



TAE Institute

Fees and Refund Policy

TAE Institute

TAE Institute is an ASQA Registered Training Organisation and operates in accordance with applicable legislation and the Standards for NVR Registered Training Organisations.

Fees and Refund Policy

In accordance with applicable legislation, TAE Institute 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 learning resources, student services and training and assessment services.

In cases of extreme hardship an application in writing can be made to the CEO to vary these terms.

Fees payable

Fees are payable when the student has received confirmation of enrolment and an invoice for the course fee. Fees must be paid in full within five (5) days of receiving this notification from the TAE Institute. 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 TAE Institute schedule of fees and charges on the TAE Institute website.

Replacement of learning resources and training workbooks

Students who require replacement of issued learning resources or training workbooks will be liable for additional charges to cover the cost of replacement. Where a student has purchased a learning resource or training workbooks and subsequently cancels his or her enrolment, TAE Institute will not refund monies paid. For a full list of replacement charges please refer to the TAE Institute schedule of fees and charges on our website.

Replacement of Statements of Attainment and Certificates

Lost or damaged statements of attainment or certificates can be replaced on application. A written request must be made which will include the student, proof of identity and the payment of a fee. Once details are confirmed and payment made, reissuance may take up to 14 days.

Giving notice of enrolment cancellation

A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. TAE Institute staff who receive initial notice of cancellation will ensure the student understands their rights with regards to the refunding of tuition fees. The student will also 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 will be provided with a Refund Request Form. Students who may not be eligible but are requesting a refund will also be provided with the request form so that 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 prior to the commencement of a program or before accessing online portal will be entitled to a full refund of course fees paid.
- Students who give notice to cancel their enrolment less than 10 days after commencement or access to the online portal of a program will be entitled to a 50% refund of course fees paid.
- Students who cancel their enrolment more than 10 days after a training program has commenced or accessing online portal will not be entitled to a refund of fees.
- Note: All refunds for course fees will attract an administration fee of \$50.
- All other fees are not refundable.

No Refund will be made by TAE Institute in the following circumstances:

- **Withdraw more than 10 days after commencement:** if a student withdraws from a course 10 days after the commencement date of the course; the balance of any fees still owing will be invoiced.
- **False or misleading information:** No refunds will be given to students who provide false or misleading information in their enrolment, withdrawal or refund application.
- **Suspension and Cancellation:** where a student has had their enrolment suspended or cancelled by TAE Institute and where the appeal process has not been sought by the student or the appeals process has been unsuccessful, no refund will apply and the remainder of the fees will be invoiced.
- **Early completion:** if a student completes the course early, the full course fees must be paid before a certificate or statement of attainment can be issued.
- **Failure to complete pre-course information:** No refunds will be provided for students who are unable to attend their course due to not completing their pre- course information, including Unique Student Identifier number before the course commences.
- **Request for extension:** If a student extends their course, they will be required to pay additional fees before the commencement of the extended course.

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

Note. If for any reason TAE Institute is unable to fulfil its service agreement with a student, TAE Institute will issue a full refund.

Protecting fees being paid in advance

TAE Institute acknowledges that it has a responsibility under the standards for RTOs 2015 to protect the fees paid by students in advance for the training and assessment services being delivered. To meet our responsibilities TAE Institute adopts option 1 (clause 7.3) and will only accept payment of no more than \$1500 from each individual student prior to the commencement of the course.

Following the course commencement, TAE Institute will require payment of outstanding fees in scheduled payments in advance 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.

Keeping students informed

To ensure that students are well informed of the financial considerations of their enrolment, TAE Institute undertakes to provide the following fee information prior to enrolment:

- 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/administration fee;
- the fees and charges for additional services, including such items as issuance of a replacement statement of attainment or certificate and the options available to students who are deemed not yet competent on completion of training and assessment.
- TAE Institute refund policy.

Student complaints about fees or refunds

Students who are unhappy with TAE Institute arrangements for the collection and refunding of course fees are entitled to lodge a complaint. This should occur in accordance with TAE Institute complaints policy and procedure.