and amount of fees.
  - 1.2.3 The nature of the guarantee given by AOMI to complete the training and/or assessment once the student has commenced study.
  - 1.2.4 The fees and charges for additional services including issuance of replacement qualifications.
  - 1.2.5 **Re-Enrolment.** If by the end of the course a student is deemed not yet competent in one or multiple units, the student will be required to re-enroll in the units in question in order to achieve competency. These units will be discounted, please refer to the fee schedule for re-enrolment fees.
  - 1.2.6 No Certificates or statements of attainment will be issued until all fees are paid.

Revision	By Whom	Date
Reviewed. Minor wording changes for clarity.	G Bottrill	5 Aug 17
Reviewed. Updated refunds section	A Palmer	27 Nov 19
Reviewed, no changes	A Palmer	20 Sep 20

1.3 AOMI acknowledges the following with respect to refunds:

- 1.2.1. Students should be encouraged to openly discuss their financial expectations whilst engaged in study;
- 1.2.2. Situations can arise whereby contracts, on the part of either party, may, as a result of unforeseen circumstances, be deemed unable to be continued;
- 1.2.3. When dealing with students seeking refunds AOMI will promote principles of fairness, ethics and social justice;
- 1.2.4. Incorporate conflict management principles when resolving concerns over the issue of refunds;
- 1.2.5. Develop a refund process that is accessible and simple to follow;
- 1.2.6. Treat all applications for refund in a fair and equitable manner, and;
- 1.2.7. Advertise our refund policy in information given to students.

## 2. Fees

- 2.1. The following guidelines are used for assessing and processing tuition fees to be received from students undertaking accredited and non-accredited training programs and services offered by AOMI.
  - 2.1.1. Fees are set out in the Fee Schedule.
  - 2.1.2. The course tuition fees can be paid by via one of the following payment methods;
    - VET Student Loans
    - Payment Plan – Self funded
    - Zip Money [Short Courses only]

2.1.3. **Self funded;** Prior to course commencement, AOMI requires a payment plan to be established. AOMI will require payment of fees in advance from the student but only such that at any given time, the total amount to be paid in respect of tuition or other services yet to be provided, does not exceed \$1,500.

AOMI accepts payment via PaySmart using debit or credit card or via bank transfer. Bank transfer is for lump sum study term payments only. Please note the following --

- Course fees are to be kept in advance at all times
- PaySmart payments are arranged to be equally spaced payments and this is according to the program of study undertaken
- Payment arrangements are facilitated by direct debit from either a nominated bank account or via a credit card
- No certificate, statement of attainment or transcript will be issued until all fees have been paid
- Nominal course fees DO NOT INCLUDE retake fees, i.e. where a student is graded NYC and must retake a subject to be eligible for their enrolled qualification

2.1.4 **VET Student Loans;** Students utilising VSL aren't required to pay any fees upfront..

- VET Student loans statement of covered fees has to be given to all eligible students after enrolment and before the census date.
- Enrolment and withdrawal policies have to cover contingency so once the statement of covered fees is issued, if the student hasn't done their online eCaf – set an administrative date where students must submit their eCaf information well before the census date.
- VSL Fee notice must be issued at least 14 days before the census date but not earlier than 42 days before the census date
- Commonwealth assistance notice must be issued within 28 days after the census date

Refer to the VET Student Loan Policy for further information

### 3. Refunds

- 3.1. The following guidelines are used for assessing and processing refunds of tuition fees received from students undertaking accredited and non-accredited training programs and services offered by AOMI.
- 3.2. Refunds in full (excluding non-refundable fees and/or charges, refer to 2.3) will only be considered in the following circumstances:
  - 3.2.1. **Non-Delivery** of the course or unit of study, meaning;
    - 3.2.1.1. The course does not start on the agreed starting date;
    - 3.2.1.2. The course ceases to operate after it starts but before it is completed.
  - 3.2.2. **Formal Withdrawal** from the course, or unit of study, meaning;
    - 3.2.2.1. The student has formally withdrawn from study within the proscribed time-period (up to 2 weeks from commencement of the program of study), and according to the conventions as outlined in the AOMI “Student Information Guide,” however;

Non-refundable “late penalty fees” apply where students withdraw from weeks two to four inclusive at the start of a full program and;
  - 3.2.3. **Prohibitive Medical Condition** meaning;
    - 3.2.3.1. The student has a medical condition (sickness/illness) which prohibits them from engaging in study;
    - 3.2.3.2. In such a case, the student will need to provide supporting documentation in the form of a medical certificate and an accompanying letter from a verified medical practitioner or specialist.

- 3.3 Refunds are not given for the following costs which may be incurred by students of AOMI:
- 3.3.1 Late penalty fees – where a student has withdrawn from study outside of the WWP (withdraw without penalty) 2-week window;
  - 3.3.2 Any costs associated with online study such as hardware or software purchases outlined within the course pre-requisites along with internet hosting/connection fees and/or time taken away from employment;
  - 3.3.3 Nominal costs associated with living incl. but not limited to rent/housing, food, transportation, utilities etc.
  - 3.3.4 Fees associated with RPLs .
  - 3.3.5 Fees associated with Short Courses or single unit of competency after it has commenced.

This Policy will be reviewed every two years.



**William Palmer**  
**CEO**  
**20<sup>th</sup> September 2020**