

Fees and Refund Policy and Procedure

Purpose.....	2
Scope.....	2
Policy	2
Principles.....	2
Procedure	3
Determining and Publishing Fees	3
Fees, Charges and Information on Changes to Fees	3
Due Dates	3
Payment	4
Refunds.....	4
Monitoring	4
Appeals.....	4
Responsibilities	4
Definitions	5
Version history	5
Additional Information	5

Purpose

This Policy and Procedure explains how Australia Institute of Future Education (**AIFE**) determines fees (tuition and non-tuition) and process requests for refunds.

For clarity, and unless otherwise indicated, references to 'fees' are references to tuition and non-tuition fees.

Scope

This Policy and Procedure applies to:

- Prospective students
- Students enrolled in a course at aife
- Individuals engaged in providing, or receiving, services from AIFE. This includes contractors or consultants, and
- All fees payable by students and/or their employer.

Policy

Principles

AIFE applies the following principles:

- In relation to fees:
 - Prospective students (and their employer where relevant) will be informed of all fees associated with their proposed studies as known at the time.
 - There is potential for fees to change during the student's enrolment and, as far as practicable, AIFE will provide reasonable advance notice of any changes in fees to current students (and their employer, where relevant).
 - Comprehensive, accurate and timely information on fees will be publicly available to prospective and current students (and their employer, where relevant) to support informed decision-making about the AIFE's educational offerings.
 - Fees will be reasonable and competitive.
- In relation to refunds:
 - Where the student (or their employer) withdraws from the course within a timeframe specified by AIFE, the student (or their employer) will receive full refund of the tuition fees paid.
 - If AIFE cancels a course, students (or their employer) will receive full refund of the tuition fees paid.
 - AIFE will not refund tuition fees paid if the student (or their employer) withdraws from the course and applies for a refund after the timeframe specified by the Institute.

- AIFE will also not refund unspent tuition fees to students (or their employer), if the student's enrolment is terminated due to:
 - the student's misconduct or
 - non-payment of outstanding debt, whether by the student or their employer.

Procedure

Determining and Publishing Fees

The CEO and AIFE's Board of Directors review fees annually to ensure fees charged:

- Contributes to AIFE's financial sustainability and viability, and
- Are competitive when benchmarked against other providers in the sector.

The CEO (or the delegate) is responsible for ensuring that fees published on the website are at all times, accurate and current.

Fees, Charges and Information on Changes to Fees

Tuition fees payable by a student (or their employer) are determined in accordance with the selected course.

AIFE does not charge any non-tuition fees at this time.

Fees will be published on the AIFE website at [insert URL] along with advice about the potential for fees to change over the duration of the course. This will be relevant to students, who do not complete the course within one teaching period, which is the duration of AIFE's courses.

Fees will also be included in the *Letter of Offer and Written Agreement* and will be accurate at the time of issue but are subject to change.

An annual adjustment to fees may be undertaken from time to time as determined by the Board of Directors and will be published on the AIFE website at least two months before the start of the calendar year.

Due Dates

Tuition fees are payable each study period by the due date as specified in the payment schedule in the *Letter of Offer and Written Agreement* or as advised on the website.

Payment after the due date will incur a late payment fee.

If AIFE does not receive payment of tuition fees one month after commencement of studies, the student's enrolment may be suspended or terminated.

AIFE may extend the payment due date or waive a late payment fee, for compassionate or compelling circumstances. Requests should be submitted in writing to the CEO (or delegate) identifying the compassionate or compelling circumstances and accompanied by supporting documentation, where possible.

The CEO (or delegate) will respond within ten (10) business days. In the event of a favourable response, the student (or their employer, if relevant) will be advised regarding the maximum extension period for the payment.

Payment

Tuition fees will not be accepted until the student has signed and returned to AIFE, the Acceptance of Offer, which is included in the *Letter of Offer* and *Written Agreement*.

The *Letter of Offer* and *Written Agreement* will list:

- Tuition fees payable by the student for the course, the periods to which tuition fees relate, and payment options for the tuition fees.
- All non-tuition fees likely to be incurred by the student as part of their study at AIFE.
- Other costs, such as to purchase textbooks or special software, to ensure students, and their employer, are aware of the overall cost of studying at AIFE.

For each student, AIFE will keep accurate and up-to-date records of fees paid and payable.

Refunds

Students, or their employer, wishing to receive a refund for withdrawing from their course must complete the relevant forms and submit them to AIFE by the date specified in the *Letter of Offer* and *Written Agreement*.

Once the forms are processed, refunds will be paid back to the original source of payment.

Monitoring

AIFE will collect data on the payment of fees, including late payments, and refunds.

Student feedback (and if relevant, those of their employer) will be sought on their perception of the fees AIFE charge and their experience with AIFE's fee administration, including the processing of refunds.

The data is collected to:

- Monitor trends in payments, fee increases, and perceptions of the fees AIFE charges.
- Improve this Policy and Procedure, and associated processes.

The Board of Directors will receive an annual report on the adequacy and effectiveness of its strategies for setting and the administration of fees.

Appeals

A student (or their employer) may appeal against a decision made under this Policy and Procedure under the provisions of the *Student Appeals Policy and Procedure*.

Responsibilities

The Board of Directors is responsible for approving AIFE's fees.

The CEO will review fees annually and advise the Board of Directors on the appropriateness of fees.

The CEO's delegate is responsible for:

- Administering this Policy and Procedure
- Ensuring that fees published on the website are accurate and up to date.

Definitions

For the purposes of this Policy and Procedure, the following terms are defined as follows:

Commencement of studies	The date when classes commence in any semester.
Course	Is the defined number of subjects or units, which make up a qualification in accordance with the Australian Qualifications Framework (AQF).
Letter of Offer	A document issued by AIFE to offer a student a place in a course at AIFE.
Non-tuition fees	Fees for all the ancillary charges related to the provision of a course such as administrative charges.
Study period	A discrete period of study within a course; at AIFE, one study period is equivalent to one teaching period.
Unit	Is a single subject of study. Students are required to enrol in units each study period until they complete the required number of units to complete the course.
Tuition fees	Fees payable for teaching of subjects and courses.
Written agreement	A document accompanying the Letter of Offer outlining the terms and conditions for enrolment into a course at AIFE and which a student, or their employer, must accept before, or at the same time as, payment of fees relating to the course.

Version history

Version #	Changes	Approval Body	Approval Date
1.0	New policy	Board of Directors	11 July 2022

Additional Information

Policy Status	Approved
Policy Owner	CEO
Next Review Date	3 years from Approval Date
Related Internal Documents	Student Code of Conduct Student Appeals Policy and Procedure

Higher Education Standards Framework (Threshold Standards) 2022	Standards 1.1.2, 7.2.2 and 7.2.4
Other legislative or regulatory instruments	Not applicable

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