



## AOT Fees and Refunds Policy

### Fees And Charges

#### How do I calculate fees payable?

Our Admin Staff and Training Partners are on hand to provide assistance in this area.

Unless stipulated, all course fees are inclusive of:

- Administration charges
- Training delivery
- Training assessment
- Learner course material – online materials only for online and online or printed for classroom based training

### Fees And Refunds Policy

- All enrolment fees are invoiced before commencement unless alternative arrangements have been made. Students are refunded fees for any unit paid but not commenced.
- Once training has commenced, no refund is available to students who leave before finalising the course unless a student can provide a medical certificate to show extreme personal hardship. However, should participants wish to finalise incomplete competencies in a future course, the original payment can be used as credit towards that course within six months of initial payment. A student must complete a Student Refund Request Form.
- Applications for payment plans are approved by the AOT CEO and applications are not guaranteed. A student must complete a Student Payment Plan Request Form.
- Students may be eligible for a proportional refund if they withdraw after commencing a unit of competency. Students must complete Student Refund Request Form and submit to AOT Accounts.
- **NOTE:** Students are advised that if Student Contribution Fees are not paid by the due date, you may be refused entry to future classes until the outstanding fees are paid in full.
- Students have the right to obtain a refund for services not provided by the AOT in the event that the:
  - **arrangement is terminated early**, or
  - **the RTO fails to provide the agreed services.** If for any reason AOT is unable to fulfill its service agreement with a student, AOT must refund the student all fees paid for services not delivered.
  - **RTO Course Default:** In the event where a course is cancelled by AOT, enrollments may be transferred to another course provided cancellations are received no less than two working days before the course commencement. If the participant cannot be transferred to an alternative course, a full refund will be provided. Enrollment will only occur after payment is received, and an acknowledgement will be forwarded to you by email/mail to confirm your enrolment.
- Participants may be provided with a full refund or partial refund of course fees in exceptional circumstances for hardship/illness/family difficulties and compassionate reasons if approved by the AOT CEO



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## Payment Plans

AOT does offer payment plans to students where course fees are in excess of \$500. Where such agreements are formed these shall be documented to ensure that all fees and associated payment schedules are fair and transparent to all parties.

## Credit transfers from previous studies

Where a student is given an exemption from studying any units of competency in their chosen course due to proven successful completion of relevant past studies, that component of the student contribution fees will not be charged and will therefore be deducted from their total enrolment fee.

## Concessional discounts

We are committed to making a difference in our community and work diligently towards breaking the unemployment cycle. As such we offer substantially discounted rates for those who hold official documentation confirming entitlement to a pensioner or a health care card concession. This is also applicable to the Certificate 3 Guarantee (including Higher Level Skills) Program.

## Course fee subsidies

AOT strives to capture funding subsidies for our courses wherever available in an attempt to reduce prices for our training programs for students.

It may be worthwhile checking with our administration team to see if any subsidies may be available to support your fee payments.

One of our most popular course subsidies is the Certificate 3 Guarantee program. The program is a Department of Education, Training and Employment initiative and applies to a range of courses and is available to some Queenslanders based on the following eligibility rules. If you are eligible you could be paying as little as \$100-\$150 for an entire qualification. See the applicable course flyer for more details.

AOT also offers a similar pricing subsidy opportunity under the Department of Education, Training and Employment's Higher Level Skills Program. See our website for more details.

## QLD Funded - Co-Contribution Fees for Certificate 3 Guarantee (incl. Higher Level Skills Program)

Qualification Code	Qualification Title	QLD Location	Student Co-Contribution Fee concessional	Student Co-Contribution Fee non-concessional	Total Units
BSB30115	Certificate III in Business	Beenleigh Slacks Creek Mcgregor	<b>\$100</b> (\$8.33 per unit)	<b>\$150</b> (\$12.50 per unit)	12
CHC30113	Certificate III in Early Childhood Education and Care	Beenleigh Slacks Creek Bowen Hills	<b>\$100</b> (\$5.55 per unit)	<b>\$150</b> (\$8.33 per unit)	18
CHC50113	Diploma of Early Childhood Education and Care	Beenleigh Caboolture Slacks Creek Bowen Hills Fortitude Valley Mcgregor	<b>\$200</b> (\$7.14 per unit)	<b>\$300</b> (\$10.71 per unit)	28



