**FEE MANAGEMENT POLICY**

When investing in your future it is important to understand the financial commitment and payment options available to you. To ensure you make an informed decision before committing to studying with the Australian Capital Training Institute (ACTI). Our financial policies are outlined in this document.

As a Nationally Registered Training Organization we are able to collect fees from the learner and must provide or direct the learner to information specifying:

* Fees that must be paid to us.
* Payment terms and conditions including deposits and refunds.
* Learner’s rights as a consumer, including but not limited to any statutory cooling-off period if one applies.
* Learner’s right to obtain a refund for services not provided by us in the event the:

o arrangement is terminated early, or

o We fail to provide the Services.

This policy is available:

1. In the pre-enrolment package.
2. For download from our website; or
3. By phoning or emailing our office on info@actitraining.com.au

# PAYMENT

All fees are payable in advance of course tuition. At ACTI a non-refundable tuition deposit of $500 and the first month's course fee must be paid before commencement of the course. The enrolment process allows 14 days for the initial invoice to be sent to students before the course commences to ensure adequate time for the advance payment policy to be adhered to. There may be situations when a late enrolment occurs, and a student will receive an invoice and request to pay sooner than 14 day period.

Once a student has started the course, regular invoices will be sent and payments must be made ahead of tuition and not in arrears. Students have 14 days to pay these invoices before the beginning of the next month’s tuition or term.

## BEAUTY KIT FEE

In the beauty industry like many others, there are tools that are used to perform treatments. To ensure health and hygiene students will be required to pay for a **beauty** **kit of $1,500 (excl GST)**. The beauty kit includes one set of scrubs, a winter jacket, two textbooks, and some equipment and consumable products needed during training. Any part of the beauty kit can be replaced at cost by the student.

The beauty kit is required before the student commences training and must be paid before the commencement of the course or on the day of student orientation.

The course fees are broken into:

|  |  |
| --- | --- |
| **Course** | **Domestic** |
| Diploma of Beauty Therapy | $18,000 |
| Advanced Diploma of Skin Therapy | $10,000 |
| Advanced Diploma of Skin Therapy pre-requisite units ($500 per unit) | $2,000 |
| Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction | $5,000 |
| Diploma of Leadership and Management | $5,000 |

# Loan Options

ACTI does not offer Government VET Student Loans but does offer flexible payment plan options. ACTI offers students loan and payment options and will provide information for study loan organisations on request. Zeefi, formerly known as Study offers a student loan and a monthly payment plan. For more information, please use the link; <https://zeefi.io/> .

# Direct Pay

Students that choose to pay directly to ACTI will received monthly invoices, the first monthly payment must be made before the start of the first term. An invoice will be issued 14 days before the term commencement date. If a student commences the course late, the invoice will be issued and will need to be paid before the student can commence classes.

# Missing payments

If a student misses a regular payment, they will be sent a reminder invoice and give 7 days to pay. If payment is still not received, a notice of suspension from study will be issued. If payment is not received within 2 business days, trainers will be instructed to not accept that student into classes until further notice.

In the instance where a student is unable to make payment, alternative arrangements can be discussed. The student should contact the CEO, Borka Buseska, via email on borka@actitraining.com.au to arrange a meeting time.

# APPRENTICESHIP

Apprenticeships have been around for decades and are linked to traditional trades such as plumbing, electrical and hairdressing. The beauty industry also offers apprenticeships. The duration of the apprenticeship is the same length as the course you are enroled. If you are doing a Diploma of Beauty part-time, then your apprenticeship will be for between 16 to 18 months. There are eligibility criteria for an apprenticeship. For more details, please use the link [https://www.skills.act.gov.au/apprenticeships.](https://www.skills.act.gov.au/apprenticeships)

Each state and territory offer different training subsidy amounts so please check the details for each jurisdiction. The information below is only a guide and relates to the ACT. The training subsidy offered in the ACT that are courses delivered ACTI are:

* Diploma of Beauty Therapy
* Diploma of Leadership and Management

Subsidy amounts are regularly reviewed and as a result we are not able to list them in this document. For details on the training subsidy amounts for all courses please use this link: [**https://www.avetars.act.gov.au/qualifications**](https://www.avetars.act.gov.au/qualifications)

ACTI has strong connections with employers and offers opportunities to link students with employers. ACTI holds regular ‘Meet and Greet’ nights where students can meet with potential employers. The benefit of undertaking an apprenticeship means that while you are learning, you will also be practicing those skills in an actual workplace.

The apprenticeship subsidies only apply to a student undertaking and completing all units of competency for their course. If a student does not complete a course or fails, they will be invoiced the full fee of the unit of competency or course.

