

STUDENT HANDBOOK

Part A – All Students

Section 3 – Pre-Enrolment Information, Certificates, Fees and Refunds

Foreword to International Students

These policies and procedures on pre-enrolment information, fees and refunds apply to All students at ALG, including international students.

In addition, International students should refer to section B of this student handbook for further information on pre-enrolment information, fees and refunds specific to international student enrolments.

Student Information for the Unique Student Identifier

From 1st January 2015, if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a **Unique Student Identifier (USI)**.

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results from 1st January 2015 onwards. Your results from 2015 will be available in your USI account in 2016. Your USI will also be needed by the RTO before a Statement of Attainment or Qualification can be issued.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

For more details about your USI please visit <http://www.usi.gov.au>.

Automatic permission given for ALG to get or verify your USI

Upon enrolment, we will ask you to provide us with your USI. If you provide your existing USI to us, ALG is responsible for verifying its accuracy. If you do not provide one, ALG will obtain one on your behalf.

As a condition of enrolment, a student automatically grants ALG permission to use the personal information we have gathered to verify, provided that your USI is accurate. As a condition of enrolment, a student automatically grants ALG permission to use the personal information we have gathered to obtain your USI if you have not yet obtained one. If you do not want ALG to obtain one on your behalf for any reason, you must make this request prior to completing your enrolment form.

Visit this factsheet for further details on the USI for students: [Student Information for the USI](#)

Enrolments for students under 18 years old

ALG has age restrictions on some courses.

CLASSROOM COURSES - students under 18 years old at the time of commencement are not able to attend courses that require classroom attendance.

DISTANCE EDUCATION OR HOME STUDY COURSES - students who are at least 16 years old can be considered for enrolment into a home study program. However ALG recommends a student access the free course samples and/or speak to a student advisor to discuss and assess if the course level is appropriate to their situation, prior knowledge and experience.

Where a student does enrol and is under the age of 18, they will need a parent or legal guardian to sign and accept all terms and conditions required of students in a course with ALG on their behalf.

Course Fees & Additional Fees

Course Fees

Course fees are published in a variety of places that can be viewed prior to enrolment into your course. They may be found in brochures, flyers, websites, letters of offer or contacting student services.

Course fees are the total amount of fees that the student has to pay in order to undertake the course.

Course Fees may include:

- ✓ Enrolment Fee (non-refundable)
- ✓ Tuition Fees
- ✓ Course material & resources fees (compulsory items)

Course fees do not include:

- ✗ Application fees (if applicable)
- ✗ Course Credit Request Fees
- ✗ Fees associated with provision payment plans
- ✗ Non-compulsory course material fees
- ✗ Additional Fees
- ✗ Person Travel or accommodation Expenses
- ✗ Any fees paid to another person who pays the money on behalf of a student, with exception of international student education agents with an agreement with ALG

Additional Fees

The *Course Fees* outlined at the time of enrolment are the only fees required to complete a course and gain the qualification. This is subject to the student completing their course as per the original enrolment and course conditions.

In the event a student does need to change their original course plan or request additional services, or incur penalty fees, then additional fees may apply *e.g. to replace a lost textbook, to defer your studies to a new term etc.*

Additional Fees are published as an appendix to this Student Handbook.

If a student is unable to locate these any published fees prior to enrolment they should contact student administration.

Payment of Course Fees, commencement of studies and certification

Non-payment of any required course fees by the commencement of a course or module will result in students not receiving their course materials and not being able to attend classes until this outstanding course fee has been paid.

Weekly late payment penalty fees apply for each week a payment is late.

All outstanding fees for a course or module, including any administration services fees incurred, must be paid before a student can be issued with a Testamur or a Statement of Attainment.

Please note that any payments made by a student are first allocated to any outstanding miscellaneous fees. The remaining balance of the payment is then allocated to course fees.

ALG will not be responsible for any money paid to an Education Agent or partners. Students using an education agent or a partner can choose to still pay fees directly with ALG if preferred.

About Certification

Certificates are awarded to students within 30 calendar days of the student being assessed as meeting the requirements of the training product. Conditions to this rule are if the student has not paid all agreed fees owed, or if the student has not provided information to create or verify their Unique Student Identifier (USI).

