

Fees Policy – VET

Policy Code: STU-010 **Version:** 20.0 **Effective Date:** 10 March 17

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
- VET-in-Schools Arrangements.

Definition of “College” – *The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health, FIAFitnation, College of Natural Beauty, 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 domestic VET students
- All campuses, including online learning

Policy Statement:

All domestic VET students studying at the College and enrolled in a 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. This can be undertaken using one of the following methods:

1. Full upfront payment of fees upon enrolment (prior to beginning of teaching period); or
2. Deposit upon enrolment of \$100 per enrolled unit of study for Health and Beauty courses or \$50 per enrolled unit of study for Fitness courses, and weekly payments until the tuition fees are paid in full (see [Payment Plan](#) section below).

3. Approved Payment Plans

Course fees are protected by a fair and reasonable refund policy as defined by the [Department of Education and Training](#) where cases of 'Special Circumstances' apply.

Course Fees – Upfront Payment

For students enrolling in courses the full fee amount for that study 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. Cheque or money order
2. Credit card (not Amex or Diners Club)
3. EFTPOS
4. Bank deposit

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

Payment Plan

Payment Plans for Endeavour College of Natural Health / College of Natural Beauty:

For students who undertake this option, a deposit of \$300 is payable on course enrolment. Full repayments must be completed by the end of the course of study for which the student is enrolled.

Payment plans must be repaid weekly (unless the College considers that you have extenuating circumstances and agrees to an alternate repayment schedule) and this commitment can be fulfilled in two ways:

5. Direct Debits by nominating a bank account or credit card for weekly payments to be debited automatically (*preferred*) via the [VET Payment Form - Endeavour](#), [VET Payment Form – College of Natural Beauty](#) or [Customer Direct Debit Request \(DDR\) Service Agreement](#).
6. Setting up a weekly direct deposit through personal internet banking and providing proof of such arrangements being organised (e.g. internet banking

screenshot). Please note: if you are setting up a direct deposit through your internet banking / BPay, please ensure the reference includes your student number and surname.

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).

Payment of Fees

7. 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.
8. The College does not charge an administrative application fee for enrolment into its courses.
9. VET students are required to provide a deposit if they have selected the payment plan option (as above).
10. 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.
11. For all courses, payment of fees will not be accepted for any more than one (1) teaching period in advance.
12. 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](#)).

Cancellation Fee Policy

A fee charged for withdrawing from a unit of study is referred to as a *Cancellation Fee*. The cancellation fee is applicable to all students enrolled in a unit of study in a Certificate-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 unit of study or Certificate-level 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.

Note: there are **no** cancellation fees for Diploma level courses.

Cancellation Fee Schedule for the FIAFitnation Certificate III or IV and Combination Courses

13. Withdrawal prior to commencement date of teaching period

More than seven (7) days prior to commencement date:

14. No fees apply

Less than seven (7) days prior to commencement date:

15. \$25.00 per unit of study

16. Withdrawal once teaching period has commenced

Within seven (7) days of course commencement and prior to census date:

17. \$50.00 per unit of study

After seven (7) days of course commencement and after census date:

18. Student remains liable for the full unit of study fee.

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

Cancellation Fee Schedule for Certificate Level courses - Endeavour College of Natural Health / College of Natural Beauty:

19. Withdrawal prior to commencement date of teaching period

More than 1 month prior to commencement date:

20. No fees apply

Less than 1 month prior to commencement date:

21. \$50.00 per unit of study

22. Withdrawal once teaching period has commenced

After start of teaching period up to census date:

23. \$100.00 per unit of study

After census date:

24. Student remains liable for the full unit of study fee.

Note: Once the teaching period has commenced, students are no longer able to withdraw online via the e-portal and will need to make an appointment with their Student Adviser to do so.

Miscellaneous Fees and Charges

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

25. Re-issue of Certificate, Qualification or Statement of Attainment \$ 25 (includes postage and handling)
26. Re-assessment or re-sit of assessment after first attempt - fees may be applicable for practical and theory assessment resits/resubmissions as determined by the qualification a student enrolls into. For specific fees associated with a qualification, refer to 'Fees and Payments' on the respective website.
27. 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 'Future Students', 'Fees and Payments Options' section of the relevant website. Refer to [Educational Pathways Policy - VET](#) for further information on when and how to pay fees.
28. Working with Children Check – all students enrolled in a course involving clinic practicum are required to obtain a valid Working with Children Check prior to Week 6 of their first teaching period. Some States charge a small fee for students/volunteers to obtain their check these vary across Australian States.
29. Endeavour College Of Natural Health and FIAFitnation only - First Aid Certificate - all students enrolled in a course involving a practicum component are required to either obtain, or be enrolled to obtain, a valid First Aid Certificate prior to Week 6 of their first teaching period (Endeavour) and by the end of Certificate III (Fitness). The fees for these are dependent upon the service provider and can range from \$150 to over \$400. Students are required to source their own First Aid course.
30. 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:

31. Withdrawal from course
32. Attendance to required final assessments for the unit of study will be restricted;
33. Results of assessment and grades may be withheld;
34. Re-enrolment into further units of study may be denied;
35. Course progression will be halted;
36. 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](#).

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.

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.

Request for Refund

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

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](#).

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:

37. International student fees are published on the College's website immediately (by 1 July each year)
38. Domestic student fees are sent to the Commonwealth [Department of Education and Training](#) for consideration for VET FEE-HELP purposes and subsequently published on the College's website (by 30 October 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 DOE as last date of possible withdrawal or course change without penalty under the VET FEE-HELP program. This date is published on the College student calendar and DOE publications. For courses not covered under the VET FEE-HELP program (i.e. Certificate III – IV 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.

Further Information:

Related Policies:	Special Circumstances Policy Fees Policy - International Fees Policy – Higher Education
Benchmarking:	Swinburne University of Technology
Supporting Research and Analysis:	Not Applicable
Related Documents:	Special Circumstances Application Form
Related Legislation:	Higher Education Support Act 2003
Guidelines:	Not Applicable

Policy Author:	Director, Student Services – Jennifer Osborne
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Policy Status:	Revised
Responsibilities for Implementation:	Student Services Admissions and Marketing Director, Student Services Director, Admissions and Marketing
Key Stakeholders:	Student Services Admissions and Marketing Director Student Services Director Admissions and Marketing Director Aesthetics Education Director Fitness Director VET Health Students

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).