

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: V 3.0

Date: Jun 2023

Status: Published

REFUND POLICY

Copyright

Copyright © 2023 Allora College. All rights reserved.

Disclaimer: The information contained within this document is the property of Allora College, which is confidential and protected by international copyright laws and any unauthorized use of this document or its contents may violate copyright, trademark, and other laws. No part of this document may be photocopied, reproduced or translated in any form or by any means, or stored in a retrieval system or transmitted electronically or otherwise, without the prior written consent of Allora College.

Website: www.allora.edu.au

Campuses:

Head office: 155 Wellington Road, East Brisbane, QLD, 4169

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.
V3.0	Jun 2023	Address,co-contribution fee updated

Review Process:

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

Next Review Due: **Dec 2023**

REFUND POLICY

Policy Requirement:

Under the Queensland **Department of Youth Justice, Employment, Small Business and Training (DYJESBT)** 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, if they wish to or refer to them in the class rooms.

Allora College charges the following student co-contribution fees:

Certificate 3 Guarantee Program				
CHC30121 - Certificate III in Early Childhood Education and Care				
Status	Metro	(\$)	Regional	(\$)
Concessional students	69	4.05 per unit	34	2 per unit
Non-concessional students	99	5.82 per unit	51	3 per unit

AUR20220 - Certificate II in Automotive Air Conditioning Technology				
Status	Metro	(\$)	Regional	(\$)
Concessional students	1300	100 per unit	650	50 per unit
Non-concessional students	2600	200 per unit	1300	100 per unit

REFUND POLICY

Higher Level Skills Program				
CHC50121 - Diploma of Early Childhood Education and Care				
Status	Metro	(\$)	Regional	(\$)
Concessional students	150	10 per unit	30	2 per unit
Non-concessional students	225	15 per unit	45	3 per unit

AUR40216 - Certificate IV in Automotive Mechanical Diagnosis				
Status	Metro	(\$)	Regional	(\$)
Concessional students	1000	100 per unit	1000	100 per unit
Non-concessional students	2000	200 per unit	2000	200 per unit

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
CHC30121 - Certificate III in Early Childhood Education and Care	17.00	\$ 4.05	\$ 5.082

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.

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

REFUND POLICY

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