

## Fees Policy – VET

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**Policy Code:** STU-010 **Version:** 23.0 **Effective Date:** 21 June 2019

### Purpose:

This policy applies to all domestic VET students enrolled in a course or unit of study at the College and provides a broad framework and set of principles regarding the payment of fees and any circumstances relating to this. This includes, but is not exclusive to:

- Self-funded Students (up-front payment of fees and / or payment plan)
- Enrolment Fees
- Special Circumstances for Fees Policy
- Restrictions

**Definition of “College”** – *The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health, FIAFitnation and Wellnation. For the purpose of this policy, any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective trading names.*

**Scope:**

- All campuses, including online learning
- All domestic VET students

### Policy Statement:

All domestic VET students studying at the College and enrolled in at least one unit of study or professional development / short course are expected to pay the tuition fees **in full** by the end of the teaching period for which they are enrolled. All Diploma and Certificate students will pay a non-refundable \$200 deposit on enrolment (FIAFitnation only – no deposit required for Endeavour students). The remainder of the course fees can be paid using one of the following methods:

1. Full upfront payment of fees by the census date of the course / unit of study or
2. An approved payment plan (see [Payment Plan](#) section).

## Course Fees – Upfront Payment

For students enrolling in courses the full fee amount for that teaching period **must** be paid by the census date unless on a payment plan. Students who do not settle their account on or before census will be liable for the **total** unit of study fee after census date. Full fees for the enrolled teaching period, including all recovery costs, will become due and payable immediately. Further restrictions may apply as outlined below (see [Restrictions](#) section).

The College accepts the following payment methods for upfront fees:

1. Credit card (not Amex or Diners Club)
2. Electronic Funds Transfer (EFT)

Students will be liable for any bank fees and charges associated with dishonoured credit cards or bank transfers.

The College has an agreement with a third party student loans provider who may be able to assist students with upfront payment (additional administration fees and loan interest will apply, payable directly to the third party). Interested applicants should discuss this option with their Admissions Adviser on enrolment.

## Payment Plan

For students who undertake this option, the payment steps outlined below will be followed:

1. The student will pay a non-refundable deposit of \$200 on enrolment (FIAFitnation only)
2. A payment plan with an approved payment plan provider\* will be created on or prior to census date for the teaching period
3. The details of the payment plan are agreed with the student, with a range of options available
4. The duration of the payment plan must not exceed the duration of the teaching period.

Students who default on their payment plan schedule will need to notify Student Services for alternate arrangements to be made. If a further default occurs, the payment plan option will be removed and the full fees, including all recovery costs, will become due and payable immediately. Further restrictions may apply as outlined below (see [Restrictions](#) section).

*\*All payment plans are administered by a third party provider and as such will attract additional administration fees. Please ensure you are aware of all additional charges when signing up for a payment plan.*

## Payment of Fees

1. It is the responsibility of the student to be familiar with the requirements for fee payment under this policy and to pay fees in line with those requirements.

2. All FIAFitnation VET students are required to provide a non-refundable deposit of \$200 (as above).
3. If paying tuition fees upfront all students are required to pay in full for each unit of study no later than the census date for the specific teaching period, namely a trimester or online learning teaching period.
4. Non-payment of fees as outlined in this policy may result in enrolment being cancelled or results being withheld (unless students have applied for consideration under the [Special Circumstances Policy - VET](#)).

## Cancellation Fee Policy

A fee charged for withdrawing from a course is referred to as a *Cancellation Fee*. The cancellation fee is applicable to all students enrolled in a unit of study in a Certificate or Diploma-level course or through non-award study and is applicable to all students, regardless of payment method (either upfront or by payment plan.)

If a student chooses to withdraw from a course, the appropriate cancellation fee according to the schedule below, is charged. The student is required to pay this fee in full at the time of withdrawal.

### 1. Withdrawal prior to start date for teaching period

- No charge. (FIAFitnation - student forfeits the \$200 non-refundable deposit).