Certificates can be revoked by the RTO if the authenticity of the certificate is in question. Certificates are only valid with the following identification items included on the document:

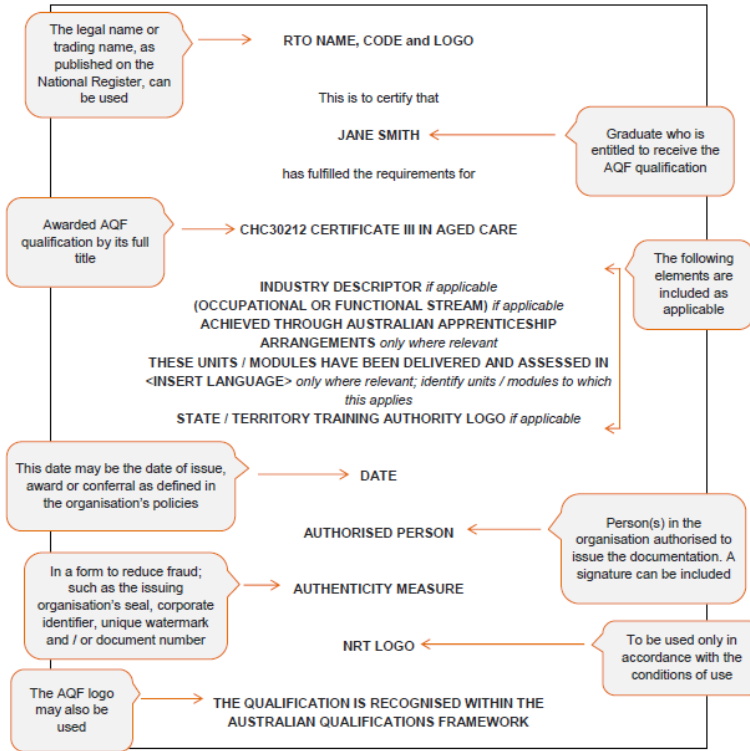
- Award Date (date the student was assessed as meeting the requirements of the training product)
- Unique Certificate Number (automatically generated and allocated per certificate)
- the RTOs embossed logo
- Signature of a Student Officer
- Student First Name and Last Name and
- Student Number (Not the USI, but a unique student number assigned by the RTO)

Without these items, the certificate is not considered an authentic document.

ALG certificates are issued in accordance with the AQF and ASQA Certificate Issuance Policy and following the templates issued by these organisations.

Suggested Templates extracted from ASQA Fact Sheet – Sample AQF documentation

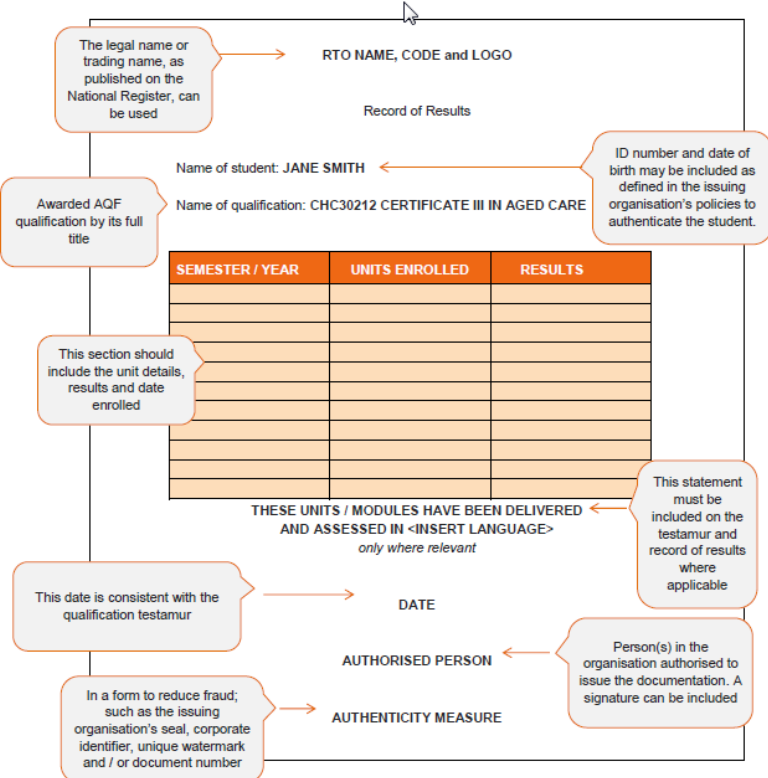
Suggested form: Testamur to certify attainment of a VET qualification



