

POLICY	FEES AND CHARGES
ASQA Standards 2025 Ref	Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 Relevant ASQA Practice Guides <ul style="list-style-type: none"> • Practice Guide – Information and transparency • Practice Guide – Information • Practice Guide – Feedback, complaints and appeals
Purpose	This Policy and Procedure sets out how AACI determines, discloses, administers and records course fees and charges in a way that is clear, accurate, current, transparent and fair. It is designed to ensure: <ul style="list-style-type: none"> • prospective students receive full fee information before enrolment or payment commitment • enrolled students understand their payment obligations • fee administration is consistent and documented • AACI’s fee arrangements align with its refund, enrolment, hardship and complaints processes.
Scope	This Policy and Procedure applies to: <ul style="list-style-type: none"> • prospective students • enrolled students • students on payment plans • students who defer, transfer, withdraw or complete • AACI staff involved in enrolment, invoicing, payments, fee decisions, hardship arrangements and complaints handling.
Policy statement	AACI will provide clear and current information about all fees and charges before enrolment or payment commitment and will administer those fees in accordance with approved AACI processes. AACI will ensure that: <ul style="list-style-type: none"> • the website, Student Information Guide and enrolment documentation disclose fees and charges • students are informed of refund, withdrawal and payment-default implications • any payment plan or hardship arrangement is documented • fees and charges are recorded and administered consistently. •
Principles	AACI will ensure that: <ol style="list-style-type: none"> 1. fee information is disclosed before enrolment or commencement 2. students are informed of the financial implications of enrolment, withdrawal and payment plans 3. fee categories and charges are applied consistently 4. any variation, hardship arrangement or payment plan is documented

	5. related refund and complaints pathways are available and clearly communicated.
Responsibility	<p>Chief Executive Officer / RTO Manager Has overall responsibility for AACI's refund system and for approval or delegated oversight of refund decisions.</p> <p>Student Administration / finance delegate Receives refund requests, gathers supporting documentation, records decisions and arranges payment of approved refunds.</p> <p>Authorised AACI delegate Assesses the refund request and determines whether the refund is approved, partially approved or declined.</p>
Definitions	<p>Administration Fees means a fee that is charged by AACI to students to absorb the cost of administration and processing of the enrolment application is does not form part of the course tuition fee. AACI is entitled to impose administration fees on students based overseas and completing a course up to the amount of \$1,999.(admin fee)</p> <p>Course or Qualification means a formally recognised course under the AQF of part thereof (units of competency) resulting in the issue of Statement of Attainment)..</p> <p>Course Extension(s) means the Course End Date has been extended to a date later in time than the original agreed Training Plan Course proposed End Date by Student request or as determined by AACI in the Student's best interests.</p> <p>Course Fee means money received by AACI directly from a student or another person who pays the money on behalf of the student for a Course which AACI provides or offers to provide.</p> <p>Course Withdrawal means a Student requests in writing to be withdrawn from the Course due to either, a Student Request in writing (Student Initiated Withdrawal), Failure of Student deemed by AACI not to be competent in a timely manner or Failure of Student in performing assessment tasks. (see Course Cancellation, deferrment or Withdrawal Policy and Procedure) (see Schedule 2 below)</p> <p>Full Fee or Course Fee or Tuition Fee means and includes any pre-enrolment deposit, payment plan payments amounts and other payments for a course for the full fee amount or payment plan arrangement for a course..Course Fees consist of 50% administration fee and 50% tuition fee</p> <p>Compassionate and Compelling Circumstances means those beyond the student's control, that impact on the student's capacity and/or ability to progress through a course. Including serious illness or accident (as evidence by a doctors report); or natural disaster which totally distracts and opevents the student from studing and com,pleting the course..</p> <p>Professional Program or (CPE) means a non accredited training or Training package qualificaion under the AQF.</p> <p>Scholarship Fee means as defined in the Scholarship Guide and Terms and Conditions.</p> <p>Student Initiated Withdrawal means and occurs a student confirms in writing to AACI that they wish to withdraw from the course that they have enrolled in and are consequently obligation to pay the Withdrawal fee and complete and submit the Withdrawal Form.</p> <p>Withdrawal Fee meas a fee of \$800 (plus GST) payable to AACI when a student confirms in writing to AACI that they wish to withdraw from the course. Payment of the Withdrawal Fee is required prior to the release of any Statwements of Attainment is processed and release.</p>
Related Policies & Procedures	<p>This policy should be read in conjunction with these other AACI</p> <ul style="list-style-type: none"> • (see Course Cancellation, deferrment or Withdrwal Policy and Procedure) • Schedule of Fees (Statement of Fees) • Refund Policy & Procedure • Enrolment Policy & Procedure • Student Progress & Procedure

