

Fees, Charges and Refund Policy

POLICY CODE: CR 3.18

Related Compliance Section 18

NATIONAL CODE OF PRACTICE FOR PROVIDERS OF EDUCATION AND TRAINING TO OVERSEAS STUDENTS 2018 (CTH). STANDARD 2 AND 3

Purpose

The purpose of this policy is to ensure that Australian College of Management and Innovation complies with the regulatory requirements relating to the collection and protection of prepaid fees, and that appropriate safeguards are in place to protect students in the event the RTO is unable to deliver the agreed services.

Legislative Background

Compliance Requirements, Division 3 Accountability– Prepaid Fee Protection Measures (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 (Cth).

National code of practice for providers of education and training to overseas students 2018 (cth). Standard 2 and 3.

Scope

This policy applies to all Australian College of Management and Innovation staff involved in the management of student enrolments, fee payments, financial arrangements, and tuition protection, including the CEO, Compliance Manager, Finance Manager, and Administration staff.

All current and prospective students of Australian College of Management and Innovation

Policy Statement

Australian College of Management and Innovation acknowledges its responsibility under the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 to protect VET students from financial loss where prepaid fees exceed the threshold of \$1,500 per course per individual.

To comply with the regulatory requirements, Australian College of Management and Innovation has adopted the following principles:

- Prepaid fees will only be collected in accordance with approved fee protection arrangements.
- Students will be provided with clear information about all applicable fees and refund arrangements.
- Where fees exceed the threshold, a formal and approved fee protection strategy will be implemented and maintained.

Fee information includes:

- All costs for the course including any materials fees
- Any other costs payable to ACMi including costs for recognition of prior learning if applicable
- Payment terms and conditions including deposits, refunds, and payment plans if applicable

The Student Agreement and the Student Handbook which are provided before enrolment includes this Fees and Refunds Policy and inform the student of their consumer rights. Students are asked to sign the Student Agreement in acknowledgment of the terms and conditions of the enrolment and this policy.

Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms, and schedule of payments applicable.

No cooling-off period applies as Australian College of Management and Innovation does not use unsolicited consumer agreements (such as telemarketing, door-to-door selling, or direct approach marketing in public places).

Course fees as applicable to each course are detailed on the Student Agreement and include:

- All the training and assessment as well as educational support services are required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
- Where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, the student will need to re-enrol into the unit or units in question and will be charged a pro-rata course fee based on the number of units required to be undertaken.
- Learning materials for each student unless otherwise stated on the Course Outline.

Issuance of one set of certification documents including the test amur (certificate) and record of results and/or a **Statement of Attainment (in the case of withdrawal or partial completion)**.

- Any optional textbooks and materials that may be recommended but not required to complete a course.
- Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined in the Student Agreement.
- Stationery such as paper and pens or other personal use items such as computers or internet access that may be required to complete homework tasks.
- Printing costs (if required).
- Re-issuance of AQF certification documents. Re-issuance or additional copies of these documents will attract a fee (Please refer to the Fee Schedule for details).

Australian College of Management and Innovation cannot guarantee that students will complete the course in which they enrol regardless of whether all fees due have been paid.

Please refer to the fee schedule for a detailed schedule of fees.

Payments can be accepted by electronic / Bank transfer, cheque, money order, or in person at the head office.

Students who having trouble in paying their fees are invited for an intervention to finance department to make alternative arrangements for payment during their period of difficulty.

Debts may be referred to a debt collection agency where fees are more than 28 days past due.

Australian College of Management and Innovation 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 withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

Document Control

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