Fact Sheet - Sample AQF documentation, updated 1 April 2015

Page 2 of 4

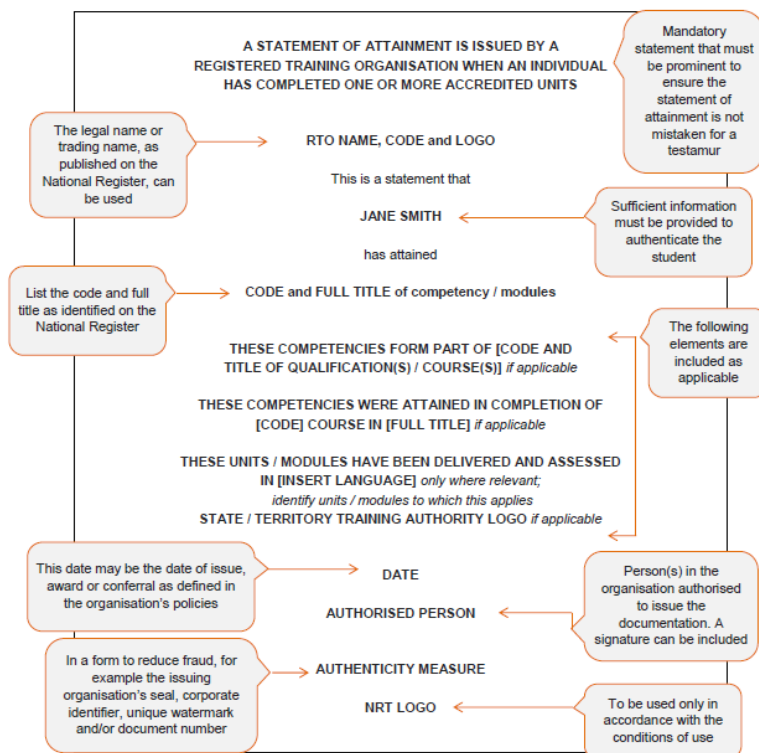
Suggested form: Record of results



Fact Sheet - Sample AQF documentation, updated 1 April 2015

Page 3 of 4

Suggested form: Statement of attainment



Fact Sheet - Sample AQF documentation, updated 1 April 2015

Page 4 of 4

Refund Policy - Overview

The ALG refund policy contains information on:

- a) what would happen in the case of student default i.e. 'default on their enrolment'
- b) what would happen in the case ALG, the course provider, defaults or a course is not delivered
- c) Information on amounts which may or may not be refunded
- d) Information on the processes for claiming a refund

The following table provides a brief overview of refund policies with further information detailed below:

Situation	Course Type	Refund Policy
Student Requests Refund	Classroom	Request made <u>3 weeks prior</u> to the day of the relating first scheduled class. Full refund less Refund Fee.
Student Requests Refund	Home Study	Request made <u>prior to the delivery day</u> of the home study module and/or course to the student. Full refund less Refund Fee.
Provider Defaults	Any Type	Full Refund on paid fees before commencement OR a full refund on fees paid for portion course that has not been delivered
International Study Visa rejected	Classroom	Full refund less Enrolment Fee and Refund Fee
If a student is no longer eligible for a refund they may like to consider deferment or extensions options.		

It should be noted that the refund agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Refund Policy – Student Default Cases

Only course fees paid are subject to our refund policy, excluding any non-refundable enrolment fee or additional service fees.

A refund fee of \$100 is charged per refund request. A refund request can include a refund for one or more modules and/or courses.

For classroom based training modules/ courses, students are eligible for a refund if a written request is received 3 weeks prior to the day of the first scheduled class or workshop for that training module and/or course.

