

## Purpose

This policy has been developed to ensure consistent application in relation to course fees, ancillary charges and refunds by Staff at Integrity Education. In order for a client to make an informed decision on course selection and enrolment, the Integrity Education will ensure that clients are provided with the information they need to make that decision. This policy applies to all students, namely Full (Standard) Fee Student and Eligible Individuals under the Skills First Program. For this policy, the terms 'course fee' and 'tuition fee' have the same meaning.

## 1. Pre-enrolment

- Prospective students seeking to enrol in a course with Integrity Education are advised of all fees and ancillary charges associated with a course, including course/tuition fees, administration fees, materials fees and any other charges via the Student Handbook and relevant pages on the website ([www.integrity.edu.au](http://www.integrity.edu.au)).
- The information provided to each Prospective Student will include:
  - The total amount of all fees including course/tuition fees, administration fees, materials fees and any other ancillary charges.
  - Payment terms, including the timing and fee amount(s) to be paid under a payment plans.
  - Any fees and charges for additional (optional) services.
  - Access to this Fees, Ancillary Charges and Refund Policy (as part of the Student Information Guide and as on the website [www.integrity.edu.au](http://www.integrity.edu.au)).
- the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- the learner's right to obtain a refund for services not provided by the RTO in the event the:
  - i) arrangement is terminated early; or
  - ii) the RTO fails to provide the agreed services.
- Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.
- Prospective Students seeking to enrol with Integrity Education must read and acknowledge they understand the Course Fees, Ancillary Charges and Refund terms before an application for enrolment can be completed, and enrolment confirmed.

## 2. Course Fees (Accredited)

- Course (Tuition) fees do not include GST, as education is an exempt service under the GST legislation.
- Fees are only collected by the Administration Team on behalf of the RTO (i.e. no business managers or trainers).
- Unless otherwise specified, course fees include the cost of all compulsory training and assessment materials.
- Any optional textbooks, materials, software or access to platforms that may be recommended (as determined on a course basis) 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.
- The student enrolment form is seen as acceptance of all fees and charges associated with the student's enrolment.
- An applicant is eligible for the concession tuition fee rate if, prior to the commencement of their training, they are the holder of a valid dated concession card or are the dependent spouse or child of a

card holder and their name appears on that concession card. Integrity Education will sight and retain copies of all documentation demonstrating eligibility for the concession tuition fee rate to be applied and the applicant must supply evidence of their concession card by the date of the pre-training review or within 2 weeks of signing the Enrolment Form as detailed on the individual's Statement of Fees (SoF). Applicable concession cards are listed below.

- Health Care Card issued by the Commonwealth; or
  - Pensioner Concession Card; or
  - Veterans' Gold Card; or
  - an alternative card or concession eligibility criterion approved by the Minister for the purpose of these Guidelines.
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- The concession information provided by the applicant during their online application, will be verified by an Integrity Education authorised delegate and retained in accordance with the Guidelines about Fees.
  - Integrity Education is a Business User of the Document Verification Service (DVS). The DVS is the Commonwealth Government's online system that allows Integrity Education to compare an applicant's identifying information with a government record. Integrity Education has engaged PharmacyID as their Gateway Service Provider to conduct the DVS check for concession eligibility. PharmacyID is authorised by the Commonwealth Government to match information requests to and from the DVS for Centrelink Concession Cards
  - PharmacyID has given Integrity Education an administrative platform to manage the process of connecting Integrity Education authorised delegates to the DVS. Every time a verification check occurs, the Integrity Education authorised delegate will be sighting and retaining a copy of a DVS verification report containing information extracted by the DVS and signed by the Gateway Service Provider. This report will display the following information:
    - Date of the Verification Request
    - Report Status
    - Document Verified
    - Authorised Delegate who requested the Verification
    - Eligible Individual's Full Name as printed on the verified Identification Document
    - Applicant's Date of Birth
  - When not utilising the DVS, Integrity Education will sight original documents and retain copies of all documentation demonstrating an individual's eligibility for a concession. When sighting a hard copy original, Integrity Education will retain a photocopy of the hardcopy original, clearly indicating the date upon which the original was sighted. When sighting the concession card displayed on a Digital Wallet through a Centrelink Express Plus mobile application on the cardholder's mobile device, the Integrity Education authorised representative will complete the Evidence of Digital Concession Declaration form and attach it to the student's file.
  - Under the Indigenous Completions Initiative, for enrolments in a course at any level, Integrity Education will charge the concession fee to individuals who self-identify on our enrolment form as being of Aboriginal or Torres Strait Islander descent. Integrity Education will retain a copy of the enrolment form on which the individual self-identified as indigenous.
  - Under the VET Asylum Seeker Program, for enrolments in courses at the Certificate IV level and below, Integrity Education will charge the concession fee to an asylum seeker or trafficked person. The evidence of eligibility for concession that Integrity Education will sight and retain is a validly endorsed

referral form – Referral to Government Subsidised Training – Asylum Seekers from the Asylum Seeker Resource Centre or from the Australian Red Cross Victims of Human Trafficking Program.