### 2. Withdrawal after start date but prior to census date for teaching period

- FIAFitnation - student forfeits the \$200 non-refundable deposit
- Endeavour - \$100 per unit of study

### 3. Withdrawal after census date for teaching period

- Student remains liable for the full course fee

## FIAFitnation students

Combination courses are only available for Certificate III and IV in Fitness courses. Wherever a student has obtained a reduced rate from the College for enrolling in a combination course and then wishes to cancel their enrolment for any part of a course, the above cancellation fees apply for the first course at the full recommended retail price for any promotional items / products received as part of a combination. In the case of withdrawing from the combination package prior to commencement of the Certificate IV in Fitness and after the census date of the Certificate III in Fitness, the student will be charged in full for the Certificate III in Fitness at the full recommended retail price, and the above cancellation fees will apply for the Certificate IV in Fitness.

In the case of the PT Express course, students may also receive a reduced rate for enrolling into this program. If the student wishes to cancel their enrolment into any part of the course, the above

cancellation fees apply for the pre-requisite units taken from the Certificate III in Fitness at the full recommended retail price for the individual units. In the case of withdrawing from the PT Express after the census date for the pre-requisite units prior to the commencement of the Certificate IV in Fitness, the student will be charged in full for the pre-requisite units at the full recommended retail price, and the above cancellation fees will apply to the Certificate IV in Fitness.

In the case of withdrawing from a Diploma course after the census date for the current trimester, the student would be liable for the fees for that trimester, with the above cancellation fees applying to future trimesters that the student is yet to commence.

## Miscellaneous Fees and Charges

There are other charges that may be applicable to student fees including the following:

1. Re-issue of Certificate, Qualification or Statement of Attainment \$25 (includes **domestic standard** postage and handling). Additional fees are payable for non-domestic standard postage as per the [Request for Academic Documentation Form](#)
2. Recognition of Prior Learning (RPL) – all students applying for RPL will be required to pay the assigned fee for the unit/s of study under application. Refer to the relevant Tuition and Fees Schedule via the website. Refer to [Educational Pathways Policy - VET](#) for further information on when and how to pay fees
3. Working with Children Check – all students enrolled in a course involving clinic practicum are required to obtain a valid Working with Children Check (or its equivalent) prior to their first teaching period enrolled in a clinic practicum unit of study, unless an exemption applies. Some States charge a fee for students / volunteers to obtain their check and these fees vary across Australian States. Refer to the [Working with Children Checks Policy](#)
4. All certificate students enrolled in FIAFitnation are required to obtain first aid competency through successful attainment of HLTAID003 Provide first aid (unit of competency) by the end of Certificate III in Fitness or pre-requisite unit of study within the PT Express
5. Essential equipment, 'tools of the trade', and other items that students require to participate in a course.

## Restrictions

If the account cannot be settled by the census date for the teaching period for upfront payments or if there is a default on a payment plan, the following restrictions may apply:

1. Withdrawal from course
2. Attendance to required final assessments for the unit of study will be restricted;
3. Results of assessment and grades may be withheld;

4. Re-enrolment into further units of study may be denied;
5. Course progression will be halted;
6. Record of Results, Statements of Attainment, Testamurs and eligibility for graduation will be withheld.

Exceptions to the above may include financial hardship and other extenuating circumstances. Any requests for allowances to be made prior to the end of a teaching period should be referred to the [Special Circumstances Policy - VET](#).

Students will be referred to a debt collection agency if they cease studying and have outstanding fees.

Units of study or course fees are non-transferable to other students or institutions.

Students must have paid the value of the qualification / units that they are studying in order for academic certification documentation to be issued.

Course fees are protected by a fair and reasonable refund policy where cases of 'Special Circumstances' apply as defined by [Department of Education and Training](#) that is provided to students prior to enrolment and is available on the website and in the [Student Handbook - VET](#).

## Request for Refund

Students who believe that they may be eligible for a refund are required to complete a [Request for Refund Form - Domestic - VET](#).

## Special Circumstances Policy

Students who have difficulty in paying any relevant fees by the census date are encouraged to contact Student Services to discuss their concerns further.

Where applicable, exceptions may be granted under financial hardship and other extenuating circumstances. Any requests for allowances to be made prior to the end of a teaching period should be referred to the [Special Circumstances Policy - VET](#).

