



FEE MANAGEMENT POLICY

This policy is available:

1. In your pre-enrolment package (available from Administration/Student Support); or
2. From your Education Agent; or
3. For download from our website.

We can collect fees from students and provide or direct students to information clearly specifying:

1. Fees that must be paid to us;
2. Payment terms and conditions including deposits and refunds;
3. Learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
4. Learner's right to obtain a refund for services not provided by us in the event the:
 - arrangement is terminated early; or
 - we fail to provide the services.

COURSE FEES for Beauty, Massage & Salon Management courses

Table 1

HEALTH AND BEAUTY				
Course code and title		Tuition fee	Term fee	Material fee
HLT42015 Certificate IV in Massage therapy	CIVMT	\$6,000	CIVMT \$1,900	\$100 per term
HLT52015 Diploma of Remedial massage	DRM	\$12,000	DRM \$1,900	\$100 per term
SHB30115 Certificate III in Beauty Services	CIIBS	\$5,600	CIIBS \$2,500	\$200 per term + \$220 make-up kit
SHB40115 Certificate IV in Beauty Therapy	CIVBT	\$11,200	CIVBT \$2,500	\$200 per term + \$220 make-up kit
SHB50115 Diploma of Beauty Therapy	DBT	\$15,000	DBT \$2,500	\$200 per term + \$220 make-up kit
SHB50216 Diploma of Salon Management	DSM	\$7,700	DSM \$1,500	Materials can be downloaded to your device at NO cost/fee.
Massage Therapy Package I:				
• Certificate IV in Massage Therapy	CIVMT	CIVMT \$6,000	CIVMT \$1,900	Refer to each course
• Diploma of Salon Management	DSM	DSM \$7,700	DSM \$1,500	
		Total \$13,700		
Massage Therapy Package II:				
• Diploma of Remedial Massage	DRM	DRM \$12,000	DRM \$1,900	Refer to each course
• Diploma of Salon Management	DSM	DSM \$7,700	DSM \$1,500	
		Total \$19,700		
Beauty Therapy Package I:				
• Certificate III in Beauty Therapy	CIIBS	CIIBS \$5,600	CIIBT \$2,500	Refer to each course
• Diploma of Salon Management	DSM	DSM \$7,700	DSM \$1,500	
		Total \$13,300		
Beauty Therapy Package II:				
• Certificate IV in Beauty Therapy	CIVBT	CIVBT \$11,200	CIVBT \$2,500	Refer to each course
• Diploma of Salon Management	DSM	DSM \$7,700	DSM \$1,500	
		Total \$18,900		
Beauty Therapy Package III:				
• Diploma of Beauty Therapy	DBT	DBT \$15,000	DBT \$2,500	Refer to each course
• Diploma of Salon Management	DSM	DSM \$7,700	DSM \$1,500	
		Total \$22,700		



COURSE FEES for Leadership & Management and Program Management courses

Table 2

MANAGEMENT COURSES				
Course code and title		Tuition fee	Term fee	Material fee
BSB41515 Certificate IV in Project Management Practice	CIVPM	CIVPM \$8,000	\$1,500	Materials can be downloaded to your device at NO cost/fee.
BSB51415 Diploma of Project Management	DPM	DPM \$10,000	\$1,500	
BSB61218 Advanced Diploma of Program Management	ADPM	ADPM \$10,000	\$1,500	
BSB51918 Diploma of Leadership and Management	DLM	DLM \$8,000	\$1,500	
BSB61015 Advanced Diploma of Leadership and Management	ADLM	ADLM \$10,000	\$1,500	
Project Management Package:				
• BSB41415 Certificate IV in project management practice	CIVPM	CIVPM \$8,000	CIVPM \$1,500	
• BSB51415 Diploma of Project Management	DPM	DPM \$10,000	DPM \$1,500	
• BSB61218 Advanced Diploma of Project Management	ADPM	ADPM \$10,000	ADPM \$1,500	
		Total \$28,000		
Leadership and Management Package:				
• BSB51918 Diploma of Leadership and Management	DLM	DLM \$8,000	DPM \$1,500	
		ADLM \$10,000	ADLM \$1,500	
• BSB61015 Advanced Diploma of Leadership and Management	ADLM	Total \$18,000		

OTHER FEES

APPLICATION FEE

All courses attract an application fee of \$200 per student per course. This fee is not refundable.

CHANGING FROM A PACKAGED COURSE

Any approved changes to a course after commencement of the course or to change the course date, a \$50 administration fee will apply per CoE. This fee is not refundable.

CHANGE TO COE

A \$50 administration fee will apply for changes to any CoE (per). This fee is not refundable.

LATE FEE PAYMENT

It is the student's responsibility to pay fees on time according to the payment plan agreed upon at time of course enrolment and any late fee payments will incur a late fee payment as per agreement.

