

Fees and Refunds Policy

Policy Statement:

This policy applies to fees, charges and refunds applicable to the provision of training including students undertaking training under Government Training Contract and students and clients paying full fees. The Australian Early Childhood College (AECC) ensures that fees, charges and refunds are collected and administered in accordance with the provisions of applicable legislative and contractual requirements.

Fees and Charges:

Fees and charges are advised to the student/client prior to enrolment. Fees and charges are aligned to courses and may vary depending on factors such as course length, government contract guidelines etc. For more information on Fee Schedules per State and Funding method please see related documents at the end of this policy.

In some State and Funding methods student tuition fee concessions or exemptions may be applicable. AECC requests students to contact the Head Office on 02 4822 7109 to discuss their particular situation. AECC is required to retain any details of a student's enrolment and grounds for exemption or concession of fees for audit purposes.

Invoicing:

1. All fees and charges are clearly presented and remain valid for a 30 day period from the date of quoting.
2. AECC does not collect more than \$1000 for services that have not been delivered. In line with this, self-funded students are required to pay an initial payment of less the \$1000 prior to commencing study and then pay as they complete competencies and prior to starting new work.
3. Students in funded programs make payments in line with the requirements of the appropriate contract. No current contract requires payment of more than \$1000 prior to services being delivered.
4. Payment plans are available to all students. If you require one please contact the AECC Finance Team.
5. Once the student has been invoiced they will receive three (3) reminders prior to the due date, one (1) reminder on the day the invoice is due and three (3) reminders after the due date if it has not been paid.

Funding Support:

6. AECC Managers will provide contact details for clients to investigate outside funding support. E.g. Centrelink, DEC, ANP's.
7. We do our best to support your application for funding where appropriate. If funding does not come through, you or your workplace must be prepared to cover the cost of training.

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Incidental Costs:

8. Incidental fees are fees other than tuition fees. They are fees for goods or services that may be compulsory or optional. All material costs are included within your enrolment fee. This gives you a single copy of your program guide, training materials (copies of assessments are free) and one copy of your certificate/qualification/statement of attainment.

Please refer to the following table which outline incidental fees students may incur:

Item	Cost	Item	Cost
Program Guide	\$55.00	Fees are not paid in full by the completion of the qualification unless arrangements have been made prior to completion with the Finance Team	\$50.00
Certificate Reprint	\$50.00	Fees are not paid within time frames outlined in the invoice/program	10% late fee
Accounts which have gone to legal recovery		Client legal costs and additional administration charges	

Payment Arrangements:

9. Tuition fees, administrative charges and other charges must be paid in Australian dollars (AUD).
10. Payment can be made by:
- Direct Debit Request (DDR) – contact the Finance Department who can organise a DDR form with you
 - Direct Bank Deposit –

Account Name: Recognition First BSB Number: 032 721 Account Number: 201 263

 - Money Order – address to Recognition First Pty Ltd
 - Cheque – address to Recognition First Pty Ltd

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Refunds:

A refund of all or part of the enrolment fee or concession fee may be given in the following exceptional circumstances:

1. You have overpaid the fee or concessions fee.
2. All fees and charges are requested to be refunded within the cooling off period (3 days) or prior to any auditing or orientation.
3. You enrolled in a course that has been cancelled by AECC.
4. You have paid the full fee but now receive Youth Allowance or Austudy commencing within two weeks of the date of enrolment (contact the Head Office for more information about eligibility).
5. The AECC executive team is of the opinion that you would be unreasonably disadvantaged if you were not granted a refund, for example if you meet with a serious misadventure and you were unable to continue your enrolment.

Circumstances not usually regarded as grounds for a refund may include:

6. Job change.
7. Change in work hours.
8. Inconvenience of travel to college.
9. Moving interstate.
10. Redundancy/retrenchment.

Related Standards:

- Standards for Registered Training Organisations (RTOs) 2015

Related Documents:

- Australian Capital Territory Fee Structure
- New South Wales Smart and Skilled Fee Information
- South Australia Fee Structure
- Fee Structure – For Children’s Services Self Funded Students