# APPLYING APPRENTICE SUBSIDIES TO FEE PAYMENTS

The approval of an apprenticeship and receiving subsidies may not always be approved by the ACT Government so even if you sign up for an apprenticeship with an employer until the ACT Government has approved the apprenticeship for a training subsidy the fees will remain at full cost.

Any training subsidies will be paid **after** half of the units are completed by the student and the subsidies are received from the Government. Fee payments may be adjusted after this time. This is to ensure the student is tracking to complete their course and that ACTI will receive subsidies for the training delivered.

# OTHER FEES

## ALTERNATE ASSESSMENT FEE

Failure to complete the assessment task on the alternate date, will incur an alternate assessment fee of $600.00. Missing an assessment task due to paid employment will incur an alternate assessment fee of $600.00.

**EQUIPMENT FEE**

An equipment fee is not applicable to any of our courses.

## GRADUATION

Students should allow a fee of $180 for themselves and any people invited to the graduation event. The price is only an estimate and may vary depending on external factors such as venue prices, inflation and other factors that ACTI is unable to control. ACTI will strive to stay within budget where possible.

## CHANGE TO COURSE

Any approved changes to downgrade a course after the commencement of the course will incur an administration fee. No charge will apply should a student wish to upgrade to a higher course.

Note: The enrolment 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 the time of course enrolment and any late fee payments will incur a late payment fee as per the agreement.

Should a student require an extension for their payment fees, they will have to apply in writing to the CEO or at least two weeks prior to the fee being due.

**Note:** Should the payment not be made on 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 / parent / guardian. The institute will not pay these fees.

A learner 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.

## RECOGNITION OF PRIOR LEARNING (RPL)/ CURRENT COMPETENCIES (RCC)

The fees associated with Recognition of Prior Learning are:

1. Application fee $150.00 per application irrespective of the number of units applied for; and
2. Assessment fee outlined in our RPL Fees document is available by contacting reception on 1300 799 415.

## REPLACEMENT CERTIFICATE OR STATEMENT OF ATTAINMENT

In cases where a student has lost or misplaced their certificate or Statement of Attainment, a fee of $75.00 will apply for a copy to be produced.

## COOLING-OFF PERIOD

The decision to enrol in any training must be the right decision for your career aspirations and hopes for the future. To assist you in making the right decision, we allow a two-day cooling-off period immediately after the completion of the training contract and letter of offer. This period allows you to firm up your decision to enrol and complete the training.

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 are deemed to take effect on receipt of your written notification.

Cancellations after the course commencement must be notified in writing and you will be refunded the unused portion of your course fees.

## 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

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.

## FEE PROTECTION

Where, we are unable to provide services for which you have paid, you will:

* 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
* Be paid a refund of any prepaid fees for services yet to be delivered above the prepaid fee amount.

## NO REFUND

There is no refund of fees for:

* any poor and/or non – attendance.
* poor behaviour.
* you provided false or misleading information.
* you failed to comply with the conditions of the institute.

**Note**: ACTI will withhold issuing students with a statement of attainment until such times as all fees have been paid in full, and we shall exercise our rights under this section.

## REFUND

Refunds of any unused portion of your fee payment are available in circumstances whereby we are unable to provide the services for which you have prepaid. Refund application forms are available from the administration team email Info@actitraining.com.au.

**Full refunds** are provided for:

Withdrawing from your course, where the change to venue or course date has been instigated by us and such change is not suitable to you.

**Partial refunds** are provided for:

A course is commenced but due to unforeseen circumstances, we are unable to complete the course. (The refund amount is for any unused portion of the prepaid amount).

**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

Learners who are not satisfied with the outcome of the refund process may access our complaints and appeals process. For more details about the complaints and appeals process please contact the Administration officer on info@actitrianig.com.au.

## NO FEE SERVICES

Any services provided to assist the learner to complete their training successfully are provided free of charge to the student accessing such services and include referrals to external services. Where possible such external services will be a not-for-profit or international student services specific organization.

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

## FLEXIBLE DIRECT PAYMENT PLANS

Unless otherwise specified, students who choose to pay directly to ACTI will receive monthly invoices, the first monthly payment must be made before the start of the first term. An invoice will be issued 14 days before the term commencement date. If a student commences the course late, the invoice will be issued and will need to be paid within 48 hours if the student wishes to continue in the classes.

Once a student has started the course, regular invoices will be sent, and payments must be made ahead of tuition and not in arrears. Students have 14 days to pay these invoices before the beginning of the next month’s tuition or term.