Should a student require an extension for their fee payments, they must apply in writing to Administration/Student support, at least two weeks prior to fee being due.



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Note: Should the payment not be made at the agreed date, the overdue account will be sent to a debt collection agency without any further notice. Matters which have been referred to the collection agency will not be handled by the institute and will be treated separately from any further accounts.

Any costs incurred in the collection of fees are the responsibility of the student. AIS will not pay these fees.

A student with outstanding fees shall be suspended from undertaking any training and assessment services until such times as the outstanding arrears have been brought up to date.

CREDIT TRANSFER (CT)/RECOGNISED CURRENT COMPETENCIES (RCC)

AIS does not charge to process CT or RCC. Students must advise AIS at the time of enrolment of any units that they have already obtained from another Registered Training Organisation (RTO) and we do not process CT/RCC after course commencement.

RECOGNITION OF PRIOR LEARNING (RPL)

Students must advise AIS at the time of enrolment of any units that they wish to apply for using the RPL process as we do not process applications for RPL after course commencement.

The application fee for Recognition of Prior Learning is \$150 regardless of the number of units in your application. When you make an application, we will send you the RPL kit and an invoice to pay the application fee. Once you return the RPL kit, we will assess the amount of work we need to undertake and will provide you with a written quote for the cost involved in providing you with RPL.

When we receive your acceptance of the quotation and 50% of the fee, work will commence. Once completed we will invoice you for the remaining 50% and provide you with the outcome of your application.

The process and fee's associated with Recognition of Prior Learning are:

- An application fee of \$150, irrespective of the number of units applied for before course commencement.
- You will receive an RPL kit and a quote.
- You will return a completed RPL kit with payment for 50% of the quote.
- We will process your RPL kit.
- On completion of processing your RPL kit you are to pay the remaining 50% and final outcomes will be recorded in RTOM.
- The outcomes may affect the course duration and CoE period by reducing the amount of training as opposed to undertaking the entire course.
- If you are awarded any units via the RPL process you will need to be given a new Letter of Offer (LOO), this must be signed and returned by which the dates and course for the CoE will be determined and issued.

You can withdraw from the process at any time noting that:

- The application fee is not refundable.
- The initial 50% is not refundable after we receive the RPL kit from you.
- By withdrawing during the processing period, we will cease processing your RPL kit and the remaining 50% will not be charged.
- If no units are processed as per RPL kit, you will need to complete the entire course and you may not reinstate that RPL application.

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SPECIAL NOTE ON RPL/CT/RCC

Any applications for CT/RCC & RPL that will result in a reduced study load will require the issuance of an updated LOO to be signed and returned by you followed by us issuing a CoE reflecting its conditions. Therefore all applications for CT/RCC & RPL must be concluded before the issuance of your CoE and applications for CT/RCC & RPL cannot be processed after your course starts.

ADDITIONAL ASSESSMENT FEES if required

Undertaking the Assessment Intervention Program (AIP) is \$75 per Assessment for all business related UoC
Undertaking the Assessment Intervention Program (AIP) is negotiated for the skills-based Assessments in the beauty and Massage Therapy courses.

An assessment fee of \$200 will be charged if you:

1. Fail to participate in the Assessment Intervention Plan; or
2. Miss an assessment for any reason that is not a Compassionate and Compelling Circumstance.

REPLACEMENT CERTIFICATE OR STATEMENT OF ATTAINMENT

In cases where a student has lost or misplaced their certificate or Statement of Attainment, a fee of \$50 will apply for a copy to be produced.

COOLING-OFF PERIOD

The decision to enrol in any training has to be the right decision for your career aspirations and hopes for the future. To assist you in making the right decision, we allow a ten (10) day cooling off period immediately after the completion of your initial skills assessment.

At the end of your cooling off period, you will receive a notification of enrolment and a reminder of your cancellation and fee obligations and the cost involved.

CANCELLATION

Cancellations made by you prior to your course commencement must be made in writing by you and is deemed to take effect on receipt of your written notification.

Refer to refund for detail on any refund applicable

WITHDRAWING FROM A COURSE

If you leave and/or abandon your course before the scheduled termination date and time, for whatever reason, no refund will be given.

TRANSFER

ALTERNATIVE COMMENCEMENT DATE

We reserve the right at our discretion to transfer a course to another date and venue and this action will in no way waive the terms and conditions stated herein.

In the event of us having to cancel a course, without offering any acceptable alternative, then you shall be entitled to a full refund of monies paid and no further liability shall be incurred by us.



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TRANSFER TO ANOTHER PROVIDER

A transfer to another provider may not occur within the first 6 months of your enrolment.

Where a learner seeks to transfer their enrolment to another provider, the learner shall not be entitled to a refund of any course fee's paid.

The learner seeking to transfer to another provider must also ensure they have paid all outstanding alternate assessment fee and late payment fee's, prior to the release being granted.

