

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, students who are undertaking nationally recognised training delivered by a registered training organisation will need to have a **Unique Student Identifier (USI)**.

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

A student's USI account will contain all nationally recognised training records and results from 1st January 2015 onwards. A student's results will be available in their USI account in the following calendar year. A student is required to have a USI before an RTO can issue a Statement of Attainment or Qualification.

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

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

Automatic permission given for ALG to get or verify your USI

Upon enrolment, we will ask students to provide us with their USI. If a student provides their existing USI to us, ALG is responsible for verifying its accuracy. If a student does not provide one, ALG will obtain one on the student's 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 application 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 us.

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

Course Fees may include:

- ✓ Tuition Fees
- ✓ Enrolment Fee or Joining Fee (non-refundable)
- ✓ Course material & resources fees

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
- ✗ Personal 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 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 published fees prior to enrolment they should contact us.

Paying Fees

Students are required to pay any fee by the due date indicated.

Any student opting to pay by automatic direct debit must ensure adequate funds are available in their nominated account on the day the auto debit is due.

Failing to make a course fee payment by the due date or defaulting on a direct debit payment can result in a student not being able to attend classes or access their course until this outstanding course fee has been paid.

Late payment or default payment penalties fees may apply.

Cancelling a course does not remove the student's responsibility to pay all outstanding fees for a course or module, including any administration services fees incurred.

A student must have no monies owing before they can be issued with a Testamur or a Statement of Attainment.

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.

Payment Options

Classroom Students

Classroom students have the option to pay tuition fees by term or by month. Students can switch between payment options. Requests can be made at any time, however changes will only apply to future term tuition fees. The changes will be made to all future terms and enrolled courses.

Distance Education Students

Distance education students have the option to pay upfront or via payment plan.

Switching between payment options will always occur at the course tuition pricing that is current at the time the request to switch is made, which may be greater than historical course tuition pricing on original Letter of Offer.

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:

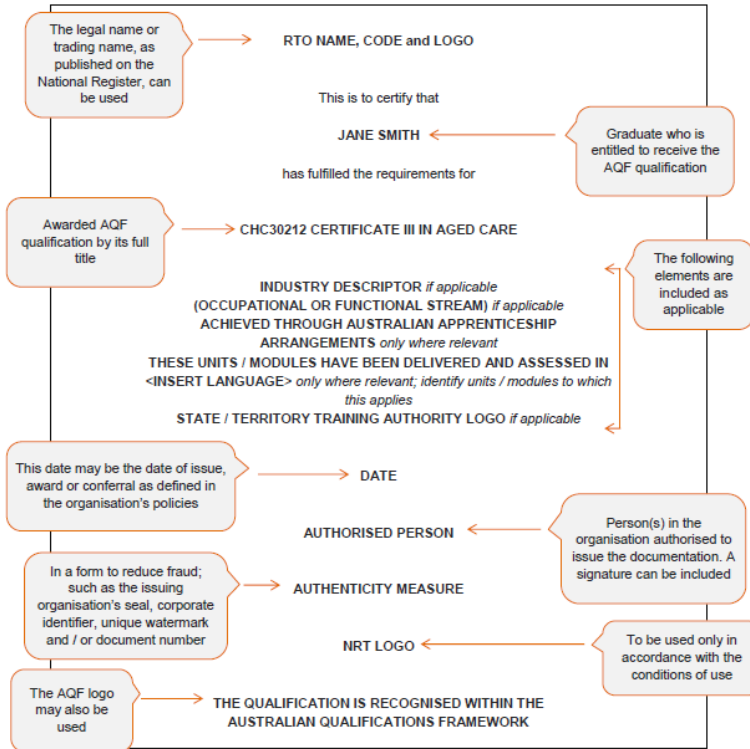
- Award Date (date the student was assessed as meeting the requirements of the training product)
- Unique Certificate Number (automatically generated and allocated per certificate)
- the RTOs embossed logo
- Signature of a Student Officer
- Student First Name and Last Name and
- Student Number (Not the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

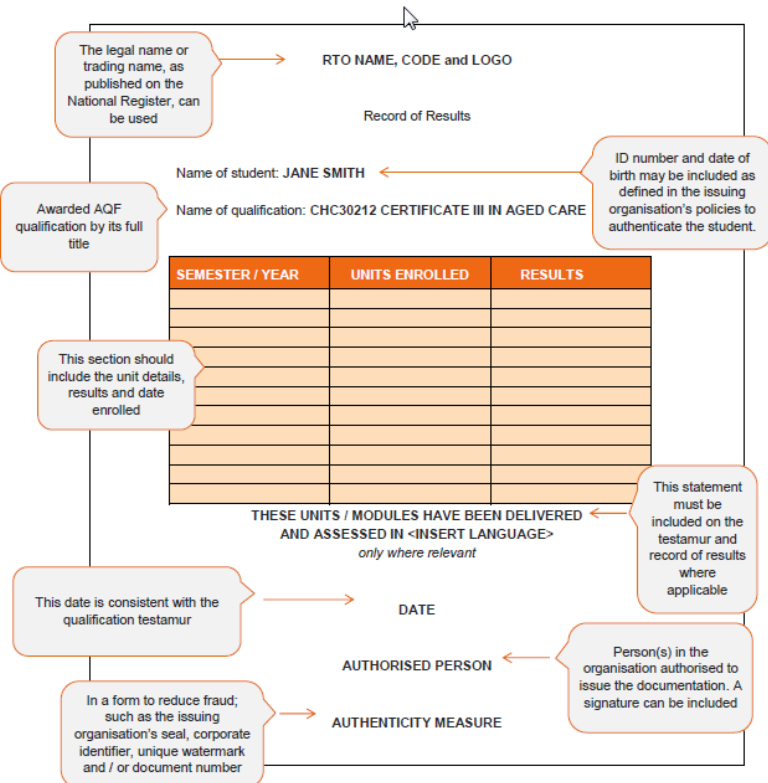
Suggested form: Testamur to certify attainment of a VET qualification



