Student Fees and Charges Policy
STUDENT FEES AND CHARGES POLICY AND PROCEDURES

Partners in Training Australia is committed to levying and refunding student fees and charges in a transparent, fair and equitable manner. We are also committed to ensuring that students get what they pay for – the delivery of quality training and assessment services. Partners in Training offers a variety of funding options which provide our students with the opportunity to engage in affordable training.

The following sections of this Student Fees and Charges Policy and Procedures outline how we charge, collect and refund fees and charges to students and the funding available through Partners in Training to eligible students.

Partners in Training reserves the right to amend this Student Fees and Charges Policy and Procedures at any time and will notify you by posting an updated version of this Student Fees and Charges Policy on our website.

If you would like further information in relation to this Student Fees and Charges Policy and Procedures or the applicable fees and charges, please contact Partners in Training:

1300 664 601
info@ptaust.com.au

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## Version Control

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<tr>
<td>30 March 2015</td>
<td>Original version</td>
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<tr>
<td>27 April 2015</td>
<td>Amendment to section 1.6 – Charges; New section 3.1 – Statement of account and invoices; Amendment to section 3.2 – Payment in person or over the phone; Amendment to section 3.4 – Payment by Electronic Funds Transfer</td>
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<tr>
<td>21 August 2015</td>
<td>Amendment to section 2.2 – link to Queensland subsidies; Amendment to section 1.6 – addition of charges for Centrepay and Student Card; New section 3.6 – Payment via Centrepay; Branding update</td>
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<tr>
<td>30 September 2015</td>
<td>Branding update</td>
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<tr>
<td>12 February 2016</td>
<td>Amendment to sections 1.1.2, 3, 6.3, 6.4, 6.5 – VET FEE-HELP update VET FEE-HELP unavailable for students commencing in 2016 added; Amendment to sections 4, 6.3, 6.4, 6.5 changed deposit amount from 20% 10%; Amendment to sections 1 – Fees and charges and 1.1 – Government subsidised tuition fees changed to tuition fees to incorporate fee for service fees and VET FEE-HELP fees; Amendment to section 1.3 – Materials fee to require payment prior to provision of materials; Removal of section 1.4 – Fee for service fee; Move section 1.5 – VET FEE-HELP fees to new section 3 – VET FEE-HELP; New section 1.5 – RPL; Amendment to section 1.6 (updated section 1.4) – Charges for Student Card and removed charge for RPL; Update to section 3 – Payment (new section 4) regarding deposit and payment options; New section 5 - Student rights as a consumer; Removed section 6.3 – Refunds – Student initiated deferment</td>
</tr>
<tr>
<td>5 May 2016</td>
<td>Amendment to sections 1.4 and 4.6 – remove charge for Centrepay payment; Amendment to section 4 – remove &lt;$500 and &gt;$500 for deferred payment so deferred payment for any amount; section 4.1 – update to invoice; section 4.5 – added Ezidebit deferred payment option; section 6.2 and Appendix 1 – updated withdrawal period from 14 days to 6 weeks for student initiated withdrawal</td>
</tr>
<tr>
<td>3 October 2016</td>
<td>Amendment to VET FEE-HELP information – removal of statement “VET FEE-HELP is currently unavailable to new students commencing in 2016”</td>
</tr>
<tr>
<td>19 January 2017</td>
<td>Amendment – to include VET Student Loans (formerly VET FEE-HELP) and the Skills First Program (formerly VTG). Updated version also includes the new terminology of admin fee, which was formerly services fee.</td>
</tr>
</tbody>
</table>
1. Fees and charges

Partners in Training levies fees to students at the time of enrolment. The fees charged will vary depending on the qualification/units of competency/modules, location of training, eligibility for funding and individual circumstances at the time of enrolment.

The types of fees and charges levied by Partners in Training include but are not limited to:

1. Tuition fee.
2. Admin fee.
3. Materials fee.
4. Charges for additional services.
5. Recognition of prior learning (RPL) fee.

