

## **Fees and Refund Policy**

### **Policy Statement**

Through this policy, ATI-Mirage ensures that all students and clients are aware of the fees and charges associated with enrolment in a course provided by the RTO.

This policy also provides advice on eligibility for refunds. ATI-Mirage seeks to provide clear and accessible information to individual students about fees and charges prior to and throughout their enrolment and/or other involvement with ATI-Mirage. This includes all pre-course marketing. All fees and payment terms are clearly identified. This policy aligns directly with the requirements under the Standards for RTOs.

### **Scope**

This policy applies to:

- All students and clients of ATI-Mirage.

### **Information about Fees and Charges**

Students and persons seeking to enrol in a course with ATI-Mirage are advised of all fees and charges associated with a course, including course fees, administration fees, materials fees and any other fees on the course information and student handbook, relevant flyers and on the ATI-Mirage website.

The information provided to each student and/or client will include:

- The total amount of all fees including course fees, administration fees, materials fees and any other charges
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and administration fees
- Any fees and charges for additional services.

Persons seeking to enrol with ATI-Mirage must read and understand this Fees and Refunds Policy before completing their student acceptance on the Enrolment and Orientation Checklist within the Enrolment Commencement Pack.

**At no time will ATI-Mirage bill, invoice or collect more than \$1500 per person from any student or client for services to be provided prior to course commencement.** This threshold applies to each course / qualification that the student has enrolled in, and applies to all services (including training, assessment or other services) that are to be provided to the student. On completion of Module 1 of face-to-face delivery the balance will be due.

Payment Information - All students will be informed prior to enrolment of all fees and charges applicable in the following ways:

- a. Course flyer and / or client proposal for group bookings
- b. Website (Qualifications and Course pages and Policy and Procedures page)

- c. Email course enquiry and / or client proposal
- d. Student handbook
- e. Email course confirmation
- f. Enrolment Commencement Pack (Enrolment and Orientation Checklist).

### **What do student fees cover?**

1. Course fees include the cost of all required training materials. There are no additional texts or resources required.
2. All course fees include up to two (2) attempts at assessment per cluster. Where an additional assessment is required in order to achieve competency, ATI-Mirage reserves the right to charge a student an additional re-assessment fee in accordance with the fee table applicable at the time.
3. There will be a reissue fee of \$55 inclusive of GST for reissuing of a qualification, testamur or academic statement.

### **Terms and Methods of Payment**

1. Fees are to be charged as follows: (this information should be read in conjunction with the student handbook, the ATI-Mirage website or course flyers where the up to date fees for each item listed can be found:
  - a. Course enrolment Fee: Students paying fees themselves will be charged at the following rate:
    - i. On enrolment (prior to commencement) - \$1500
    - ii. On completion of Module 1 of face-to-face delivery – balance of fees due
    - iii. Client group bookings will be in accordance with the client proposal and agreement.
  - b. Reassessment fee: This fee is due if students require more than 2 attempts to successfully complete an assessment - \$175 per unit of competency.
2. ATI-Mirage accepts the following methods of payment –cheque, credit / debit card, direct debit and direct bank transfer.
3. Credit card payments can be made over the phone by calling the office and quoting the relevant invoice number or by via payment arrangements available on the website.

### **Refunds and withdrawals**

1. No refunds will apply to Students who withdraw from a course once the program has commenced.
2. ATI-Mirage will provide a total refund of tuition fees paid in advance where a course place is no longer available. Additionally, ATI-Mirage will provide a total refund of tuition fees paid in advance or for tuition already received where:
  - the course does not start

- the course ceases to be provided at any time after it starts but before it is completed.
3. Where a written application is received for a Course Fees Refund the following will apply:
- Less than 10 working days' notice - 50% fee applies
  - Less than 5 working days' notice - 100% fee applies

All cancellations/reschedules **must be notified by EMAIL** and cannot be accepted over the phone. ATI-Mirage will confirm cancellations/reschedules in writing and advise of the fees to be charged under this policy.

### Modification History

Version No.	Issue Date	Nature of Amendment
Version 1.2	20/08/2018	Reviewed and amended during internal audit. Removed reference to Individual Student – this policy covers both individual and group bookings. Version control added and modification history. Aligned to Standards. Refund terms updated in accordance with current practice. Removed reference to Payment Agreement and ATI-Mirage Guarantee. Replaced with Enrolment Pack and Enrolment and Orientation Checklist. Added all areas where fee payment may be found.
Version 1.3	25/10/2018	Clarification – balance payable on commencement. Removed cost of RPL as not relevant here. Up to date training and assessment charges on website and course flyers.
Version 1.4	9/8/2019	Changed Balance of Course Payment to on completion of Module 1 face to face delivery for private clients as per audit findings.
Version 1.5	15/8/2019	Reviewed by SL Point 4 under Information about Fees & Charges still showing on commencement, updated as per above. Removed mention of remittance slip no longer applicable. Minor edits by RS.
Version 1.6	20/11/2024	Review due and updated with branding and to reflect current practices.