- Integrity Education will apply the concession fee to individuals who are eligible to enrol under the Job Trainer initiative. The evidence that will be sighted and retained for a Job Trainer concession is one of the items of evidence that the student is eligible to participate in Job Trainer, as specified in the Guidelines About Determining Student Eligibility and Supporting Evidence.
- Each eligible individual applicant will be provided with a Statement of Fees (SoF) that aligns to their eligibility status and personal circumstances as determined above. The SoF details the Tuition fee (considering any entitlement to a concession rate), and not-Tuition fees (e.g. amenities, material etc.) applicable to the program. During the pre-training review, an Integrity Education authorised delegate will explain and discuss with the student all fees associated with the course that they are applying for.
- The RTO Manager is responsible for maintaining up-to-date details of tuition and all other fees applicable to Skills First subsidised training published in a prominent place on Integrity Education's website.

### 3. Pre-paid (in advance) Course Fees

To ensure the protection of fees paid in advance, Integrity Education will not accept payment of more than \$1,500 in prepaid fees from individual students if education services are yet to be provided. Integrity Education will not hold more than \$1,500 in advance for tuition fees received from individual students. A payment plan will be set up and agreed to individually with each student.

### 4. Terms of Payment

- Integrity Education accepts the following methods of payment – cheque, debit/credit card, and direct bank transfer.
- Students are provided with a Tax Receipt for their course fees and any additional charges they incur.
- Debit / Credit card payments can be made in several ways:
  - The student can complete the relevant details in the application form, ensuring it is (electronically) signed and dated.
  - The student can contact the office directly by phone on 1300 400 346 and instruct an Integrity Education authorised delegate to take payment.

#### Late Payment

- Where a student is more than fourteen (14) days overdue with payments, Integrity Education reserves the right to suspend training services until payment is made to bring fees up to date.
- Students who are experiencing difficulty in paying their fees are invited to call our office on 1300 400 346 to make alternative arrangements for payment during their period of difficulty.
- For long-term outstanding amounts, Integrity Education reserves the right to utilise the services of a debt recovery agency to ensure the collection of all fees. Access to studies may be suspended until outstanding payments are resolved.
- In cases where outstanding payments cannot be resolved, and a period of at least 60 calendar days has passed since the payment due date, Integrity Education reserves the right to cancel (terminate) the enrolment with immediate effect, and all access to the Learning Management System will be terminated.

## 5. Ancillary Charges

There are some charges that are ancillary to course fees. Please see the table below which outlines all charges which may apply.

Administration Fees	Fee (incl GST)
Re-issue of qualifications or Statement of Attainment	\$50
Extension of Enrolment (4 weeks)	\$100
Extension of Enrolment (8 weeks)	\$200
Refund Fees (as per Refund Policy)	
Administration Fee for Online Refund (see Part 5– Course Refunds)	\$250
Assessment (resubmission) Fees	
For written assessments in any course, the course fee includes 3 attempts (including the initial submission). Where an additional assessment is required in order to achieve competency, Integrity Education reserves the right to charge a student an additional reassessment fee.	\$50 per resubmission marking

## 6. Cooling-off Period

The RTO protects the rights of the learner including but limited to the Statutory requirements for cooling-off periods.

Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the RTO Manager (a letter or email is acceptable) within 10 business days of enrolment, unless the student has already commenced the training. Please refer to the Refund policy for process on acquiring a refund.

## 7. Issuance of AQF Certificate/ Statement of Attainment

The RTO is responsible for issuance of AQF certification documentation within 28 calendar days of course completion. Certificates and Statements of Attainment are issued to students who are assessed as competent in the units successfully completed. The cost of the certificates is included in the course fees.

If a student is deemed not yet competent on completion of training, they will be offered an opportunity to be reassessed. The course fee includes 3 attempts (including the initial submission). Where an additional assessment is required in order to achieve competency, Integrity Education reserves the right to charge a student an additional reassessment fee. Student will be provided with further guidance from their trainer prior to reassessment.

If a student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued and the student will be given a six month period to undertake reassessment if required.

## 8. Course Refunds

Integrity Education reserves the right to cancel workshop programs. If Students have enrolled in a program that has been cancelled, Integrity Education will provide a full refund of the fees paid by the Student.

Students will also be offered the chance to complete their studies online delivery. If the Student is on a payment plan and the amount paid by the Student is less than the online course fee, the Student will be required to pay the difference to complete their studies online.

Where a Student submits a request for a refund in writing more than 7 calendar days prior to the commencement of a workshop program and no course materials have been issued, Integrity Education will charge a \$250 administration fee from the enrolment fee. This will be withheld from any refund amount.

Where a Student submits a request for a refund less than 7 calendar days prior to the commencement of a workshop program and 'no course materials have been issued', Integrity Education will charge a \$500 administration fee from the enrolment fee.

