Fees and Refunds

Applies to	All students. Additional terms for overseas students are set out below
Legal basis	Outcome Standards for RTOs, Standard 2.1. Compliance Standards for RTOs, Standard 18. Education Services for Overseas Students Act 2000. Australian Consumer Law

Fees

All fees are listed in our Schedule of Fees and Charges, which we give you before you enrol. It sets out the total cost, what each fee is for, when each payment is due, and any fees for replacement certificates or extra re-assessment. Course fees for nationally recognised training are GST-free.

ACI does not receive government subsidy funding for its courses. All courses are fee-for-service.

- Domestic students: we will not ask you to pay more than $1,500 in advance for services we have not yet delivered. International students: we will not take more than 50% of your total tuition fees before you start your course, unless you choose to pay more or the course runs for 25 weeks or less.
- Overseas students: your Written Agreement lists every fee and when it is due. We will not accept any payment from you before you have accepted your Written Agreement.

How to ask for a refund

Ask for a refund in writing using the Refund Request Form, which is available from reception or on our website. The form must be signed by you. Refunds are paid to the bank account you nominate on the form. We pay a refund only to you, unless you tell us in writing to pay it to someone else.

Approved refunds are paid within 14 days of your written request.

Refund amounts

- If you cancel 28 calendar days or more before your course starts: refund of 80% of fees paid.
- If you cancel 27 calendar days or less before your course starts: refund of 50% of fees paid.
- If you cancel after your course has started: no refund of fees paid.
- If ACI cancels a course, for example because not enough people enrol: full refund of fees paid.
- If ACI cannot deliver all or part of your course: refund of fees for the training not delivered, or a place in another course if you agree to it (see below).

The amount we keep when you cancel covers staff and resources we have already committed to your place.

Other refund terms

- Enrolment or application fees are not refundable, except where ACI cancels the course, fails to deliver it, or the law requires a refund.
- Textbooks and workbooks you have been issued are not refunded.
- No refund is given for classes you miss.
- A refund cannot be transferred to another person.

- If your enrolment is cancelled for misconduct after a formal warning, no refund is given (see Student Code of Conduct). You may appeal the cancellation.
- If serious personal circumstances caused you to withdraw, the CEO may offer you a credit towards another course or a refund. Tell us about your circumstances when you ask.
- If we refuse a refund request, we will give you our reasons in writing and you may appeal.

If ACI cannot deliver your course

If ACI cancels or stops delivering your course, you will be refunded the fees for services not yet provided, based on the units you have not been able to complete. You will also receive a Statement of Attainment for any units you have completed.

Additional terms for overseas students

These terms are the same as the refund terms in your Written Agreement.

Visa refused. If your student visa is refused before your course starts, we refund all tuition fees received, less a $300 administration fee. Send us a copy of the visa refusal letter with your Refund Request Form.

Student default. If you do not start your course on the agreed date, withdraw, or have your enrolment cancelled because you did not meet the conditions of your Written Agreement, any refund is worked out under the refund terms above and in your Written Agreement.

Provider default. If ACI cannot start your course on the agreed date, or stops delivering it before you finish, and you have not withdrawn, we will within 14 days either:

- offer you a place in a suitable alternative course at no extra cost, which you may accept or refuse in writing, or
- refund the tuition fees you have paid for the part of the course not delivered.

If we cannot do either, the Australian Government's Tuition Protection Service (TPS) will help you find another course or get a refund. Visit www.tps.gov.au.

Fees paid to an education agent on our behalf are treated as fees paid to ACI when a refund is worked out.

Your consumer rights

This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

If you are unhappy with a refund decision, you can make a complaint or appeal (see Complaints and Appeals), or contact Consumer and Business Services SA.