1.1 Tuition fee

Partners in Training charges a tuition fee payable by a Student for the provision of training and assessment services.

Partners in Training charges three different types of tuition fees depending on a Student’s circumstances.

The course information sheet for each qualification/unit of competency/module sets out the tuition fee payable.

1. Government subsidised tuition fee

A Government subsidised tuition fee is charged to students who are eligible for government subsidised training for the provision of training and assessment services. A Government subsidised tuition fee is a contribution by a student to their training which is considerably reduced because the Government has subsidised a portion of the tuition fee. The Government subsidised tuition fee charged will vary depending on the funding available, location of training, the qualification/units of competency/modules and individual circumstances at the time of enrolment.

Further information in relation to the Government subsidised tuition fees charged under the available funding is set out below in Section 2.1 The Skills First Program;

A student may be entitled to a reduction in their fees if they qualify as a concession under the relevant funding requirements.

Other government funding and subsidised programs arise from time to time. Partners in Training will inform each student of any further available funding opportunities at the time of enrolment.

2. VET Student Loans tuition fee

A VET Student Loan tuition fee is charged to students who are eligible to access VET Student Loans and who choose to use a VET Student Loan to pay for all or part of a student’s vocational education and training (VET):

- Government subsidised tuition fee (when eligible for government subsidisation); or
- full tuition fee (when ineligible for government subsidisation),

when studying one or more higher level VET qualifications.
Further information in relation to VET Student Loans is set out below in Section 3.

3. Fee for service tuition fee

A fee for service tuition fee is charged to students who are ineligible for Government funding.

The fee for service tuition fee charged will vary depending on the qualification/units of competency/modules, location of training and individual circumstances at the time of enrolment. There is no concession rate for fee for service fees.

1.2 Admin fee

Partners in Training charges students an admin fee to contribute to the services that are available to students to support their studies, including the provision of student amenities, counselling services and career advice.

The admin fee also includes the issuance of an original certificate and record of results or statement upon completion of the qualification/units of competency/modules. If a student requires a reprint of their certificate, statement of attainment and/or record of results after completion, this will be subject to a charge as detailed below under section 1.4 Charges.

The course information sheet for each qualification/units of competency/modules and the relevant schedule of fees on our website sets out the admin fee payable for each qualification/unit of competency/module.

Any admin fee must be paid in full prior to course commencement.

The admin fee is non-refundable. There is an exception in the rare circumstances of Partners in Training cancelling or ceasing the course.

1.3 Materials fee

Partners in Training charges students a materials fee in some qualification/units of competency/modules to cover the cost of tools, resources, uniforms, textbooks, consumables and/or excursions.

The course information sheet for each qualification/unit of competency/module sets out when a materials fee is payable.

Any materials fee must be paid in full prior to the materials being provided to a student.

Any applicable materials fee is non-refundable.

If a student misplaces their materials and requires a replacement, the student must repay the full cost for the replacement of the materials misplaced prior to the replacement materials being reissued to the student.

In some qualification/units of competency/modules, the training and assessment resources are included in the tuition fee and no separate materials fee is charged. However, if a student misplaces their training and assessment resources and requires a replacement, the student must pay a charge for those training and assessment resources to be reprinted as detailed under section 1.4 below, prior to the training and assessment resources being reissued to the student.
1.4 Charges

Partners in Training may levy the following charges for the provision of additional services.

<table>
<thead>
<tr>
<th>Service</th>
<th>Charge (GST incl)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional assessment</td>
<td>$60 per hour</td>
</tr>
<tr>
<td>Photocopying</td>
<td>$0.25 per page</td>
</tr>
<tr>
<td>Reprint of certificate</td>
<td>$25</td>
</tr>
<tr>
<td>Reprint of statement of attainment or record of results</td>
<td>$20</td>
</tr>
<tr>
<td>Reprint of training and assessment resources</td>
<td>$0.25 per page or at cost price (whichever is less)</td>
</tr>
<tr>
<td>Replacement of materials, tools or text books</td>
<td>At cost price</td>
</tr>
<tr>
<td>Student Card (including replacement)</td>
<td>$20</td>
</tr>
<tr>
<td>Student initiated deferment or variation to enrolment (including a change in class, mode of study or elective unit)</td>
<td>$150 per deferment or variation</td>
</tr>
</tbody>
</table>

1.5 Recognition of prior learning

Partners in Training charges a tuition fee for each Unit of Competency / Module or Unit of Study for recognition of prior learning (RPL) equivalent to the tuition fee charged for that Unit of Competency / Module or Unit of Study to a non-RPL fee for service student.