Fact Sheet - Sample AQF documentation, updated 1 April 2015

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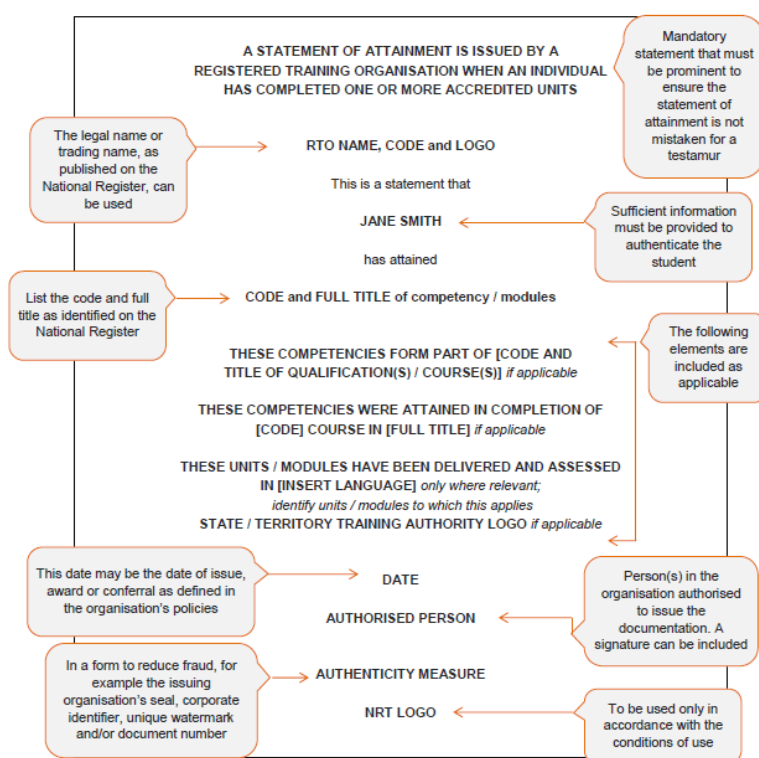
Suggested form: Record of results



Fact Sheet - Sample AQF documentation, updated 1 April 2015

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Suggested form: Statement of attainment



Fact Sheet - Sample AQF documentation, updated 1 April 2015

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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) amounts which may or may not be refunded
- d) the processes for claiming a refund

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

Classroom Programs

A student who is studying a classroom program can receive a refund of the pre-paid portion of the tuition fees if the student notifies ALG they are cancelling their studies before the first Monday of the term the student is cancelling from (as per the published date on our timetable). A student will not be eligible to receive a refund if the student notifies ALG they are cancelling from their studies on or after the first Monday of the term they are cancelling from.

Home Study Programs

For home study based training modules, students are eligible for a refund of pre-paid tuition fees if they notify ALG they are cancelling their studies prior to the delivery day of the home study module and/or course to the student. The delivery day is the day ALG posts or sends course material or grants online course access to the student, as determined by ALG.

Refund Policy – International Students and Student Visas Not Granted

Where a student is refused a student visa and is yet to commence the course, a student will be eligible for a refund of Tuition Fees. Evidence of the Visa not being granted will be requested.

In circumstances where a student is refused a student visa but has already commenced the course, the amount of refund payable is the unspent portion of the tuition fees received, as determined by ALG.

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

Refund Policy – 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.

Refund Procedure

Students are required to notify ALG of cancellation by submitting a completed Course Cancellation Form. This form is available on www.alg.edu.au

The student's eligibility to receive a refund will be based on the date ALG receives the notification of cancellation, as determined by ALG.

If a student is assessed as being eligible to receive a refund, ALG will contact the student and process the refund.

A refund administration fee applies. This fee is automatically deducted from the refund amount due to the student.

Refunds will be processed within 10 working days of receiving the notification of cancellation.

The method of making a refund payment to a student will be via direct deposit to the student's bank. 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 additional 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.

Refunds & Promotional Pricing

In rare circumstances, 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.

Tuition Assurance

Where a prospective or current learner is required to prepay fees in excess of a total of \$1500 an RTO must meet the requirements for Fee Protection set out in the Standards for Registered Training Organisations

For Australians (or non-International students) 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 RTOs registered under CRICOS must satisfy both the requirements of Fee Protection and of the Tuition Protection Service (TPS) under the ESOS Act. The TPS requires that not more than 50 per cent of the fees for an overseas student be prepaid, unless the student chooses to pay more. This applies even if 50 per cent of the course fees would be less than the threshold prepaid fee amount of \$1500.

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