PROCEDURE	FEES AND CHARGES
Action/Method	<p>1. Student Information Guide & Enrolment Agreement</p> <p>1.1 The AACI website, Student Information Guide and the Enrolment Application shall detail the following:</p> <ul style="list-style-type: none"> 1.1.1 Type of Course(s) in which the student is enrolled after completing PTR 1.1.2 Type of Enrollment (Full Fee or Payment Plan criteria satisfied) 1.1.3 Conditions of Enrolment (Nationality/Residence, Location, Declaration) 1.1.4 List of Fees & Charges payable by the student identified 1.1.5 Disclosure of pre-enrolment materials (eg Fees & Charges Refunds) 1.1.6 Disclosure of personal details to authorised third parties 1.1.7 advice of the student's obligations to notify AACI of changes to contact details within 7 days of change 1.1.8 information relating to the circumstances regarding a refund, Course Refund Fee or Course Withdrawal Fees (in the event of a Student Initiated Withdrawal) (see Schedule 2 below) 1.1.9 Information relating to consequences of a Course Fee payment default by a student <p>1.2 A copy of the Scholarship Application form and Scholarship terms and Conditions is provided to Prospective Students if offered by AACI.</p> <p>1.3 The Student Enrolment Agreement Form is provided to the prospective student to determine the above facts.</p> <p>1.4 Upon receipt of the signed notice of Student Enrolment Form, the Student Administration Officer will register the Agreement with Commencement Date.</p> <p>1.5 No Fees or Charges (excluding pre-enrolment deposits) shall be paid in advance by a Student to AACI in accordance with ASQA Standards. If the even that this occurs accidentally then any fees paid in advance shall be held in trust by RTO Manger personally until release or returned to the student if possible or subject to the requirements of a tutition assurranace scheme as required.</p>

2. Payment of Fees (Commencement Date)

- 2.1 Fees and Charges payable on confirmation of Commencement date may include:
- 2.1.1 Full Fee Students
 - 2.1.1.1 - Course Fees (GST Free) (digital access to Learner resources)
 - 2.1.1.2 Printed copies of the Learner Guides (\$180 BW per manual and \$240 Color per manual) reflects the costs and administration expense that would be incurred by AACI to actually have the manuals printed
 - 2.1.1.3 *Course Administration Fee (Charges) (incl GST)*
 - 2.2 The published Administration Fee at the time of enrolment will remain unchanged until completion of that course. *(Please refer to current Schedule of Fees (Statement of Fees), as at 1 August 2022,*
 - 2.3 Any variation to this enrolment, including enrolment into a new course, may incur fee increases. In this instance, the course fee applicable at the time of enrolment will remain the same.
 - 2.4 No additional fees are payable if the student is repeating a “failed”/ NYC unit of study after 3 attempts.
 - 2.5 AACI discloses current Fees and Charges to Students through the AACI website (www.aaci.edu.au), Student Information Guide, Policies and Procedures and emails.