Partners in Training do not charge any services fee or materials fee for RPL.

2. Funding

Partners in Training offers a variety of funding options depending on a student’s eligibility, location, qualification/units of competency/modules and individual circumstances at the time of enrolment. Partners in Training will determine a student’s eligibility to access the available funding options at the time of enrolment and in accordance with the requirements of the applicable funding arrangements.

2.1 The Skills First Program

The Skills First Program (SF) is an entitlement to government subsidised training in a vocational training course in Victoria. Partners in Training is contracted with the Department of Education to deliver training under the Skills First Program. Partners in Training must assess your eligibility for Skills First and collect supporting evidence of your eligibility prior to your commencement in any training. If you are eligible, the Victorian Government will contribute to the cost of your vocational training course.

Accessing a Skills First entitlement may impact a student’s access to further government subsidised training.

If a student is eligible under the Skills First Program, the Government subsidised tuition fee charged is calculated by multiplying the hourly rate for the qualification by the number of nominal hours of training in which the student is enrolled. A concession rate of 20% of the hourly rate charged to non-concession students is available for eligible concession students in certain level qualifications.

A Partners in Training Skills First Information Sheet setting out eligibility, concession entitlements and evidence of eligibility requirements is available on our website.

A schedule of indicative fees under the Skills First Program is available on our website but the fees charged may vary depending on individual circumstances at the time of enrolment. The course information sheet for each qualification/unit of competency/module sets out the tuition fee payable.

### 3. VET Student Loans

Partners in Training is an approved VET Student Loan provider.

VET Student Loans assists eligible students to pay for all or part of a student’s vocational education and training (VET):

- Government subsidised tuition fee (when eligible for government subsidisation); or
- full tuition fee (when ineligible for government subsidisation),

when studying one or more higher level VET qualifications.

VET Student Loans is *not* government funding. It is a student loan scheme that provides a loan to a student to undertake their higher level VET studies. If you are approved for VET Student Loans, the Australian Government will pay your tuition fees on your behalf to Partners in Training. Your VET Student Loan must be repaid by you to the Australian Government through the Australian taxation system, which becomes part of your accumulated HELP debt. COMPULSORY REPAYMENTS are required if your income is $54,126 or more.

VET Student Loans will only be available for the following higher level VET qualifications:

- Diploma
- Advanced Diploma
- Graduate Certificate, and
- Graduate Diploma.

However, it is dependent on which qualifications Partners in Training is approved to offer VET Student Loans for.

There is a limit to how much a student can borrow. Other than for specified exceptions (e.g. aviation), there will be three loan cap bands of $5,000, $10,000 and $15,000, which will apply irrespective of the course delivery.

If your qualification costs more than the loan cap, it does not prevent you from enrolling into that qualification. Rather, it is a ceiling (maximum loan) amount the government is willing to provide you as a student. You will be required to pay the difference to Partners in Training in accordance with our payment arrangements. Partners in Training will provide you with information regarding payment arrangements, tuition fees above the ceiling of the loan, before the student enrols in the course.

VET Student Loans cannot be used for additional study costs such as accommodation, admin fees or materials. Partners in Training may charge an admin fee which must be paid prior to course commencement in accordance with section 1.2 above and/or materials fee which must be paid prior to the provision of the materials in accordance with section 1.3 above. This will be set out in the relevant course information sheet provided prior to course commencement and which must be paid in full by the student.