For home study based training modules, students are eligible for a refund if a written request is received prior to the delivery day of the home study module and/or course to the student. The delivery day being the day ALG posts or sends course material or grants online course access to the student, as determined solely by ALG.

Refund Policy – International Students and Visas not granted

Where a student is refused a visa and is yet to commence the course, a student will be eligible for a full refund less Enrolment Fee and Refund Fee. Evidence of the Visa not being granted may be requested.

In circumstances where a student is refused a visa but has already commenced the course, the amount of refund payable is the unspent portion of the tuition fees received by ALG, that is, the product of the weekly tuition fees for the course and the number of weeks remaining in the paid portion of the course after the day on which the relevant default occurred. The refund calculation will only be based on tuition fees only. No refunds will be provided on non-tuition fees e.g. course fees, material fees, admin fees etc.

In circumstances where a student is refused a visa due to fraudulent activity in their visa application process, then the student will be not be eligible for a refund.

Refunds & Promotional Pricing

A student may receive reduced pricing for their course that is not equivalent to the recommended retail price for course e.g. in event of course credit being granted or packaged pricing or early bird discounts.

In such cases refunds will always be based on the amount the student has paid and subject to the course being fully paid.

If the student requests a refund on a component of a course (or group of courses) that they have not commenced and eligible for a refund - any monies paid prior will need to be applied to the studies they have commenced and no longer eligible for a refund. In this case, the discount received may also be rescinded and the retail price will be used to calculate the remaining portion of fees that can be issue as a refund. i.e. the student deciding not to complete the course package also forfeits any discount originally received when taking that course package.

Refunds – How a student requests a refund

Any student request for a refund must be made in writing to ALG.

The official refund request date will be the date ALG receives this request in writing, as determined by ALG.

ALG strongly recommends email requests for refunds are supported by a phone call to ensure receipt of the student's email.

In cases where students have been deemed eligible to receive a refund, refunds will be processed within 10 working days of receiving the written request.

The method of making a refund payment to a student will be by direct deposit to the student's bank account. Refunds will be made only in \$AUD. Please note this means students will be responsible for any local bank fees or exchange rate costs associated with exchanging their refund.

Any request to receive a refund by another method can be requested for special consideration, but may also come with addition administration fees to cover bank charges or additional processing and handling. Refunds will not be made to third parties unless the student has requested and authorised in writing.

What if I am no longer eligible for a refund?

If a student is no longer eligible for a refund they may like to consider the following options:

- Request a deferment credit for classroom modules
- Request an extension of home study module (this may incur a fee)
- Request a cancellation of remaining liabilities (payment plan students)

Please refer the *ALG Deferment, Cancellation and Extension Policy*

Refund Policy – in ALG (the Provider) Default Cases

In the case where ALG is unable to deliver a course in full or has decided to cancel a course before it commences, the guarantee that ALG provides to students so that they can complete their training include either:

- A full refund of Course fees to be used to pay for another course - A refund will be issued to the student based on unexpended course fees. The refund will be paid to the student within 10 working days of the day on which the course ceased being provided. Any refund due to actions and default by ALG will involve ALG being proactive in contacting the student to arrange the refund in line with the Refund Policy *OR*
- To accept a place in another course - The student may be offered enrolment in an alternative course of the same value by ALG at no extra cost to the student. Alternatively, the student can choose to accept a place in a course of greater value and pay to difference of course fees. If the student chooses a placement in another course, the student is required to sign a document to indicate acceptance of the placement.

The assurance that fees will be recoverable in this event include:

For Australians (or non-International students)

ALG will maintain 2 strategies for tuition assurance.

For home study or distance education students, as well as any NSW classroom based student, ALG maintain a tuition scheme to safeguard students in the event of it becoming insolvent and unable to return fees that have been paid in advance. The tuition assurance scheme will source similar training to allow the effected participants under this condition to complete their studies without further financial burden. However if the student cannot be placed, the tuition assurance will make refunds.

For classroom based students in any other State than NSW, ALG will not require a student to prepay fees in excess of a total of \$1500 at any point of their studies. Where 'Prepaid fees' (sometimes referred to as 'fees collected in advance') means fees collected before the relevant services have been provided.

