



## FEES AND CHARGES POLICY

### Policy

This policy is designed to provide information to prospective and current students relating to tuition and non-tuition fees associated with enrolment. Students are also provided with information in the student handbook, website, and fee schedule.

### 1. Information about fees and charges

AIO Training (AIO) does not require a student to pay more than \$1500 in advance for services not yet provided, prior to course commencement or at any stage during their course. Fees will be paid during the course in instalments according to a set payment plan.

Fee information relevant to a course is detailed on the Fee schedule available on AIO's website or in welcome letter issued to students confirming enrolment. Information relating to fees and charges is provided prior to enrolment.

Fee information includes:

All costs related to the course including application and material fees

Additional fees and charges

Tuition payment terms

### 2. Course Fee Inclusions

Course and tuition fees include:

- the cost of all compulsory training and assessment materials. Any optional textbooks and materials that may be recommended but not required for completion of the course, are not included in course fees and will be an additional cost should the student wishes to purchase such materials.
- up to two (2) attempts at assessment per unit/cluster. Where an additional assessment is required in order to achieve competency, AIO reserves the right to charge a student, an additional re-assessment fee in accordance with the student's Enrolment Agreement and the table below
- Issuance of Testamur (certificate) and Record of Results (upon successful completion) and/or a Statement of Attainment (partial completion).



### **Additional Fees and Charges:**

Additional fees and charges may be incurred during enrolment, for additional fees and charges please refer to the following table

Particulars	Fee
Re-Issuance of Testamur/Statement of attainment	\$50.00
Reassessment fee (after second attempt)	\$200.00
Re-enrolment of unit/cluster	\$1,200.00
Replacement Student ID card	\$20.00
RPL assessment (per unit of competency)	\$500.00
Incomplete work placement Hours. If you have not completed these hours within the expected duration of the course	\$500.00
Late payment of fees (per instalment)	\$250.00

### **3. Payments**

Students must pay the required amount (as indicated on the statement of fees) in full on or before 5 pm of the due date.

Payments made after due date will incur a compulsory late fee, please refer to “Additional Charges”.

AIO reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be cancelled from their course if payments have not been received and no alternative arrangements for payment have been made.

### **4. Terms and Methods of Payment**

AIO provides students with payment options, including per study period or setting up an agreed and signed payment plan.

Students who enter into a payment plan will be provided with a payment schedule and must ensure fees are paid on or by the due date. Students opting to pay their fees per study period must do so upon commencement of the study period.

Payments are accepted by electronic transfer. Please remember to reference your student number. Payments by credit card will incur a 2.0% surcharge.

Where AIO may utilise agents for the purpose of recruitment, they will not be involved in the collection, management or refunding of a student’s fees. This is a matter between AIO and the student.



## 5. Late Payment

Where a student is more than 15 days overdue with payments, AIO reserves the right to suspend training services until payment is made to bring fees up to date.

Where students have made late payments, additional charges will apply

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

## 6 Non-Payment of Fees

It is the responsibility of the student to ensure that fee payments are made promptly in accordance with the enrolment agreement or payment plan

Failure to pay fees may result in any or all of the following until payment of dues to date has been received:

- Suspension from attending classes or participating in the course
- Exclusion from assessment activities
- Withholding of certification documentation
- Cancellation of enrolment

If tuition fees are not paid by the due date:

- AIO will issue the student with an initial warning letter for non-payment of fees within 10 days from payment due date and may include an intent to suspend enrolment
- A further warning letter for non-payment of fees will be issued if AIO has not received any correspondence from the student after the initial warning letter was sent, providing the student with an additional 5 days
- A final letter for non-payment of fees will be issued if AIO has not received any correspondence from the student following the second warning letter was sent including AIO's intention to cancel enrolment due to non-payment of fees and will include the student's

The student is informed of their right to appeal the decision within 10 working days of receipt of the letter of intent to cancel.

For long-term outstanding amounts, AIO utilises the services of a debt recovery agency to ensure the collection of all fees. In the event that a student has not paid his or her applicable tuition fee the amount AIO Training may retain shall be a debt that is due and payable by the student together with any expenses, costs or disbursements incurred by AIO Training in recovering outstanding monies, including but not limited to debt collection agency fees and legal costs.

## 7. Written Agreements

AIO must enter into an Enrolment Agreement with the prospective student, signed or otherwise accepted by the student, concurrently with or prior to accepting payment of tuition



fees or non-tuition fee. The agreement outlines the tuition, non-tuition fees and relevant policies.

Where fees are received without the Written Agreement being signed, AIO will inform the student that the payment cannot be processed until the signed Enrolment Agreement is received.

## **8. Informing Students**

AIO will publish in a prominent place on its website the following:

Tuition fees payable for each qualification

Non-Tuition Fees for each qualification

The following caveat will be displayed with all fees: *The student tuition fees as published are subject to change given individual circumstances at enrolment.*