Partners in Training will assess a student’s eligibility for VET Student Loans prior to course commencement. The Australian Government has a detailed website with extensive information,

A schedule of indicative VET Student Loan fees is available on our website but the fees charged may vary depending on individual circumstances at the time of enrolment. The course information sheet for each qualification/unit of competency/module sets out the fee payable. In addition to the VET Student Loan fees, a 20% loan fee applies to full tuition fees. The loan fee is not applied to eligible subsidised VET students in a state or territory that has implemented VET Student Loan fee arrangements for subsidised students.

A Partners in Training VET Student Loans Information Sheet is available on our website.

### 4. Payment

Partners in Training require all students to pay to Partners in Training the applicable:

1. **Tuition fee, prior to course commencement**, by:
   - Paying the entire tuition fee up front.
   - Entering into a:
     - deferred payment arrangement in accordance with section 4.5 below; or
     - Centrepay arrangement.
   - Applying for a VET Student Loan in accordance with the Partners in Training VET Student Loan Information Sheet (and where ineligible, entering into one of the other arrangements listed above).

2. **Admin Fee, prior to course commencement.**

3. **Materials Fee, prior to the provision of the relevant materials.**

Students who do not pay their tuition fee, admin fee or materials fee and any applicable charges in accordance with the Student Fees and Charges Policy and Procedures or who fail to make payment of any invoice within the payment terms specified on the invoice may be excluded from class.

A certificate, statement of attainment or record of results will not be issued to a student until all fees and any applicable charges are paid in full.

### 4.1 Invoices

Partners in Training will issue all students an invoice detailing the fees and charges.

Partners in Training will provide all students with a statement of account and invoice (where applicable) via email where the student has provided an email address on their enrolment form. Where no email address is provided, the statement of account and invoice (where applicable) will be sent by mail.

### 4.2 Payment in person or over the phone

Students may pay their fees and charges in person by cash, cheque, electronic fund transfer, debit card or credit card by attending any of Partners in Training’s campus locations during business hours.

Partners in Training only accepts payment by credit card using VISA or MasterCard.

Alternatively, students may make payment over the phone using a debit card or credit card by calling Partners in Training during business hours on 1300 664 601.
4.3 Payment by cheque

Cheque payments must be made payable to Partners in Training Australia and mailed to:

Accounts Clerk
Partners in Training Australia
PO Box 6772 Shepparton VIC 3632

4.4 Payment by Electronic Funds Transfer

Students may pay their fees and charges by making a direct deposit into Partners in Training’s bank account.

Students must ensure they include their surname and invoice number in the description when making payment by electronic funds transfer (EFT). Failure to do so may result in a delay in recognising the payment and/or the inability to reconcile a payment against a student’s debt.

Payment to Partners in Training by EFT can be made to the following account:

Partners in Training Australia
Westpac Banking Corporation
BSB 033 254
Account number 309 711

4.5 Deferred payment arrangements

If a student does not pay their fees in full and any applicable charges upfront, they must enter into a deferred payment arrangement prior to course commencement.

The deferred payment arrangement requires full payment of the admin fee and any applicable materials fee prior to course commencement. These are non-refundable.

The deferred payment arrangement may be via:

1. **Ezidebit** – Ezidebit requires a student to authorise a direct debit through Ezidebit from their nominated bank account or credit card to be paid in weekly, fortnight or monthly instalments calculated so that the total of the Government subsidised tuition fee or fee for service fee is paid through the instalments by no later than the final scheduled training session. The direct debit is administered by Ezidebit according to the terms and conditions on the Ezidebit Direct Debit Request Form. Information in relation to Ezidebit is available on our website.

2. **A deferred payment plan** – The deferred payment requires a student to authorise a direct debit from their nominated bank account directly to Partners in Training to be paid in weekly, fortnight or monthly instalments calculated so that the total of the Government subsidised tuition fee or fee for service fee is paid through the instalments by no later than the final scheduled training session.

4.6 Payments via Centrepay

If a student receives an Australian Government Department of Human Services Centrelink payment, family assistance payment or parental leave payment, they may use Centrepay to pay the balance of their fees and any applicable charges after paying the admin fee and any applicable materials fees.

