



Fee & Refund Policy



COURSES	INITIAL FEE	TUITION FEE	TOTAL FEE
CHC33021 CERTIFICATE III IN INDIVIDUAL SUPPORT – AGEING, HOME & COMMUNITY, DISABILITY	500 AUD +	1780 AUD	= 2280 AUD
CHC33021 CERTIFICATE III IN INDIVIDUAL SUPPORT (RPL)	500 AUD +	1780 AUD	= 2280 AUD
CHC33021 CERTIFICATE III IN INDIVIDUAL SUPPORT (Per Unit Enrolment)	0	110 AUD	= 110 AUD/unit
ADLMH – Activities of Daily Living & Manual Handling First Timer	0	520 AUD	= 520 AUD
HLTAID011 PROVIDE FIRST AID (First Timer)	0	110 AUD	= 110 AUD
HLTAID011 PROVIDE FIRST AID (Refresher)	0	90 AUD	= 90 AUD
HLTAID009 PROVIDE CARDIOPULMONARY RESUSCITATION (CPR)	0	45 AUD	= 45 AUD
MHR - MANUAL HANDLING (NON ACCREDITED)	0	55 AUD	= 55 AUD
ACMF – Assist client with medication (First Timer)	0	210 AUD	= 210 AUD
ACMR – Assist client with medication (Refresher)	0	110 AUD	= 110 AUD

- We do not accept payment of more than 1500 AUD from a prospective or current learner prior to the commencement of the course.
- Payment Plan option: Direct Debit payment with 15 AUD extra with every payment you set up. This plan will provide you freedom of customize your payment as you wish.
- Learner must complete all payments before going on Vocational Work Placement.
- Our Late payment penalties of 10 AUD per day after due date, for a maximum of 15 days. Hence, the total late fee for this invoice cannot exceed 150 AUD. A separate invoice will be issued for the late fee.
- For more details on the fees & payment options, please talk to our staff.

OTHER CHARGES THAT MAY APPLY	FEE
Late payment penalty (Late fees apply for a maximum of 15 days)	10 AUD per day after due date
Printed copy of a course book per unit	20 AUD
Hard Copy of certificate for Standalone and Non-Accredited units (HLTAID011, HLTAID009, ADLMH, MHF, MHR, etc.)	10 AUD
Fees for issuing a replacement qualification Testamur	110 AUD
Re-arrangement of Vocational placement (Once formally accepted)	200 AUD
Training Plan schedule Change	50 AUD / change

For any unlisted fee please contact us 1300 46 4673

REFUND SCENARIO	REFUND
Initial Fee \$500 (Required for Enrolment)	Refundable
Withdrawal within a week after enrolment (Cooling-off period one week)	Full Fee will be refund
Withdrawal after 1 week and before completion of 2 weeks from enrolment date	90% of tuition fee will be refunded
Withdrawal after 2 weeks and before completion of 3 weeks from enrolment date	80% of tuition fee will be refunded
Withdrawal after 3 weeks and before completion of 4 weeks from enrolment date	70% of tuition fee will be refunded
Withdrawal after 4 weeks and before completion of 5 weeks from enrolment date	60% of tuition fee will be refunded
Withdrawal after 5 weeks and before completion of 6 weeks from enrolment date	50% of tuition fee will be refunded
Withdrawal after 6 weeks and before completion of 7 weeks from enrolment date	40% of tuition fee will be refunded
Withdrawal after 7 weeks and before completion of 8 weeks from enrolment date	30% of tuition fee will be refunded
Withdrawal after 8 weeks and before completion of 9 weeks from enrolment date	20% of tuition fee will be refunded

Withdrawal after 9 weeks and before completion of 10 weeks from enrolment date	10% of tuition fee will be refunded
Withdrawal after 10 weeks and before completion of 11 weeks from enrolment date	0% of tuition fee will be refunded
Course withdrawn by College	Full fee will be refunded (including enrolment fee)
The College is unable to provide the course for which the original offer was made	Full fee will be refunded (including enrolment fee)

Fee Refund Policy

Declaration:

The HTCA is committed to working within a fair and transparent framework with the charging of fees, providing protection for those fees paid in advance and giving refunds of payments, where appropriate, for all courses offered by the HTCA.

Purpose:

The purpose of this policy is to make sure that HTCA processes all refund application received in a timely and efficient manner.

Scope

Each student agrees to the terms and conditions of the Refund Policy on signing the Formal Acceptance of Full Offer (Enrolment Agreement Form).

Procedural Guidelines

Refunds due to non-delivery of course by College

Please note that Government Legislation requires tuition fees and application fees to be refunded in full if:

- The course does not start at the agreed starting date which is notified in the Offer Letter
- The course stops being provided by the college after it starts and before it is completed
- The course is not provided fully to the student because the College has a sanction imposed by a Government regulator
- If the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in.

Refunds under the above conditions will be paid in full to the student within 14 days.

The amount of the refund amount if case of a, b, c and d above shall be calculated in proportional to the amount of study incomplete by the student at the given time of intimation due to reasons as stated above.

The College may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, the College will not be liable to refund the money owed for the original enrolment.

Refunds based upon student application

All applications for refund must be made formally through the official website [REFUND FORM](#) link.

If the student applies for a refund within the cooling-off period of one week, No deductions will be made by HTCA.

Please note: where the student withdraws from the course without notification or breaches the student code of conduct or any other obligations as outlined in HTCA's policies and procedures, no refund is payable.

Refund process

Requests for refunds must be made online using the [REFUND FORM](#) available on hope.edu.au setting out reasons for the request. The application must be accompanied by supporting documentation. Application can also be sent to Student Administration Manager, via email to info@hope.edu.au or post at the following address:

Student Administration Manager
Hope Training College of Australia
Level 3, 135 Pirie Street, Adelaide, South Australia 5000

Refunds will always be paid in Australian Dollars to the same person or body from whom the payment was received, unless otherwise specified. All refunds will be made within reasonable time frame as specified above. Once the refund is processed the student will be notified in writing of the refund along with the confirmation of payment attached. Applications for refunds are to be processed by Student Administrations within 14 days from the date of application

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Appealing Refund Decisions

Should a student wish to appeal a refund decision made by the college, the concerning student has the right to access the HTCA Complaints, Grievances and Appeals policy.

This policy, does not remove student's right to take further action under Australia's consumer protection laws. The College's dispute resolution processes do not remove to pursue other legal remedies where they feel necessary.

Fees Protection

HTCA satisfies the requirements of Schedule 6 for protecting prepaid fees paid by individual learners, or prospective learners. HTCA has implemented a policy where it does not accept directly or through a third party in excess of total \$1500 (being the threshold prepaid fee amount).

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