3. Deposit Payments (Deposits)

- 3.1 Students in certain circumstances be required to pay a Course Fee Deposit prior to the Course Commencement Date up to an amount of \$1,500 as agreed.
- 3.2 No interest shall be charged to the Student on the unpaid portion of Course Fee and/or any further Administration fee.
- 3.3 AACI shall in its discretion determine the Course Fees charged to any successful Scholarship applicant and/or any Concession Course Fees payable by eligible Students.

All Course fees consist of 2 parts, 50% administration fee and a 50% tuition fee.

4. Fee Payment Process

4.1 Fee Payments:

Payment is made at or after Commencement Date after the terms and conditions have been clearly understood by the learner and informed consent to accepting the Enrolment Form agreement has been either by electronic confirmation by email or written signature or the students conduct of paying the course fee (deposit or otherwise).

	<p>The Institute will issue a receipt (tax invoice) to the student, outlining the amounts paid, the next amount payable and the next due date for payment where applicable for all full-fee paying students.</p> <p>4.2 <u>Payment Plan/ Instalment Plan:</u></p> <p>On completion of the enrolment form students pay deposit followed by agreed periodic payments in accordance to the payment plan offered by AACI or any third party finance provider.</p> <p>In the even a Student completes their Course prior to the end of the agreed Payment Plan the Student is obligated to pay the balance of outstanding Course Fees prior to the issue of the Qualification and complete and submit any Student Feedback or Survey forms AACI requests to complete.</p> <p>4.3 <u>Payment Loan Plan</u></p> <p>4.3.1 The Institute recognises that students may experience difficulties in paying full fees by the due date. To provide a measure of support, the Institute will offer a Payment Loan Plan to any students who require assistance.</p> <p>4.3.2 Students will be required to meet the negotiated terms and conditions of the Payment Instalment Plan which has been agreed by them.</p> <p>4.3.3 Students must complete a Payment Loan Plan Application and lodge with the Student Administration Officer no later than the due date for the semester and provide documentation as evidence of financial hardship. Applications received after the due date will not be considered.</p> <p>4.3.4 Applications are reviewed on an individual basis and are subject to approval by the CEO.</p> <p>4.3.5 Payment Loan Plans cannot be applied retrospectively.</p> <p>4.3.6 Students permitted to pay by a Payment Loan Plan must comply with the conditions outlined in the Plan.</p> <p>4.4 <u>Payment Methods</u></p> <p>4.4.1 <u>Payments In person at the Administration Office are not available.</u> Payment must be made by direct Bank Cheque, direct deposit (telegraphic transfer), debit card or Credit Card can be made at the</p> <p>4.4.2 <u>Direct Deposit or International Telegraphic Transfer to:</u></p> <ul style="list-style-type: none"> • Bank WESTPAC • Account Name: Australian Animal Care Institute Pty Ltd • BSB 033 607 • Account Number 243183 <p>4.4.3 <u>Only Credit Cards Accepted:</u> Mastercard, Visa (AACI does not accept Diners Club Cards)</p>
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	<p>4.5 <u>Extension of Payment Plans</u></p> <p>4.5.1 Continuing students, whose financial circumstances are affected by events beyond their control, may apply to extend their due date specified in the loan plan.</p> <p>4.5.2 Students should apply in writing to the CEO/RTO manager, prior to the date, attaching certified documents as evidence of financial hardships pursuant to the <i>Compassionate and Compelling Circumstances Policy</i> guidelines, which are generally defined as those beyond the student’s control, that impact on the student’s capacity and/or ability to progress through a course. These could include, but are not limited to serious illness or accident; death in the family; natural disaster in the home country which requires the student to return home; or a traumatic incident. (specifically excludes any pre-existing conditions)</p> <p>4.6 <u>Non-Payment or Late Payment of Fees</u></p> <p>4.6.1 Failure to pay a Course Fee or Administration Fee or Charge according to the Enrolment Agreement or Scholarship Agreement or payment guidelines set out in the Student Information Guide, shall constitute a breach of contract of Student Enrolment Agreement, which may result in cancellation of a Student's enrolment leading to access to Learner resources being restricted or cancelled and/or obligation to pay balance of outstanding Course Fees or the obligation to pay the agreed Cancellation Fee or Withdrawal Fee.</p> <p>4.6.2 AACI may issue a Final Notice to the student on the 1st day after payment is due, outlining the amount due, the payment date and methods of payment accepted. The notice will also remain the student of the late fee and possible cancellation of their enrolment.</p> <p>4.6.3 If fees are not paid within 7 days, and the CEO has determined that compassionate and compelling circumstances do not exist, the student will be issued with a Letter of Intention to cancel enrolment.</p> <p>4.6.4 The student has 30 working days from the date of the Letter of Intention to cancel enrolment for Non-Payment of Fees in which to appeal this decision before enrolment cancelled at the Institute.</p> <p>4.6.5 The student may have restricted access to official academic results. However, the student will be provided with the following:</p> <ol style="list-style-type: none"> a) Access to unit assessments at any stage, via Paradigms email, during his/her course of study; b) Upon request, the Institute will issue an unofficial Statement of Results as any stage, during his/her course of study; c) At all times, the student will retain the right to access the Institute’s Complaints and Appeals process and Australia’s Consumer Rights Laws, should he/she wish to appeal any decision by the Institute to withhold official academic results.
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4.6.6 Students wishing to transfer to another registered provider are required to settle outstanding accounts with the Institute before approval can be granted.

