

SM25: FEES, CHARGES AND REFUNDS POLICY

Purpose

Through this policy, Beauty and Hair Academy of Australia ensures that all clients are aware of the fees and charges associated with enrolment in a course and/or service with Beauty and Hair Academy of Australia. This policy provides the guidelines for the eligibility and assessment of refunds.

Beauty and Hair Academy of Australia ensures the protection of all fees and aims to provide clear and accessible information to students about fees and charges prior to and throughout their enrolment and/or other involvement with Beauty and Hair Academy of Australia.

Policy

1. *Information about Fees and Charges*

- 1.1 Students and persons seeking to enrol in a course with Beauty and Hair Academy of Australia are advised of all fees and charges associated with a course, including course fees, administration fees, materials fees and any other charges on the relevant Student Handbook, student information and on Beauty and Hair Academy of Australia's website.
- 1.2 Organisations and other clients seeking to enter into a service delivery agreement with Beauty and Hair Academy of Australia will be notified of the fees and charges associated with the agreement in information and proposals provided to them prior to entry into the agreement.
- 1.3 The information provided to each student and/or client will include:
 - a) The total amount of all fees including course fees, administration fees, materials fees and any other charges.
 - b) Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and administration fees.
 - c) Any fees and charges for additional services.
 - d) Beauty and Hair Academy of Australia's Refund Policy.
- 1.4 Persons seeking to enroll with Beauty and Hair Academy of Australia must read and understand this Fees, Charges and Refunds Policy before signing their student acceptance agreement on the enrolment form.

2. *Payment Agreement*

- 2.1 All students will be required to sign a payment agreement at the time of enrolment which outlines the total course fees, payment terms and schedule of fees. The payment agreement is designed to provide clear and concise information to the student about applicable fees and charges and provide options for payment.
- 2.2 The absence of a signed agreement from a student does not alleviate the student from complying with its terms and conditions. The student acceptance agreement provided on the enrolment form is seen to be an acceptance of all fees and charges associated with the student's enrolment.

3. *Fees and Charges for State-Funded Trainees and Apprentices*

- 3.1 In accordance with the Fees and Charges Policy set by Skills Victoria fees for trainees and apprentices are charged on the following basis
- 3.2 A copy of the Skills Victoria Fees and Charges Policy can be accessed at <http://www.skills.vic.gov.au/get-training/fees/government-funded-courses>

4. What do student fees cover?

- 4.1 Unless otherwise specified, course 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 wish to purchase such materials.
- 4.2 All course fees include up to three (3) attempts at assessment per unit. Where an additional assessment is required in order to achieve competency, BHA reserves the right to charge a student, except for state funded trainees and apprentices, an additional re-assessment fee in accordance with the fee table provided on the relevant Payment Agreement.
- 4.3 For reissuing of a qualification testamur or academic statement, an additional fee will be incurred at the rate provided on the relevant Payment Agreement.

5. Terms and Methods of Payment

- 5.1 Fees are to be paid within (14) days of receipt of an invoice, unless the payee has elected to pay according to a direct debit payment schedule which has been approved by BHA. The terms of all invoices are fourteen (14) days, late fee applies.
- 5.2 For group bookings, a 50% deposit of the total cost is required to confirm the booking. This deposit is non-refundable except in the instance where Beauty and Hair Academy of Australia cancels the course. Invoices for group bookings will be addressed to the organisation in charge of making the booking and invoices to individuals will not be provided.
- 5.3 Beauty and Hair Academy of Australia accepts the following methods of payment – cheque, money order, credit card, direct debit and direct bank transfer.

6. Direct Debit Payments

- 6.1 Where the payee has indicated on their payment agreement that fees are to be paid by direct debit, this option is only valid where the form is accompanied by a Direct Debit Request Form. The form must be appropriately and accurately completed and in line with the approved direct debit payment schedules. Where a Direct Debit Request Form has not been provided, the payee will be issued with an invoice which is to be paid within fourteen (14) days. It is the payee's responsibility to ensure that Beauty and Hair Academy of Australia receives an accurate and completed Direct Debit Request Form in order to take up the direct debit payment option.
- 6.2 Direct debit request forms must indicate payment terms according to one of the approved direct debit payment schedules provided on the payment agreement.
- 6.3 Where a default occurs in direct debit payments due to insufficient funds or otherwise, Beauty and Hair Academy of Australia will contact the payee to make alternative arrangements for payment. Beauty and Hair Academy of Australia reserves the right to refuse a payee the option to pay by direct debit where there have been 2 or more defaults on payment during a direct debit term.