For International students

International students will have a level of protection under the Government introduced Tuition Protection Scheme (TPS). The TPS is a placement and refund service for international students only.

Please see www.tps.gov.au

Health funds, massage qualifications and study modes

Despite the national training qualifications encouraging a range of learning modes to suit learner needs, some private health funds have independently mandated learning requirements and qualification levels needed to gain access to their private provider scheme.

In order to gain a provider status the student's choice of qualification and study mode must fulfil these requirements.

Given the changing nature of independent health fund education requirements, ALG cannot and does not make any claim or take any responsibility that our courses and programs will guarantee students provider status with any private health fund.

We do attempt to keep abreast of the latest requirements and provide as much information to prospective and current students on these changing requirements. This information is posted to our website as and when available.

Personal Property

All students and clients will be responsible for their own personal belongings at all times whilst on any ALG premises. ALG will not be responsible for the loss or damage of personal belongings under any circumstances.

Enrolling in combined courses and pre-requisite requirements

Typically, combined courses allow student to purchase 2 or more courses and save on the total course fees of each individual course. Generally, these qualifications can then be studied 'back to back' so the student can obtain both qualifications.

Students will need to observe any entry or pre-requisite requirements for the advanced or higher course. Please see course information or contact student services for details.

Transition requirements if a national training product is updated

Where a national training product e.g. national qualification is superseded, it is ALG responsibility to ensure that either 1) all learners' training and assessment is completed and the relevant AQF certification documentation is issued or 2) learners are transferred into its replacement, within a period of one year from the date the replacement training product was released on the National Register.

Any student enrolling into a course, where the duration of studies longer than 12 months was allowed by ALG, need to be aware that in these special circumstances will now impact the time you have to complete your intended course of studies.

In this situation, which is not at the control of ALG, you now must accept the requirement that you can either:

- i) Complete your current and intended course of studies BEFORE the necessary transition date that the National Vocational Education and Training Regulator Act 2011 publishes, noting that this can be an earlier date than the intended completion date of your enrolment OR
- ii) Accept the transition to the new qualification and complete your course in the originally intended study duration*.

*Please note a transition to a new qualification may require the student to undertake additional gap training or meet new training requirements for the new qualification. This additional training may require additional fees to be paid above the fees paid for the original course.

If a change in qualification is made and a transition is required, ALG will aim to inform the student as soon of their requirements and options. The timing of this information given to the student will be subject to having detailed transition strategies and plans available to communicate to the student.

Where an AQF qualification is no longer current and has not been superseded, all learners' training and assessment is completed and the relevant AQF certification documentation issued within a period of two years from the date the AQF qualification was removed or deleted from the National Register.

Learning Needs & Support Strategies

As part of the training support ALG is able to provide access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses wherever possible.

Prior to enrolment students are encouraged to contact student support teams to discuss and request any educational and support services necessary to support their program. This gives us the chance to arrange support strategies before you commence.

In some cases educational and support services cannot be identified until the training commences. Again, at any time of their studies, students are encouraged to contact student support teams to discuss and request any educational and support services necessary to support their program.

A range of support strategies are available.

Any student experiencing difficulty in maintaining course progress should contact a student advisor as soon as possible. The earlier a student seeks a support strategy, the more options can be provided. Support strategies are subject to availability and individual circumstances. Examples of support strategies that may be available include, but are not limited to:

- Timetabled catch-up classes within the same term of study – fee
- Timetabled catch-up classes outside the original term of study – fee
- Timetabled assessment resits within the same term of study – fee
- Timetabled assessment resits outside the original term of study – fee
- Private catch-up classes – fee
- Private assessment resits – fee
- Additional practice sessions in student clinic (Massage students only) – no fee
- Matching with peer-to-peer study partner – no fee
- Review tuition in additional classes or streams - fee
- Extra tuition from teacher – fee
- Being placed in a suitable alternative module within a course or a suitable alternative course – fee
- Modifying the training or assessment methods to better suit the learning needs of students where possible.
- Or any other action our training and support staff think may help the situation