FEES AND REFUNDS POLICY & PROCEDURE

1. Policy
Alpine Institute is committed to providing affordable and cost competitive study opportunities. Alpine Institute will collect fees and charges for course enrolment, materials, and facility use, and will facilitate access to government funded subsidies and financial support for eligible students.

2. Fees and Refunds Procedure
2.1 Alpine Institute will establish fees and charges on an annual basis. Fees and charges will apply to nationally recognised certificate based courses and short courses provided by Alpine Institute.

2.2 Information collected by Alpine Institute relating to fees, charges and refunds will be held securely and disposed of securely when no longer needed.

2.2 Fees and Charges
- Alpine Institute will maintain a fee structure encompassing concessional rates, government subsidised rates and full fee paying rates.
- Alpine Institute will set tuition and other fees associated with government subsidised training in accordance with government funding guidelines.
- Fee waivers and exemptions will be applied to eligible students consistent with the requirements of the Victorian Training Guarantee Contract, or for internal students (Alpine Health staff) at the concessional course rate.
- Students claiming a concession (where applicable) must be able to provide proof, at the time of enrolment that they are in receipt of a relevant government benefit. Evidence must be consistent with the terms detailed with the Victorian Training Guarantee contract guidelines. Alpine Institute will maintain evidence of concession on eligible student files.
- Students eligible for government funded fee rates must be able to provide proof, at the time of enrolment of eligibility for government funded rates. Alpine Health will maintain evidence of eligibility on student files.
- Alpine Institute will determine other course fees, for subsidised and non-subsidised training, necessary to the fair and equitable recovery of costs associated with the delivery of that training.
- Recognition of Prior Learning (RPL) and Credit Transfer (CT) will be charged at the full course/qualification cost
- Course fees will be clearly communicated to students and made publically available on Alpine Institute's website.
- There is no concession offered for materials and amenities fees.
- Fees are made payable for the enrolment period of the full course. The enrolment period for Alpine Institute nationally recognised qualifications is 12 months.
- Alpine Institute will make available fee exemptions for students under the following circumstances:
  - Students referred to Alpine Institute under the Young People Transitioning from Care Initiative.
  - Where significant personal or financial hardship is demonstrated. The Corporate Services Manager maintains discretion for approving fee exemptions on the basis of hardship.
- All fee exemptions will be reported through SVTS.

2.3 Payment Options
- Alpine Institute will accept payment methods including cash, EFTPOS, cheque, credit card or, by previous arrangement with the students employer.
Payment by instalment is available to students of Alpine Institute. Instalment payments will be required to be made at a frequency no greater than quarterly.

2.4 Refunds
- Alpine Institute will refund course fees paid consistent with the circumstances detailed within the Course Withdrawal and Refund Form.
- Refunds are made to the student, organisation or third party who originally paid.
- Every student is provided with a clear statement of the fees payable, and the conditions under which a refund will be available, prior to enrolment.
- A request for a full or partial refund must be made in writing using the Course Withdrawal and Refund Form, and be accompanied by relevant supporting documentation.
- Should a claim be made for a fee refund, the fee refund process will be prompt, easily understood and readily accessible to clients. The policy will at all times reflect the current Conditions of Registration for Providers of Vocational Education and any other conditions that may be required from time to time under legislation or other instrument.
- Should Alpine Institute cancel a course for any reason, students enrolled at the time the Alpine Institute announces the cancellation of the course, will be entitled to a refund of the full charges for units not completed at the time of the cancellation with no administration charges or penalties applied. A Statement of Attainment will be issued for any completed units of competency.
- If a student withdraws from a course before the commencement of the course, full refund of the fees will be made less a 25% non-refundable deposit. (The commencement of the course refers to the first occurrence either when the student enrols and that enrolment has been accepted and entered on VETtrak OR the student has enrolled and been granted access to the online learning materials, irrespective of whether the student has accessed the learning materials or not).
- Refunds will be administered at the delegation of the Corporate Services Manager.

2.5 Students will be able to make themselves aware of Alpine Institute’s fees and charges through the following avenues:
- Student Handbook
- Alpine Institute’s website

2.6 Alpine Institute will provide students with accurate and up-to-date information regarding all fees and charges and information relating to refunds prior to their enrolment.

2.7 Students will be issued with a statement of fees prior to enrolment within selected course.

3. Fee Protection Procedure
Alpine Institute will ensure compliance with the requirements of the AQTF Essential conditions and Standards for Registration in regard to holding of student fees. The Corporate Services Manager is responsible for the implementation of this procedure and ensuring that staff and students are made aware of its application.

3.1 Alpine Institute will follow sound financial management practices to safeguard client fees paid in advance and keep appropriate records. This includes:
- Not charging over $1,000 at any scheduled fee point
- Ensuring that not more than $1500 is held in advance of training and/or assessment yet to be conducted
- Maintenance of a separate ledger for non-refundable fees received
- Accurate and up-to-date financial records
• Regular monitoring of its financial position

3.2 Students will be able to make themselves aware of Alpine Institute’s financial management strategies to protect fees paid in advance through the following avenues:
• Student Handbook
• Alpine Institute’s website

3.3 Alpine Institute will provide students with accurate and up-to-date information regarding all fees and charges and information relating to refunds prior to their enrolment.

4. Training & Additional Fees Assurance
4.1 Alpine Institute will make every reasonable effort to complete the training and/or assessment once the student has commenced study in their chosen qualification or course.

4.2 In the event a student is deemed Not Yet Competent, Alpine Institute will make every reasonable effort to continue to assist that student until the student gains competence without charging the student additional fees.