7. Credit Card Payments

- 7.2 Credit card payments can be made over the phone by calling (03) 9469 5483 and quoting your invoice number or by completing the remittance slip and posting it to our office at 1/58 Mahoneys Road Thomastown, VIC 3074.
- 7.3 All payments made by credit card will incur a 1.5% sur-charge.
- 7.4 Optional workshop and class fees must be paid for at the time of booking in order to make a reservation. Where a booking needs to be cancelled, 72 hours notice of cancellation must be provided in order to receive a refund.

8. Issuance of Qualifications

8.1 Upon completion of a course and once all fees have been paid, the printed qualification or certificate with a statement of results will be issued and sent to the registered address of the student. When a student withdraws from a course and once all final fees have been paid, a statement of attainment will be sent to the student's registered address.

8.2 Beauty and Hair Academy of Australia reserves the right to withhold the issuing of qualifications and academic statements until all fees have been paid.

9. Late Payment

9.1 Where a student is more than forty (40) days overdue with payments, Beauty and Hair Academy of Australia reserves the right to suspend training services until payment is made to bring fees up to date.

9.2 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.

9.3 Students who do not meet the payment plan scheduled payment dates may incur a \$50.00 administration late fee.

9.4 For long-term outstanding amounts, Beauty and Hair Academy of Australia utilises the services of a debt recovery agency to ensure the collection of all fees.

10. 2012 Skills for Victoria Refunds:

Under Section 8 Refunds of the 2012 Service Agreement Skills for Victoria Program

10.1 If a student withdraws, by written notice, from government-funded training or further education at any time up until 4 weeks after the scheduled commencement date of the course, BHA will refund the tuition fees paid in respect of the enrolment, and any other fees and charges paid by or on behalf of the student.

10.2 For the purposes of clause 10.1, if a student withdraws from only part of an enrolment, then BHA is required to refund only the portion of the tuition fee and materials fee applicable to that part of the training or further education.

10.3 If a course is cancelled by BHA at any time during the period of a person's enrolment, then BHA will refund the full tuition fees, the pro-rata portion of any student services and amenities fees, any incidental fees for goods and services that have not been used prior to the date of cancellation, and fees for materials that have not been used prior to the date of cancellation.

10.4. If a student has paid a fee for tuition which is no longer required because of recognition of prior learning, then BHA will refund an amount equal to the difference between the tuition fee paid, and the tuition fee payable for the adjusted hours of tuition that are to be undertaken.

10.5. All refunds will only be issued upon receiving a written Request Refund Form. Upon receipt of this form, BHA will finalise your file, you will be issued with a cheque. All cheques are issued at the end of each month. No cheques will be sent via regular mail, all students will be required to pick up from BHA Head Office. If you wish to have a third party to pick up your cheque on your behalf, please ensure you give BHA written permission, the permission letter must be given to BHA with the Request for Refund Form.

11. Fee for Service Refunds:

11.1 If a student enrolled not through Government Funding (Fee for Service) withdraws, by written notice and submits a Request for Refund Form. BHA will refund the tuition fees, on a pro-rata basis. BHA will also refund the pro-rata portion of any student services and amenities fees, any incidental fees for goods and services that have not been used prior to the date of cancellation, and fees for materials that have not been used prior to the date of cancellation paid to BHA.

Related Policies

- BQ1: Code of Practice and Customer Service Charter
- BQ3: Privacy and Personal Information Policy
- BQ5: Financial Management Policy
- BQ11: Record Management Policy

Related Procedures, Forms & Documents

- SM25.1.1: Payment Agreement
- SM24.1.2: Student Enrolment Form
- SM15.1.1: Student Handbook

Publishing Details

Policy No:	SM25	Document Name:	SM25 - Fees, Charges and Refunds Policy V2- 21.06.2011.doc		
Quality System:	Student Management	Version:	V1.0 -	Date:	30/06/2011
Author:	Beauty and Hair Academy of Australia	Approved:	Director Martine Vallelonga	Review Date:	30/06/2012
Status:	Draft	Approval Date:			
Policy Drivers	AQTF ESR 2; COR 5 VRQA GVP 3.4				
Relevance:	All current and prospective students and clients of Beauty and Hair Academy of Australia.				
Circulation:	To be provided in student and staff handbooks and on the company's website.				