

Fee Refund Policy

Vocational Careers Institute is committed to providing students with information about all fees and charges associated with a course, as well as its refund policy and processes.

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

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

The Offer Letter and Student Agreement includes details of all applicable fees and charges, 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 and charges 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 and charges will be reviewed annually and all marketing material and student information will be updated accordingly. New fees and charges 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
Deferral fee	\$300
Reassessment fee for practical assessment (2nd or 3rd attempt). students have a total of 3 attempts and any attempt thereafter will require the student to enrol again in the unit of competency and pay the full unit price	each attempt \$150
Fees for late payment of course fees	\$50 per week for each week the payment for course fees is delayed
Credit transfer	Nil
RPL	Application fee of \$300, Unit fee \$500
Reissue of certificate	\$80
Student Id	\$20
Replacement Chef Uniform	\$130

Replacement Automotive Shirt	\$75
Replacement Textbook (Automotive Technology)	\$175

Fee protection

Fees paid by students are protected as follows:

- International students: international student fees are protected through the following mechanisms:
 - 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%.

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

All fees and charges 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/Eftpos/Cash to Vocational Careers Institute, the details of which are provided to students in the student agreement and the issued invoices.

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 Vocational Careers Institute to make alternative arrangements.
- Second warning letter: failing to pay an invoice within 5 days of receipt of the first warning letter or contacting Vocational Careers Institute 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 Vocational Careers Institute to make alternative arrangements.

Following cancellation of enrolment due to non-payment of fees, the debt will be referred to a debt collection agency. Late payment fee: Additional interest if 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 Vocational Careers Institute cancels a course prior to commencement due to insufficient numbers or other unforeseen circumstances, including a sanction being imposed on Vocational Careers Institute.

Where Vocational Careers Institute 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.

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

Circumstance	Refund due
Vocational Careers Institute cancels course before commencement due to insufficient numbers or other unforeseen circumstances, including a sanction being imposed on Vocational Careers Institute (known as provider default).	Full refund of all fees.
Vocational Careers Institute cancels course due to unforeseen circumstances, including a sanction being imposed on Vocational Careers Institute (known as provider default).	Application fee not refunded. Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Student withdraws up to 4 weeks prior to course commencement.	Application fee not refunded. Refund of all other fees and charges.
Student withdraws less than 4 weeks prior to course commencement.	Application fee not refunded. Refund of 90% of all other fees and charges.
Student withdraws after commencement.	No refund. Fees for full study period (term) to be paid.

Student's enrolment is cancelled due to disciplinary action.	No refund. Fees for full study period (term) to be paid.
The student has supplied incorrect or incomplete information causing Vocational Careers Institute to withdraw the offer of the course prior to commencement	No refund. Fees for full study period (term) to be paid.

International student refunds

In addition to the above circumstances, refunds apply as follows:

Circumstance	Refund due
Vocational Careers Institute cancels course before commencement	Full refund of all fees
Vocational Careers Institute cancels course following commencement	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Vocational Careers Institute has not provided a Student Agreement that meets the requirements of the National Code 2018	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Student withdraws up to 4 weeks prior to course commencement	Admin fee AUD\$300 not refunded. Refund of all other fees and charges.
Student withdraws less than 4 weeks prior to course commencement	50% of the tuition fees (if paid in full) are refundable less an admin fee of AUD\$300
The student is refused a visa and therefore does not commence their course on the agreed starting day or withdraws from the course on or before the agreed starting day	Admin fee AUD\$300 not refunded. Refund of all other fees and charges.
The student is refused a visa and has already commenced their course.	Full refund of all unspent fees less an admin fee of AUD\$300 and is calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
The student does not commence on the agreed start date and has not previously withdrawn	No refund.

Student withdraws after commencement	No refund.
Student's enrolment is cancelled due to disciplinary action.	No refund.
Student breaches a visa condition	No refund.

Circumstance	Refund due
The student has supplied incorrect or incomplete information causing Vocational Careers Institute to withdraw the offer of the course prior to commencement.	No refund.
Students transfers to another provider	No refund.
Compassionate and Compelling Circumstances: Student must provide details of circumstances on the refund application form and attach any supporting evidence they can provide.	No refund.