Centrepay is a direct billing service arrangement between Centrelink and the student whereby Centrelink pays a student’s fees and any applicable charged directly to Partners in Training. Centrepay requires that payments occur either on a one-off or fortnightly basis, must be a minimum of $10 and must be for a maximum duration of 52 weeks. If a student wishes to utilise Centrepay for a period
greater than 52 weeks, the student must arrange for a new Centrepay deduction at the conclusion of the first 52 week period.

Partners in Training’s Centrepay Reference No is 555 114 800H.

A student can download the form for Centrepay and make further enquiries at http://www.humanservices.gov.au/customer/services/centrelink/centrepay. A student will need to provide Partners in Training’s Centrepay Reference Number and their invoice number (or their full name if an invoice has not been issued) when applying for Centrepay.

5. Student’s rights as a consumer

As a student purchasing training and assessment services from Partners in Training, you have consumer rights under the Australian Consumer Law. This may include a statutory cooling off period for any payment you have made to Partners in Training.


6. Refunds

Partners in Training will provide a refund of fees and any applicable charges in accordance with the policy and procedures set out below, subject to the specific requirements of funding arrangements, the applicable Tuition Assurance Scheme and/or VET Student Loans.

All applications for a refund should be made in writing to:

Refund Officer
refunds@ptaust.com.au

When submitting an application for a refund or re-credit (VET Student Loans only as explained below in section 3), the student should provide the following information:

- The student’s full name;
- The student’s date of birth;
- The qualification/units of competency/modules or unit of study for which the student wishes to claim a refund or re-credit (VET Student Loans only);
- The amount of fees and any applicable charges requested to be refunded or re-credited (VET Student Loans only);
- The grounds (being evidence of reasonable cause or special circumstances (as applicable)) for applying for a refund or re-credit (VET Student Loans only); and
- Any necessary supporting evidence to support a student’s claim of reasonable cause or special circumstances (as applicable).

A student may request the assistance of a Partners in Training staff member to submit their application for a refund or re-credit (VET Student Loans only).

All written applications for a refund or re-credit (VET Student Loans only) will be considered and notified by return email of the outcome of their application for a refund or re-credit (VET Student Loans only) and reasons for the decision within 30 calendar days of receipt of an application by Partners in Training. Any refund or re-credit to be made by Partners in Training will be processed with 14 calendar days of notification of the outcome of an application.
Where original fees and any applicable charges were paid by credit card, the refund must be credited against the original credit card. Where original fees and any applicable charges were paid by cash, cheque or debit card, the refund will be paid by electronic funds transfer to a student’s nominated account or to the student’s debit card (at the discretion of Partners in Training). It is not permissible to transfer monies from one student's account to the account of another student.

### 6.1 Course cancellation or cessation

If Partners in Training cancels or is unable to offer a course which has not yet commenced and for which a student has made an advance payment of fees and any applicable charges, Partners in Training will refund in full the fees and any applicable charges (including any admin fee and materials fee (provided the materials are returned to Partners in Training in their original condition)) paid in advance by the student upon receipt of an application for a refund under section 4 above.

If Partners in Training cancels, ceases or is unable to continue to offer a course which has commenced and for which a student has made a payment of fees and any applicable charges, Partners in Training will refund a portion of tuition fee or fee for service fee paid by the student for any unit of competencies/modules that were not completed by the student in full upon receipt of an application for a refund under section 4 above. Any admin fee or materials fee will not be refunded once training has commenced, regardless of whether Partners in Training cancels, ceases or is unable to continue to offer a course.

### 6.2 Student initiated withdrawal

A student may withdraw from a course prior to or after course commencement. All withdrawals must be notified in writing to Partners in Training in accordance with the withdrawal procedure set out in the Partners in Training Student Handbook available at each of Partners in Training’s campus locations and on our website.

If a student fails to provide written notice of withdrawal from any course within the timeframes specified in this Student Fees and Charges Policy and Procedures, no refund will be given.