Where a Student submits a request for a refund after the commencement of a workshop program then no refund will be given unless extenuating circumstances occur. This is irrespective as to whether the Student does not show up for his/her scheduled classes, face to face or online, or accesses any learning material. Integrity Education will assess each application on a case by case basis.

**Refunds may be made in the following circumstances:**

- a) Participants have overpaid the administration charges.
- b) Participants enrolled in training that has been terminated by the RTO
- c) Participant advises the RTO prior to course commencement that they are withdrawing from the course
- d) If the participant withdraws from a course or program, prior to course commencement, due to illness or extreme hardship (extenuating circumstances) as determined by the RTO
- e) In the event that the RTO fails to provide the agreed services

**Important Notes:**

- Integrity Education is not required to provide a remedy or refund if a consumer:
  - simply changes their mind, decides they do not wish to go ahead with the training
  - discovers they can buy the training more cheaply elsewhere
- Requests for a refund based on extenuating or compassionate circumstances will be considered on a case-by-case basis.
- If a refund is granted, payment will be made by electronic transfer into the applicant's nominated bank account.
- All requests for refunds will be assessed by the Operations/RTO Manager of Integrity Education Group. Refunds will be processed and paid within 15 business days if the request is granted. Students will be advised about outcomes in writing.

**Examples of Refund Scenarios**

Student withdraws from the course after Course Materials have been issued / accessed through Learning Management System	No refund
Student withdraws from the course after workshop or course has commenced	No refund
Administration Fees	No refund
Integrity Education is unable to deliver the course after course start date (for which the original offer was made)	Full refund
Student submits request for refund more than 7 calendar days prior to the commencement of a workshop program and no course	Integrity will charge a \$250 administration fee, and refund any amount already paid above this.

materials have been issued / accessed through Learning Management System	If course materials have been issued / accessed through Learning Management System, no refund is applicable.
Student submits request for refund less than 7 calendar days prior to the commencement of a workshop program and no course materials have been issued / accessed through Learning Management System	Integrity will charge a \$500 administration fee, and refund any amount already paid above this. If course materials have been issued / accessed through Learning Management System, no refund is applicable.
Student abandons the course without notice	No refund and the balance of all outstanding fees for the course to be invoiced to the student.
The course is not provided fully to the student because Integrity Education has a sanction imposed by a government regulator.	Return of unused course fees
Recognition of Prior Learning (RPL) fees	No refund once the RPL application has been received, confirmed and payment taken.
A government funded student is withdrawn from the course due to lack of participation in their studies for a period of 60 days +	No Refund
Closure of RTO	Full refund of all unused fees.

All requests for refunds should be made in writing using the [Refund Application Form](#) and addressed to:

Chief Executive Officer  
Integrity Education Group  
6/11 David Street, Dandenong

or via Email: [info@integrity.edu.au](mailto:info@integrity.edu.au)

## 9. Changes to Agreed Services

Where there are any changes to the agreed services that will affect the learner, including in the event of RTO closing down, the Integrity Education will advise the learner in writing within 10 business days of the event, this includes changes to any new third party arrangements or a change of ownership or any changes to existing RTO/ third party arrangements.

## 10. Changes to Agreed Services Process

<b>CHANGE OF THIRD PARTY</b> <i>In the incidence of a change in third party, the following process is to be followed</i>	<b>CHANGE OF LOCATION</b> <i>In the incidence of a change in training venue or location the following process is to be followed</i>	<b>CHANGE OF TRAINER</b> <i>In the event of a change of Trainer/Assessor, the following process is to be undertaken</i>	<b>CHANGE OF OWNERSHIP</b> <i>In the event of the RTO being taken over by new owners, the following process is to be followed</i>
New agreement to be drafted and signed by the new third party and the RTO	Confirm details with new Training Venue	Confirm with new Trainer that they are available to take over the responsibilities	Finalise Sale of Shares

ASQA is notified of new Third Party arrangement through ASQAnet	New written Training Venue Agreement to be drafted and signed by both the training venue provider and the RTO	If possible, arrange a time for the previous trainer and the new trainer to undertake a handover	Complete ASQA Form "Notification of Material Change of Event" by both parties
Students are notified in writing of the new third party arrangement, including any conditions and contact details of the new Third Party	Provide written notification to ASQA of new training venue, by completing and submitting the "Change of Provider Details" form and submitting to ASQA	Advise new Trainer of location, class numbers, current status of course progress	Submit ASQA form to ASQA within 90 calendar days of the change of ownership
	Confirm in writing to the students the new location of the Training Venue, including the provision of a map	Confirm in writing with the students the details of their new trainer, including when they will be commencing and assuring students that the trainer will be provided with a full handover	Process Statements of Attainment for all existing students, providing the students with a current status of their course enrolment
	Update marketing materials with new location (if applicable)		Notify Students in writing of the change of ownership and the process for ensuring that students are provided with a copy of their Statement of Attainment