

Certificate 3 Guarantee and Higher Level Skills Fees Refund Policy



**Allora College is the trading name of Vector Institute of Technology Pty Ltd
RTO No: 41249 | ABN: 11 605 051 563**

Reference: Student Refund Policy

Version: V2.0

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REFUND POLICY

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Campuses:

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DOCUMENT CONTROL

Version History

Version	Date	Details
V1.0		Archived – due to changes in policy
V2.0	Feb.2019	Updated as per Certificate 3 Guarantee and Higher Level Skills Policy updated to new trading name Allora College, header, footer, phone number, e-mail id.

Review Process:

This policy shall be reviewed annually in compliance with education industry standards.

Next Review Due: **Dec 2020**

REFUND POLICY

Policy Requirement:

Under the Queensland **Department of Employment, Small Business and Training** Certificate 3 Guarantee and Higher Level Skills programs, students are required to contribute to the cost of training and assessment services.

Policy Statement:

Allora College is required to charge a co-contribution fee to all students studying certificate III, IV or Diploma level qualifications as well as non-concessional students undertaking certificate II level qualifications. Allora College must outline to all students total co-contribution fees including administration fees, materials fees and any other charges. Allora College must also inform all students of payment terms, including the timing and number of instalments to be paid and any non-refundable deposit/administration fee. The co-contribution fee may be paid on the student’s behalf by an employer or another third party not related to Allora College. This fee is the only cost charged by Allora College and covers the cost of enrolment, training, learning material, workbooks and the award of the certificate.

This does not include the cost of prescribed books published by third party and the student will have to pay for the purchase of prescribed books separately.

Allora College charges the following student co-contribution fees:

Student Co-contribution Fee Price Variation Register								
	Certificate 3 Guarantee				Higher Level Skills			
Status	CHC30113 Certificate III in Early Childhood Education and Care				CHC50113 - Diploma of Early Childhood Education and Care			
	Metro	Regional	Displaced	Campaign	Metro	Regional	Displaced	Campaign
Concessional students	69	36	15-Nil	TBA	280	56	15-Nil	TBA
Non-concessional students	99	54	25-Nil	TBA	420	84	25- Nil	TBA

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Students paying their co-contribution fee will be invoiced per unit of competency as shown below:

As an example:

Qualification	Number of Units	Concession per unit	Non-Concession cost per unit
CHC30113 - Certificate III in Early Childhood Education and Care	18.00	\$ 3.83	\$ 5.50

Students may choose to pay their co-contribution fees in full at or prior to commencement or they may prefer to pay smaller amounts per unit of competency as they are trained. Each unit of competency will be listed separately on a single invoice. Allora College will not impose a non-refundable administration fee in cases where a student withdraws from a course of study. Allora College charges a fee of \$25.00 for replacement of a certificate or statement of attainment. If a student is deemed not yet competent on completion of training and assessment, he/she may lodge an appeal against the assessment outcome. In cases where a student’s coursework is incomplete, he/she may be invited to attend with the next intake to successfully complete the course/ may book extra time with trainer through prior appointment. If the student can complete at their own pace (self-paced work), this option may be applicable.

REFUND POLICY:

Certificate 3 Guarantee and Higher Level Skills Student Co-contribution refunds must be requested in writing no later than 14 days after discontinuing or withdrawing from the course. The request must be signed by the student and where applicable, the referring 3rd Party (for example, employment services provider). Costs will be refunded on a unit-by-unit basis for all non-commenced units. Refunds will be processed via cash or Electronic Funds Transfer (EFT) within 4 weeks from receipt of the request. If an offer of a place is withdrawn or Allora College is unable to provide the course, the student is eligible for a full or pro rata refund within 14 days, based on co-contribution fees paid.

Student can apply for the refund by visiting campus in person and contacting administration officer or e-mail at info@allora.edu.au

Note: Refunds of the full co-contribution fee will only apply where the full amount has been paid to Allora College.