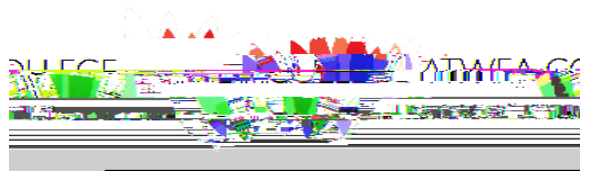


	Fee, Withdrawal and Refund	
	1 October 2020	1 October 2022
	Executive Director, Finance Unit, Services Unit, VaCE Unit, Compliance Unit	



acknowledgement will inform the student that the [redacted] for the appeal is the Executive Director (who is a senior manager to the Senior Education Manager) and if the review officer does not advise of their decision within 45 days of receipt of the appeal application, it can be taken to mean that the review officer has confirmed the original decision.

The review officer will review the student's request and return a decision in writing, including reasons for the decision. Students have a right to apply to the Administrative Appeals Tribunal (AAT) for a review of the original decision or the review officer's decision. To apply to the AAT there may be fees involved, which can change from time to time (approximate fee at July 2014 is \$861 for a standard application). The contact details for the nearest registry of the AAT are:

Administrative Appeals Tribunal (AAT) Sydney Registry

www.aat.gov.au

In person: Level 7, City Centre Tower, 55 Market Street, Sydney

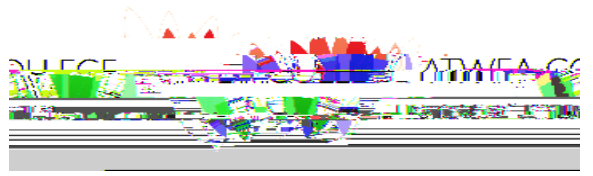
By Post: Administrative Appeals Tribunal, GPO Box 9955, Sydney NSW 2001

By Phone: 02 9391 2400 or 1300 366 700

By Fax: 02 9283 4881

sydney.registry@aat.gov.au

The Commonwealth Department of Education will be the other party in any appeal to the AAT and all relevant documents in relation to this review will be forwarded to the Department of Education for this purpose.



c) Incidental Costs

Atwea may need to charge additional costs for a course. Atwea follows the rules for these incidental expenses to students as published in the NSW Department of Industry, Skills and Regional Development's Fee Administration Policy, including that:

- All incidental fees for a course will be published on the Atwea website
- All incidental fees for a course will be made available in the relevant marketing material for that programme
- Common incidental fees that are applicable to all Atwea students are tabled below at Section 8.

Common incidental fees permissible under these programs, which will be informed to the student prior to enrolment through the marketing material, include:

- Essential equipment and other items that the student has the choice of acquiring from Atwea, or from another supplier, that become the physical property of the student, are retained by the student on completion of training, and are not consumed during training (for example, textbooks or toolkits)
- A charge for items that are not essential for the student to complete training (for example, a different or more complex resource the student wishes to use for an assessment project, or an alternative form of a resource provided, such as an e-textbook)
- Costs for field trips and food, transport and accommodation costs associated with the provision of field trips that form part of the course

Atwea is committed to ensuring that students are made aware of all fees and charges that they will or may incur while studying prior to enrolment.

d) Payment Arrangements

Atwea is committed to providing flexible payment options for its students. Fees for S&S programs are able to be paid through the following arrangements:

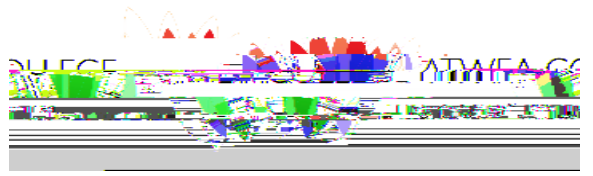
- Up-front in full, through Cash, Cheque, EFTPOS or Credit Card (however, confirmation of enrolment will not occur until funds clear)
- Through the payment plan program (guidelines to which are in Section 3 above)

e) Discontinuing Students under Smart and Skilled and Community Service Obligations

Students who withdraw from a course are entitled to a refund of their fee, however this must be requested either by phone, email or in writing by contacting the office. If a request for refund of fees is received after this date, the standard Atwea refund policy applies, and is detailed in Section 7 below.