**Standard Associated Fees – plus GST where applicable**

OTHER CHARGES	Price	Comments
Photocopying Fee	10 cents/page	Black and White
Photocopying Fee	20 cents/page	Colour
Certificate Reprint	\$50	Re-issuing a certificate after it has been initially issued to a student Replacement of Statement of Attainment or Qualification
SOA Request prior to completion	\$50	Issuing of Statement of Attainment prior to completion (cancellation excluded)
Replacement of lost workbook	\$150	Replacing issued learning materials which the student has lost or damaged
Reassessment Fee	\$50	Re-assessment services fee per Unit of Competency
Re-sit Fee	\$ 25.00 / unit	Resit of assessment after third submission
RPL FEE	\$150	RPL services fee per Unit of Competency
Additional <b>personal</b> tutorial assistance	\$ 45.00 / hour	Provided to a student above and beyond (in excess of 1 hour of personal tutoring out-of-class per unit of competency/subject). This is a discretionary fee that may be charged after advising the student of that their funded study assistance has reached the 1 hour threshold.
Administration Fee (for courses paid in installments)	\$ 30 per installment / payment	NON-REFUNDABLE for courses paid in installments
Cancellation Fee with notice	\$50	For Fee for Service Students Withdrawing from the course with <b>advanced</b> written notice of 14 days.
Cancellation Fee without notice	\$150	For Students Withdrawing from the course <b>after</b> commencement with valid reasons and approved by AOT.
Work Placement Uniform	\$27-\$30	Ordered prior to unpaid work placement , prices may vary depending on the student's shirt size
Police Check	Pay Direct to Australian Federal Police	At Student's own cost and student must apply direct to <a href="https://afpnationalpolicechecks.converga.com.au/">https://afpnationalpolicechecks.converga.com.au/</a>
Text books if required	Cost establish prior to course	Cost establish prior to course

**When do I pay student fees?**

All student fees are payable on or before training commencement to the value of \$1,000. Once started you will be charged outstanding fees via the agreed payment terms while at no time exceeding a total amount of \$1,500 per payment.

**PAYMENT TERMS - FEE FOR SERVICE**

- Fees are payable when the student has received notification of enrolment.
- Fees must be paid in full within 10 days of receiving an invoice from AOT.
- AOT may discontinue training if fees are not paid as required.

**PAYMENT TERMS - FUNDED TRAINING**

Non-Concession students must pay entire co-contribution fee by induction date or the first day of course commencement (whichever comes first) or make arrangements for a direct debit payment plan to be finalised prior to induction date or first day of course commencement (whichever comes first).



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Concession students must pay 50% deposit of total fee by induction date or the first day of course commencement (whichever comes first) or make arrangements for a direct debit payment plan to be finalised prior to induction date or first day of course commencement (whichever comes first).

### **PAYMENT TERMS - CORPORATE CLIENTS**

Corporate clients, following a successful credit reference check, will be invoiced and will pay the fees as agreed in the training contract. If the training delivery and formal assessment is completed and there are still aspects of evidence required to be gathered at the completion of the agreed training timeframe then by negotiation a fee may be charged for this process which may if necessary include travel, accommodation and assessment facilitation. This may be the case for fee for service based courses.

### **Student Refunds Policy**

If course fees have been paid in advance, refunds will be processed in the following way:

Prior to commencement of any course activities AOT refund from when notice is given in writing is:

- 100% 14 or more days from date of commencement;
- 50% 7-13 days from the date of commencement;
- 25 % 1 – 6 days from the date of commencement;
- No refund if on or after the date of commencement;

Corporate clients refund policy will be determined on a case-by-case bases dependant on what is negotiated. This will be formalised in the client MOU.

Learners are required to request a refund in writing to the AOT CEO. Once received calculations will be completed and the student informed of available refund within five (5) working days. If students disagree with the calculated amount they must inform AOT within two (2) days of the refund notice. AOT will then pay the refund into the learner's bank account within ten (10) working days.

### **Our Guarantee**

AOT is wholly committed to ensuring that all learners can complete their chosen qualification pathway once commenced. We therefore guarantee that all enrolled and commenced learners, with fees paid up-to-date, will be given every opportunity to complete their training and assessment within the agreed traineeship or training timeframe and subsequently receive the associated certification, and all actions required to facilitate this will be undertaken in a timely and professional manner. This includes any incomplete training provided by an AOT Approved Training Partner.

If for any reason AOT is unable to provide the training that has been indicated AOT will assist you in finding a suitable alternative organization to complete your training.

### **Student complaints about fees or refunds**

Students who are unhappy with the AOT arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with the AOT complaints policy and procedure.