A review of a student's application under this policy will occur within fifteen (15) working days of receipt of the appropriate documentation. Any decision made shall be considered within the College's policies, statutes and regulations.

## Setting and Publishing Fees

Fees for the subsequent calendar year per unit of study / course are set and approved by the Australian College of Natural Medicine Pty Ltd Board through the annual financial budgeting process. After approval of fees for the following calendar year:

- Domestic student fees are sent to the Commonwealth [Department of Education and Training](#) for consideration and subsequently published on the College's website (by 30 October each year)
- International student fees (where relevant) are published on the College's website immediately (by 1 July each year).

All fees will be confirmed prior to enrolment and the commencement of the units of study. Fees for courses are provided in the College's marketing materials and on the relevant websites.

## Fee Changes

Fees are subject to change throughout the life of the course. Fee changes will be published with appropriate notice and will be made available on the website and relevant student documents.

If a course fee changes by more than 10% after a student enrolls the student will be notified of the fee increase in writing before the start of the course or relevant teaching period. Course fees must only change during a teaching period in extraordinary circumstances. If course fees change during a teaching period the new fee will apply from the beginning of the following teaching period.

## Related Procedures:

Not applicable

### Definitions:

**Census date** – A date set by the College as last date of possible withdrawal or course change without penalty. This date is published on the College student calendar. For Certificate courses, 'census date' should be considered 7 days after course commencement. For Diploma courses, 'census date' should be considered Friday of week 4 of the teaching period for the unit of study.

**Student** – is an individual person who is formally enrolled to study at the College. The individual person is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

**Teaching period** is either a 10 week term (Endeavour College) or a 13 week trimester (FIAFitnation), or can be an online study period of a set duration (usually 10 – 13 weeks, dependent on the College of enrolment), as advertised on the relevant College calendar/s.

## Further Information:

**Related Policies:**        [Educational Pathways Policy - VET](#)  
                                      [Fees Policy - International](#)  
                                      [Special Circumstances Policy - VET](#)  
                                      [Working with Children Checks Policy](#)

**Benchmarking:**            Swinburne University of Technology

**Supporting Research and Analysis:** Not applicable

**Related Documents:**    [Department of Education and Training](#)  
                                      [Request for Academic Documentation Form](#)  
                                      [Request for Refund Form - Domestic - VET](#)  
                                      [Special Circumstances Application Form - VET](#)  
                                      [Student Handbook - VET](#)

**Related Legislation:**    [Higher Education Support Act 2003](#)

**Guidelines:**                Not Applicable

<b>Policy Author:</b>	Director, Student Services and Retention
<b>Policy Owner:</b>	National VET Manager
<b>Contact:</b>	National VET Manager <a href="mailto:ewan.birnie@fiafitnation.com.au">ewan.birnie@fiafitnation.com.au</a>
<b>Recommending Body:</b>	VET Directors Date: 20 November 2014
<b>Approval Body:</b>	College Council Meeting date: 15 December 2017
<b>Policy Status:</b>	Updated with new payment plan info, new titles
<b>Responsibilities for Implementation:</b>	<ul style="list-style-type: none"> <li>• National Sales and Admissions Manager</li> <li>• National VET Manager</li> <li>• Director, Student Services and Retention</li> <li>• Sales and Marketing</li> <li>• Student Services</li> </ul>
<b>Key Stakeholders:</b>	<ul style="list-style-type: none"> <li>• Chief Financial Officer</li> <li>• National Sales and Admissions Manager</li> <li>• National VET Manager</li> <li>• Director, Student Services and Retention</li> <li>• Finance team</li> <li>• Office of Student Records</li> <li>• Student Services</li> <li>• Students</li> </ul>

Version History			
Version	Date	Author	Details
0.1	June 2012	J Osborne	Original draft
1.0	June 2012		Approved by CEO
1.1	9Nov12	H Butler	P3 – changed deposit on fees from 30% to 10%
1.2	11Dec12	S Englart	P3 – Updated FEE-HELP limit for 2013
1.3	18Dec12	J Osborne	Updated to include FIAFitnation
2.0	24Oct13	E Holswich	College changed to new version control system within SharePoint (refer to The Source for further version history).