

FEES and REFUNDS

Policy Domain:	Finance
Policy Area:	Educational Courses
Policy Author:	Finance
Contact:	CFO (Salem)
Version:	1.00
Approval Details:	Governance-Finance
Effective Date:	January 2017
Review Date:	December 2019
Related Policies/Regulations	

PURPOSE

The purpose of this policy is to outline the mechanism and procedure for setting, collecting and refunding (as appropriate) fees for courses offered by ACD as both an AMC accredited Specialist Medical College and as an accredited Higher Education Provider.

SCOPE

This policy applies to students/persons enrolled in or participating in College activities which may attract a fee for service including but not limited to:

- The ACD Specialist Training Program
- HEP programs and/or activities.
- Access to Online environments/activities/service
- CPD programs
- Other services deemed to attract a fee

DEFINITIONS/KEY WORDS/ABBREVIATIONS:

Fees: Moneys payable for services provided by College

Refund: Return of any fees paid to College in part or full as determined by the policy and the BoD

Fees and Refund

In accordance with applicable legislation, the Australasian College of Dermatologists is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, student services and training and assessment services.

The College fee structure will be determined in association with the appropriate governing bodies of the College and will be modified from time to time on an identified needs basis and will take effect from the next calendar year.

College reserved the right to waive fees for individuals or groups of individuals (within or external to the College) on a case by case basis.

These clinical supervisors and prospective supervisors do not in general have any formal teaching qualifications. The accrediting body responsible for ensuring quality training of medical specialists, the Australian Medical Council (AMC) has identified the need to ensure that all clinical supervisors (trainers) have a minimum level of teaching/training qualification and has recommended the implementation of a program to achieve this. Additionally, the current supervisors themselves have expressed the need to have at least a basic qualification in training and assessment so that quality training is assured.

The College **will not charge fees** for participation by its target audience (Fellows of ACD, College Staff or associates) in compulsory programs outside the normally delivered programs such as the Training Program and its higher qualification programs.

Fees payable

Fees are payable when the student has received a confirmation of enrolment and an invoice for the enrolment fee. Fees must be paid in full within five days of receiving this notification from the Australasian College of Dermatologists. We may cancel an enrolment or discontinue training if fees are not paid as required. Fees will vary for different training programs. For a full list of current fees and charges please refer to the Australasian College of Dermatologists schedule of fees and charges.

Schedule of Fees and Charges

The Chief Executive officer is responsible for approving the Australasian College of Dermatologists Schedule of Fees and Charges. As a minimum the schedule of fees and charges is to include:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by the Australasian College of Dermatologists to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc.;

- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment; and
- the Australasian College of Dermatologists refund policy.

Replacement of text and training workbooks

Students who require replacement of issued text or training workbooks should any have been issued, will be liable for additional charges to cover the cost of replacement. Where a student has purchased a text or training workbooks and subsequently cancels his or her enrolment, the Australasian College of Dermatologists will not refund monies for the text unless a written request for a refund is received and we are satisfied that the text is in as-new condition. For a full list of replacement charges please refer to the Australasian College of Dermatologists schedule of fees and charges.

Giving notice of enrolment cancelation

A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. The Australasian College of Dermatologists staff who are approached with initial notice of cancelation are to ensure the student understands their rights with regards to the refunding of tuition fees. The student is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Student who may not be eligible but are requesting a refund should also be provided with the request form so the request can be properly considered by the Chief Executive Officer.

Refunds

The following refund policy will apply:

- Students who give notice to cancel their enrolment more than 10 days prior to the commencement of a program will be entitled to a full refund of fees paid.
- Students who give notice to cancel their enrolment less than 10 days prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by the Australasian College of Dermatologists is required to cover the costs of staff and resources which will have already been committed based on the students' initial intention to undertake the training.
- Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

Discretion may be exercised by the Chief Executive Officer in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. Chief Executive Officer may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

Our Guarantee to Clients

If for any reason the Australasian College of Dermatologists is unable to fulfil its service agreement with a student, the Australasian College of Dermatologists will issue a full refund for any services not provided. The basis for determining "services not provided" is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is terminated.

Protecting fees being paid in advance

The Australasian College of Dermatologists acknowledges that it has a responsibility under SNR 22.3 to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities, the Australasian College of Dermatologists adopts option 3 and may accept payment of no more

than \$1000 from each individual student prior to the commencement of the course.

Following the course commencement, the Australasian College of Dermatologists may require payment of additional fees in scheduled payments in advance from the student but only such that at any given time, the total amount required to be paid does not exceed \$1,500.

The basis for determining the amount for scheduled payment must be based on the costs of the student's training and assessment which is yet to be delivered to the student.

Payment of GST

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course.

Where a student is enrolled in a course which is offering units of competence or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course.

Miscellaneous Charges

The Australasian College of Dermatologists will levy some miscellaneous charges for services.

These may include:

- Re-issuing a certificate after it has been initially issued to a student.
- Replacing issued learning materials which the student has lost or damaged
- Re-assessment services

These miscellaneous charges are to be clearly specified in the Australasian College of Dermatologists Schedule of Fees and Charges. It is to be made clear if these services will include GST. All miscellaneous charges are to be based on a cost recovery basis and are not intended to be a source of profit.

Student complaints about fees or refunds

Students who are unhappy with the Australasian College of Dermatologists arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with the Australasian College of Dermatologists complaints policy and procedure.