1. **Withdrawal prior to or within 6 weeks after course commencement**

   If a student withdraws from a course by written notice within 6 weeks after course commencement, Partners in Training will refund in full any Government subsidised tuition fee or fee for service fee paid in advance by the student upon receipt of an application for a refund in accordance with section 4 above. Any admin fee or materials fee paid in advance by the student is non-refundable.

2. **Withdrawal at any time after 6 weeks of course commencement without reasonable cause**

   If a student withdraws from a course by written notice at any time after 6 weeks of course commencement without reasonable cause, the student is liable for the full cost of the course and will not receive a refund of any fees and applicable charges paid.

3. **Withdrawal at any time after 6 weeks of course commencement with reasonable cause**

   If a student withdraws from a course by written notice at any time after 6 weeks of course commencement with evidence of reasonable cause, Partners in Training will refund a portion of the Government subsidised tuition fee or fee for service fee paid by the student for any unit of competencies/modules that were not commenced by the student at the date of notification of withdrawal. Any services fee or materials fee paid in advance by the student is non-refundable.

   Reasonable cause means evidence of any one or more of the following:

   - An illness or disability of the student certified by a licensed medical practitioner or registered psychologist;
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- Exceptional compassionate circumstances. For example, death of a close family member; and/or
- A traumatic experience that has impacted on the student (supported by police or psychologist reports).

6.3 VET Student Loans

Partners in Training will charge, refund, re-credit, remit and repay tuition fees for students who apply for VET Student Loans assistance in accordance with the Higher Education Support Act 2003 (Cth).

A student may withdraw from a unit of study prior to or after course commencement. If a student intends to withdraw from a unit of study, they should ensure they do so on or before the published census date. All withdrawals must be notified in writing to Partners in Training in accordance with the withdrawal procedure set out in the Partners in Training Student Handbook available at each of Partners in Training’s campus locations and on our website.

Partners in Training publishes a census date for each unit of study we provide or propose to provide each year for each unit of study registered under VET Student Loans. This census date for a unit of study is the closing date for a student to apply for VET Student Loans assistance for that unit of study and is set no earlier than after 20 percent of the total duration of the unit of study, including normal study breaks, assessment and any applicable examination periods. All census dates are published on our website.

1. Withdrawal on or before the census date

   Subject to activation of the option of course assurance under the ASTAS VET Tuition Assurance Scheme, if a student withdraws from a unit of study on or before the census date, the student will not incur a VET Student Loans debt and Partners in Training will repay to the student in full any portion of the Government subsidised tuition fee or full tuition fee paid by the student on or before the census date.

   Any admin fee and/or materials fee paid by the student is non-refundable.

2. Withdrawal after the census date

   If a student withdraws from a unit of study after the census date, the student will incur a Student Loans debt for any unpaid tuition fee (up to their FEE-HELP balance).

   Any admin fee and/or materials fee paid by the student is non-refundable.

6.4 VET Student Loans re-credit – student withdrawal

A student who withdraws from a unit of study or who has not completed the requirements of a unit of study after the census date may apply in special circumstances to have their FEE-HELP balance recredited. A student cannot apply for a re-credit if they have successfully completed the unit of study or if they receive a not competent in the unit of study.

Any application for re-credit of a FEE-HELP balance should be made in writing within 12 months of the date of withdrawal or where there is no withdrawal, within 12 months of the end of the period of the unit of study in accordance with the procedure set out in section 4 above and include supporting evidence of the applicable special circumstances to support the student’s application. If a student fails to make an application for re-credit of a FEE-HELP balance within these time periods, Partners in Training has the discretion to waive this requirement if satisfied that the application could not be made within these time periods.

If Partners in Training is satisfied that special circumstances apply, we will re-credit a student’s FEE-HELP balance with an amount equal to the amount of VET Student Loans assistance that the student received for the unit of study, remit any VET Student Loans debt and repay any amounts of VET...
Student Loans assistance for the unit of study to the Australian Government. Any portion of the Government subsidised tuition fee or full tuition fee paid by the student will be refunded in accordance with section 4 above. Any admin fee or materials fee paid by the student is non-refundable.