Whereby you elect to transfer to another provider, after the completion of 6 months of your course, any monies available to you for services not provided shall be transferred to the new provider on receipt of valid Confirmation of Enrolment.

FEE PROTECTION

Where student prepaid fees are in excess of \$1500.00 AIS has implemented arrangements to ensure the refund of student prepaid fees. Refund of pre-paid fees will only occur where Australasia International School (AIS) is no longer able to deliver the training and assessment. Payment will be made by a bank operating in Australia. Monies transferred will only be transferred in Australian Dollar to a bank nominated by the student.

AIS maintains a separate bank account in order to keep pre-paid tuition fees separate from day-to-day operating expense accounts. Should it be requested AIS is able to demonstrate this to the regulator (ASQA) on request.

AIS warrants that it maintains sufficient monetary funds at all times to be able to return any unused portion of the tuition fee to each and every student if deemed under legislation to do so

International Students and Tuition Protection Service (TPS)

AIS also maintains requirements with Tuition Protection Service (TPS) . The Tuition Protection Service (TPS) has been approved by ASQA to meet the requirements for student fee protection as an alternate fee protection measure which complies with the requirements of Standard 3 of the national code for International Student 2018.

Where AIS is unable to provide services for which a student has paid, the student will:

1. Be placed into an equivalent course such that the new location is suitable to you; and you receive the full services for which you have prepaid at no additional cost; or
2. Be paid a refund of any prepaid fees for services yet to be delivered above the prepaid fee amount.



REFUND

All applications for a refund of monies paid to us are to be made to Administration/Student services on the refund application form. The refund application form is to be accompanied by any evidence you wish to present to support your application.

Refund application forms are available from the administration team.

Table 3

If the application for a refund is received:	Refundable amounts	Refund details
More than 28 days (4 weeks) prior to the enrolment date of the course.	80% of the total course fee will be refunded.	The refund will be made once the payment is cleared and within 28 days (or 4 weeks) of receiving a completed "Refund Application Form".
Less than 28 days (4 weeks) before the enrolment date of the course.	50% of the total course fee will be refunded.	The refund will be made once the payment is cleared and within 28 days (or 4 weeks) of receiving a completed "Refund Application Form".
After the course commencement date	No refund provided	Not applicable as the course has commenced.
In the event AIS is unable to offer the course or the course is cancelled.	Full refund of all unused course fees will be reimbursed in accordance with the provisions of sections 27 and 29 of the Education Services for Overseas Students Act 2000.	The refund will be made once the payment is cleared and within 28 days (or 4 weeks) of receiving a completed "Refund Application Form".
If the Australian government refuses a student visa.	The unused tuition fee will be refunded less the administration fee.	The refund will be made once the payment is cleared and within 14 days (or 2 weeks) of receiving a completed "Refund Application Form" and certified evidence of the rejected visa application from the Department of Home Affairs.
Onshore student.	Unused Tuition fee/s will be refunded.	The refund will be made once the payment is cleared and within 28 days (or 4 weeks) of receiving a completed "Refund Application Form".
Offshore student.	Full refund of all course fees.	The refund will be made once the payment is cleared and within 28 days (or 4 weeks) of receiving a completed "Refund Application Form".
1. There will be no refund on enrolment fee, accommodation arrangement fee and airport pickup service fee.		
2. A refund will only be made back to the original payment account/card that the funds were received from as Cash refunds will not be issued.		



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NO REFUND

There is no refund of fees or any prepaid amount for:

1. any poor and/or non – attendance;
2. poor behaviour;
3. you provided false or misleading information;
4. you failed to comply with **the requirements of their visa by Dept. of Home Affairs (DHA)**.
5. you failed to comply with the conditions of the RTO; or
6. you have transferred to another provider (any applicable refund will be transferred to the new provider).

Note: You will not be able to commence training until such times as the initial fee payment has been received by us.

PAYMENT OF REFUND

Where a refund is granted, refunded monies will only be paid to the registered student.

TIMEFRAME FOR REFUND

All applications for refund shall be determined within 10 working days.

APPEALS

Students who are not satisfied with the outcome of the refund process may access our complaints and appeals process.

NO FEE SERVICES

Any services provided by the Student Service officer are provided free of charge to the student accessing such services and includes referrals to external services. Where possible such external services will be a not for profit or international student services specific organisation.

Any investigation into a complaint or appeal is at no cost to the student.

I agree to the terms and conditions outlined above and wish to go ahead with my application.

_____ Date: ____/____/_____
Student signature

Extension approved by _____

_____ Date: ____/____/_____
Signature of representative.

This document should be read in conjunction with:

1. Tuition Protection Service Overview;
2. International student handbook;
3. Course transfer policy; and
4. Deferral, suspension and cancellation policy.

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