If the student withdraws after training commences, Atwea will:

- Provide the exiting student with a statement of fees that includes all fees applied and any fees refunded, if applicable

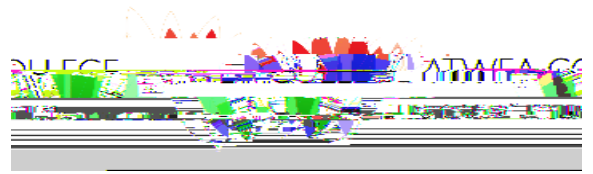


- Attempt to obtain formal notification from the student of the date their training will end, including reasons for withdrawal to ensure that the withdrawal does or does not relate to the performance of Atwea
- Issue the student with a Statement of Attainment and transcript for completed Units of Competency within 30 days of notification of the discontinuance
- Provide the exiting student with an updated Training Plan
- Results of outstanding completed training activities and/or assessments to the exiting student
- Notify the local State Training Services Regional Office within 14 days of notification of the discontinuation of training, in the case of an Apprentice or Trainee

f) Fee Refunds under Smart and Skilled

In the case that a student obtains Recognition of Prior Learning or Credit Transfer after enrolment, they may be eligible for a partial refund of their fee. Students must notify the office of their successful completion of RPL or Credit Transfer, where enrolment staff will use the Provider Calculator to determine any applicable fee refund. Refunds must be processed in the same payment method in which the original fee was paid, where possible.

a) Students in VET Student Loans eligible courses



unsuccessful. In doing so, Atwea will ensure that it meets its obligations under its various legislative and contractual arrangements.

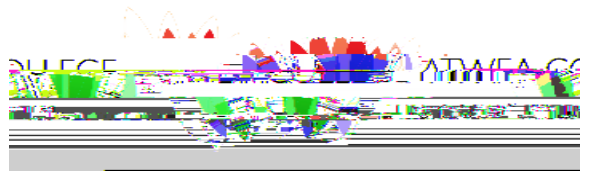
i) Withholding of Certification where there are Outstanding Fees

In accordance with the _____, Standard 3.3, _____, regardless of what method of payment or fee program they organised their fees through.

Accredited Certificates and Statements of Attainment and/or Record of Results	\$50.00 per certificate	For clarity, there is no fee for the first issuance of a certificate or transcript on completion of a course (this fee is applicable to all students).
Academic Transcript only	\$40.00 per certificate	For clarity, there is no fee for the first issuance of a certificate or transcript on completion of a course (this fee is applicable to all students).
Lifestyle and Leisure course attendance certificate	\$25.00 per certificate	For clarity, there is no fee for the first issuance of a certificate or transcript on completion of a course. This service is only available for enrolments completed in the _____ prior to the request.
Administrative fee for Lifestyle and VET course refunds due to special circumstances	\$15.00 per course	Fee does not apply to students in VET Student Loans eligible courses
Payment plan contract amendment fee	\$25.00 per amendment request	Fee applies to all students on payment plan contracts.
Student Contact Hours delivered for VET courses charged where refunds have been issued due to special circumstances	Fee determined by calculation at time of withdrawal	Fee does not apply to students in VET Student Loans eligible courses.

An Atwea College Gift Certificate is a voucher which can only be used for Atwea College course enrolment fees. The voucher cannot be redeemed for cash or topped up with additional value and cannot be used to pay incidental fees such as course material fees that are payable to the tutor or to purchase other products or vouchers at Atwea College.

Use of a Gift Certificate voucher is limited by its balance value and expiry date – there is no limit on the number of transactions it can be used for. The portion of an enrolment fee paid for using a Gift Certificate voucher prior to its expiry date will be deducted from the voucher's



voucher, additional valid Gift Certificate voucher(s) or payment method(s) may be used in conjunction to pay the total enrolment fee. Once a voucher has reached its expiry date it is no longer valid, and any unspent value cannot be used or redeemed.

The