Special circumstances mean evidence of circumstances that:

- Were beyond a student’s control, such that a situation occurs that a reasonable person would consider is not due to the student’s action or inaction, either direct or indirect, and for which the student is not responsible and which is a situation that is unusual, uncommon or abnormal; and

- Did not make full impact on the student until on or after the census date for a unit of study, such that the student’s circumstances occur before the census date but worsen after that day, before the census date but the full effect or magnitude does not become apparent until on or after that day, or on or after the census date; and

- Make it impracticable for the student to complete the requirements for the unit of study during the period which the student undertook or was to undertake the unit of study, including:
  - **Medical circumstances.** For example, where a student’s medical condition has changed to such an extent that he or she is unable to continue studying;
  - **Family/personal circumstances.** For example, death or severe medical problems within a family or unforeseen family financial difficulties, so that it is unreasonable to expect a student to continue studying;
  - **Employment related circumstances.** For example, where a person’s employment status or arrangements have changed so that the person is unable to continue his or her studies and this change is beyond the person’s control; and/or
  - **Course related circumstances.** For example, where Partners in Training has changed the unit of study it offers and the student is disadvantaged by either not being able to complete the unit of study or not being given credit towards other units of study.

Special circumstances do not include a student’s incapacity to repay a FEE-HELP debt or a student’s lack of understanding of VET Student Loans assistance despite Partners in Training providing all necessary documentation and explaining all requirements to the student.

All decisions made by Partners in Training in relation to an application for VET Student Loans assistance and/or re-credit or a FEE-HELP debt are reviewable in accordance with the Complaints and Appeals Policy and Procedures explained further below in section 8.

### 6.5 VET Student Loans re-credit – unit of study ceases to be provided

If a student has not completed the requirements of a unit of study after the census date because Partners in Training ceased to provide the unit of study and the student elects for a refund of any advance payment of a Government subsidised tuition fee or full tuition fee and/or the re-credit of their FEE-HELP balance under the ASTAS VET Tuition Assurance Scheme, Partners in Training will:

- Refund any portion of the tuition fee or fee for service fee paid by the student for a unit of study commenced but not completed;
- Re-credit a student’s FEE-HELP balance with an amount equal to the amount of VET Student Loans assistance that the student received for the unit of study;
- Remit any VET Student Loans debt; and
- Repay any amounts of VET Student Loans assistance for the unit of study to the Australian Government within one month of cessation.

Any admin fee or materials fee paid by the student is non-refundable.
7. Tuition assurance

Partners in Training is committed to ensuring that the fees paid by students are protected in accordance with the requirements of the Standards for Registered Training Organisations 2015 and the Higher Education Support Act 2003 (Cth).

Partners in Training is a member of the Australian Council for Private Education and Training (ACPET) ASTAS Tuition Assurance Scheme. This is to protect fees of more than $1500 paid in advance (including any tuition fee, admin fee, materials fee and/or fee for service fee) prior to course commencement by a student for a VET qualification/units of competency/modules. This scheme protects students in the event that Partners in Training ceases to provide the VET qualification/unit of competency/module in which a student enrolled and paid for in advance any fee and/or charges of more than $1500. A statement of Partners in Training’s ASTAS Tuition Assurance is available on our website.

To protect VET Student Loans fees, Partners in Training is a member of the ACPET ASTAS VET Cover Tuition Assurance Scheme. This scheme protects students in the event that Partners in Training ceases to provide the VET qualification/units of competency/modules in which a student enrolled and paid for using VET Student Loans. A statement of Partners in Training’s ASTAS VET Cover Tuition Assurance is available on our website.