5. Fee Variations and Withdrawal Fees

5.1 Changes to Course Fees or Administration Fees may be incurred due to:

5.2.1 Course Withdrawal Fee is \$800 for any Student Initiated Withdrawal

5.2.2 Course Transfer (course change)

5.2.3 Transition to New Training Packages

Transition of Courses due to the introduction of new endorsed Training Package are undertaken in the best interests of the Student and no Fee or Charge is incurred by the Student.

6. Course Enrolment Variations

6.1 All fees are due and payable to the Institute in the event a student withdraws from the course.

6.2 Fees will not be transferred to another education institution.

6.3 In the event a commencing or continuing student does not arrive in time to commence classes, the Institute may, in its absolute discretion, not permit the student to commence studies and defer or cancel the student's enrolment. Payment of fees will be in accordance with the Refund Policy and Procedure.

7. Repeating Units

7.1 Students who are required to repeat a subject or unit of competency are not charged.

8. Course Transfer

8.1 Students who wish to transfer between courses at the Institute must:

8.1.1 obtain a Letter of Acceptance

8.1.2 sign a new Student Enrolment Agreement.

8.1.3 complete the Change of Course Application Form and pay aq Course transfer fee of \$699.

8.2 Transferring between courses will incur a fee adjustment.

9. Leave of Absence/Withdrawal

9.1 Students who take leave of absence, withdraw from their course or complete studies before the expected completion date are required to notify the program coordinator within 28 days.

10. Protection of Fees & Charges

	<p>10.1 The Institute is obliged to safeguard Student Fees in accordance with the regulatory requirements under ASQA Standards.</p> <p>10.3 No Fees or Charges shall be paid in advance (prior to acceptance and confirmation of Enrolment Application) by any Students or demanded by AACI before the Commencement Date.</p> <p>10.4 . AACI shall ensure that for any course fees above \$1,500 shall be treated in the following manner</p> <p>Students can be charged a deposit of \$1,499 (at enrolment) and then an amount less than \$1,499 post enrolment (upon commencement of the course and the remainder (balance) of the course shall be paid by the Student prior to completion and issuance of the certificate in the agreed manner.</p> <p>11. Receipting Process</p> <p>11.1 Upon proof of payment the Institute will:</p> <p>11.1.1 Issue Invoices (receipts) by email to Student email account confirming the receipt of money for Fees and/ or Deposits</p> <p>11.1.2 Once all Course Fees are received by AACI a Tax Invoice shall be emailed to student or approved third party</p> <p>11.1.3 Enter data into client records</p> <p>11.2 The receipt/tax invoice will state:</p> <p>12.2.1 Registered company name and registered National Provider Code number</p> <p>12.2.2 Date of issue</p> <p>12.2.3 Full name of client (Student) or employer if approved and requested</p> <p>12.2.4 Acknowledgement of the payment method</p> <p>11.4 Copies of receipts-invoices- tax invoices shall be retained on our management information systems and in the student file.</p> <p>11.5 An official numbered receipt, which is cancelled, will be clearly marked 'cancelled' and briefly noted with reason for cancellation and signed by authorised personnel approving the cancellation.</p> <p>11.6 Completed receipts books will be stored in Accounts Receivable for a 12 month period prior to archiving in accordance with the Records Management, Maintenance and Security Policy and Procedures.</p>
<p>Overseas Based Students Administration Fee</p>	<p>Due to time differences and related administration issues AACI can charge an additional administration fee of up to A\$1,999 for any student based overseas that enrolls in the Certificate IV in Veterinary Nursing qualifications Australian based course fee.</p>