8. Complaints and appeals

A student may raise a complaint or make an appeal in relation to eligibility for funding, refunds or re-credit (VET Student Loans only) in accordance with Partners in Training’s Complaints and Appeals Policy and Procedures available at each campus location and on our website.
### APPENDIX 1 – Table of Refunds and Re-Credits (VET Student Loans only)

<table>
<thead>
<tr>
<th>Situation</th>
<th>Refund of Government subsidised tuition fee, full tuition fee or fee for service fee</th>
<th>Refund of admin fee and/or any materials fee</th>
<th>Tuition assurance</th>
<th>Ref</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Non-VET Student Loan student</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Partners in Training cancels or is unable to offer course prior to course commencement</td>
<td>Full refund</td>
<td>Full refund</td>
<td>Applicable if more than $1500 paid upfront</td>
<td>s 4.1</td>
</tr>
<tr>
<td>Partners in Training cancels, ceases or is unable to continue to offer a course after course commencement</td>
<td>Proportionate refund for units/modules not completed</td>
<td>No refund</td>
<td>Applicable if more than $1500 paid upfront</td>
<td>s 4.1</td>
</tr>
<tr>
<td>Student withdraws from course in writing within 6 weeks after course commencement</td>
<td>Full refund</td>
<td>No refund</td>
<td>Not applicable</td>
<td>s 4.2</td>
</tr>
<tr>
<td>Student withdraws from course in writing at any time after 6 weeks of course commencement without reasonable cause</td>
<td>No refund</td>
<td>No refund</td>
<td>Not applicable</td>
<td>s 4.2</td>
</tr>
<tr>
<td>Student withdraws from course in writing at any time after 6 weeks of course commencement with reasonable cause</td>
<td>Proportionate refund for units/modules not commenced</td>
<td>No refund</td>
<td>Not applicable</td>
<td>s 4.2</td>
</tr>
<tr>
<td>Student defers from course</td>
<td>No refund. Fees transferred but must be repaid if more than two deferments</td>
<td>No refund. Fees transferred but must be repaid if more than two deferments</td>
<td>Not applicable</td>
<td>s 4.3</td>
</tr>
<tr>
<td><strong>VET Student Loan student</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Partners in Training ceases to provide unit of study</td>
<td>May elect for proportionate refund and re-credit of any incomplete unit of study. May elect for course assurance and no refund</td>
<td>No refund</td>
<td>Applicable</td>
<td>s 4.6</td>
</tr>
<tr>
<td>Student withdraws from unit of study in writing on or prior to census date</td>
<td>Full refund</td>
<td>No refund</td>
<td>Not applicable</td>
<td>s 4.4</td>
</tr>
<tr>
<td>Student withdraws from unit of study in writing after census date</td>
<td>No refund. May apply for re-credit in special circumstances</td>
<td>No refund</td>
<td>Not applicable</td>
<td>s 4.4 - 4.5</td>
</tr>
</tbody>
</table>
APPENDIX 2 – Flowchart of Refund or Re-Credit Procedure

Student notifies Partners in Training in writing that they wish to withdraw from a qualification/unit of competency/module/unit of study by emailing withdraw@ptaust.com.au

Partners in Training cancels, ceases or is unable to offer/continue a qualification/unit of competency/module/unit of study

Student makes application for refund or re-credit (VET Student Loan only) in writing to refunds@ptaust.com.au setting out the following information:

1. The student’s full name;
2. The student’s date of birth;
3. The qualification/units of competencies/modules or unit of study for which the student wishes to claim a refund or re-credit (VET Student Loan only);
4. The amount of fees and any applicable charges requested to be refunded or re-credited (VET Student Loan only);
5. The grounds (being evidence of reasonable cause or special circumstances (as applicable)) for applying for a refund or re-credit (VET Student Loan HELP only); and
6. Any necessary supporting evidence to support a student’s claim of reasonable cause or special circumstances (as applicable).

Within 30 calendar days of receipt of written application for refund or re-credit (VET Student Loan only), Partners in Training will notify the applicant by return email of the outcome of their application for a refund or re-credit (VET Student Loan only) and reasons for the decision.

Within 14 calendar days of notification of the outcome of an application, Partners in Training will process the refund or re-credit (VET Student Loan only).