Related Documentation	<ul style="list-style-type: none"> • Student Information Guide • Enrolment Application • Scholarship Application form and Scholarship terms and Conditions • AACI Schedule of Fees & Charges • AACI Payment Plan Agreement • AACI Enrolment Policy and Procedure
Standards Practice Guides Related Legislation	Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 Relevant ASQA Practice Guides <ul style="list-style-type: none"> • Practice Guide – Information and transparency • Practice Guide – Information • Practice Guide – Feedback, complaints and appeals
Related Documentation	<u>Policies/Procedures and Related Forms</u> <ul style="list-style-type: none"> • Enrolment Policy and Procedure • Enrolment Form • Refund Policy and Procedure • Complaints and Appeals Policy and Procedure • Transfer between Registered Providers Policy and Procedure • Completion within Expected Duration Policy and Procedure • Deferring, Suspending or Cancelling a Student's Enrolment • Privacy Policy and Procedure • Records Management, Maintenance and Security Policy and Procedure • Marketing and Promotions Policy and Procedure

VERSION CONTROL

Review / amendment history

Policy Approved by: Chief Executive Officer / RTO Manager

Responsible Officer: Chief Executive Officer / RTO Manager

Next Policy Review Date: 1 Sept 2026

Version	Date	Details
1.0	4 August 2021	Policy approved and issued
2.0	1 March 2022	Minor Changes
3.0	1 September 2022	RTO Registration TOID and contact details
4.0	1 May 2023	Refund, Withdrawal and Cancellation Fees, costs of Printing Manual and overseas based students clarified and updated
5.0	1 September 2024	Updates – Oversea Student fees
6.0	1 September 2025	Formatting – Major Changes Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 Relevant ASQA Practice Guides <ul style="list-style-type: none"> • Practice Guide – Information and transparency • Practice Guide – Information • Practice Guide – Feedback, complaints and appeals

Schedule 1

Course Fees

(As per website and/or Student Information Guide as amended from time to time)

Course	Course Fee
ACM10121 Certificate I in Animal Care Pathways	See website
ACM20121 Certificate II in Animal Care	See website
ACM40418 Certificate IV in Veterinary Nursing	See website

Also see details on our website and Student Information Guide

Schedule 2

Course Refund Fee, Course Withdrawal Fee and Course Transfer Fee

After Commencement Date of Course NO REFUND IS AVAILABLE

Any Course Withdrawal for a Student Initiated Withdrawal requires the payment of a \$800 administration fee and completion and submission of the Course Withdrawal Form by the Student to AACI prior to the issue of any Statement of Attainment.

Any Course Transfer Fee requires the payment of a \$800 administration fee by the Student to AACI prior to the transfer occurs.

No Refunds of any Course Fee payment are available after the Commencement Date of the Course. If a Refund is approved by AACI a \$800 Administration Fee is due and payable to AACI which shall be deducted from Course Fee Payments.