



STUDENT HANDBOOK

SECTION 3 – PRE-ENROLMENT INFORMATION, CERTIFICATES, FEES AND REFUNDS POLICY AND PROCEDURE

FOREWORD FOR 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 handbook for further information on pre-enrolment information, fees and refunds specific to their enrolments.

STUDENT INFORMATION ON THE UNIQUE STUDENT IDENTIFIER

From 1st January 2015, if you are taking nationally recognised courses delivered by a registered training organisation (RTO), you will need 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**.

Your USI account will contain all nationally recognised training records and results from 1st January 2015 onwards. Your results will be available in your USI account the following calendar year. You must have a USI before an RTO can issue a Statement of Attainment or Qualification.

When applying for a job or enrolling in further study, you will often need to provide 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 smartphone anywhere and anytime.

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

Automatic permission is given for the Australian Learning Group (ALG) to get or verify your USI

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

As a condition of enrolment, you will automatically give ALG permission to use the personal information we have gathered for verification, providing that your USI is accurate. Similarly, you will automatically give ALG permission to use the personal information we have gathered to obtain your USI if you don't yet have one. If you do not want ALG to obtain one on your behalf for any reason, you must make this request before 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

ALG has age restrictions on some courses.

CLASSROOM COURSES - if you are under 18 years at the start of a course you cannot take courses that require classroom attendance.

DISTANCE EDUCATION OR HOME STUDY COURSES - if you are at least 16 years old you can be considered for enrolment in a home study program. However, ALG recommends that you access the free course samples and/or speak to a student advisor to discuss whether the course level is appropriate for you.

If you do enrol and you are under 18, you will need a parent or legal guardian to sign and accept all terms and conditions required of students in an ALG course on your behalf.

IDENTIFYING LEARNING NEEDS AND SUPPORT STRATEGIES

To maximise your chance of successfully completing your training, ALG will attempt to identify any learning or language, literacy and numeracy (LLN) support you may need before your enrolment or commencement



provide access to the required support throughout your training wherever possible.

PROCESS FOR IDENTIFYING LEARNER NEEDS

Before you enrol or start your course, ALG will use the following procedures to establish whether you have any special needs as a prospective student. Note that all procedures are used collaboratively to form an overall assessment of your suitability and potential learning needs for a course.

It's important that you are also responsible for participating in this process by conducting various self-assessment activities.

Procedure	Type	Description
Course requirements	Student self-assessment	ALG publishes a detailed list of course requirements on our websites that you should review before enrolling. This list covers the full range of course requirements so you can assess yourself by considering your physical ability, cultural background, educational background or anything else that might relate to course delivery. If you have any questions about, or issues with, these requirements, you should contact ALG before enrolling.
Free trial lesson	Student self-assessment	You can attend a free trial session of your course if you are unsure of your suitability. After the trial session, you are free to ask any questions, observe further training materials used in the course etc to get a comprehensive, first-hand experience of what is involved. Please contact Admissions to arrange this.
Learning needs alert	Student self-assessment	We will ask you on your application or enrolment forms for details of any learning requirements you may have that could reduce your ability to complete the course successfully. This will be your chance to tell ALG about your learning needs and our chance to identify learning support or strategies, where possible, to support you. Answer 'yes' to this question (or speak to us before you apply or enrol) if <ul style="list-style-type: none"> • you know you have a learning need • you may have experienced difficulty in another course or training situation in the past but are not necessarily aware of any special need.
Past education	ALG reviewed	We will ask you on your application or enrolment forms for details of your past education. Successful completion of a course or qualification in a similar field is a fairly good indicator that you will have the required skills to take your proposed course. Though we will be reviewing your records ourselves, we have also provided a copy of the table below for you to self-assess if you wish. Have you completed the previous study at the same level of your proposed entry course? If not, have you completed a pre-level course that was in the same field as your proposed entry course? If you have any questions about or issues with these requirements, you should contact ALG before enrolling.
English proficiency	ALG reviewed	If your first language is not English, you will need to follow our English proficiency policy and provide suitable evidence of their English proficiency when you apply.
Orientation day	Student self-assessment	For some students and courses, orientation day is held before the commencement of training.

For students enrolling at ALG as a result of their previous education provider defaulting, it is to ALG's discretion to accept the students' documentation provided at the time of their enrolment with that provider to meet the entry requirements of their respective courses.

LLN ONLINE TEST AS PART OF THE PROCESS FOR IDENTIFYING LEARNER NEEDS

We recognise how important your basic LLN skills are in allowing you to participate actively and effectively in any course of study. In accordance with the Standards for RTO's 2015, as a rule, we will assess your level of LLN skills before you start your course of study, using an online LLN test. Your LLN test results will be compared with the LLN requirements of the qualifications offered by ALG.

We also acknowledge that not all students have the LLN skills to complete their course without assistance. So we are committed to identifying any gaps in LLN and may offer assistance in areas where students might need help.

For more details on how to complete the LLN online test refer to the Student Handbook, [8. Appendix Language, Literacy, and Numeracy \(LLN\) test](#).



Some examples of LLN training activities covered in class are working in small groups to complete a small project; conducting research using the internet; identifying and using specialised vocabulary and acronyms relevant to the subject of study, etc.

The overall LLN strategy takes into consideration the process of reasonable adjustment to ALG’s standard processes and practices.

Reasonable adjustments are those that would not cause unjustifiable hardship on ALG and should be negotiated effectively¹.

In certain circumstances, where a prospective student’s LLN needs cannot be met, that student will have to postpone any ALG courses until he or she achieves the required LLN skills. If this happens, ALG will provide the student with a refund or a credit toward participating in an ALG course at a later date, in accordance with Part A Section 3 and Part A Section 10 of the Student Handbook

ALG will ensure that the LLN assessment process is fair, flexible, reliable and confidential.

Table – PAST EDUCATION and how it provides an ‘indicator’ of your ability to manage a new course

<u>PROPOSED ENTRY COURSE</u>	<u>PREVIOUS STUDY COMPLETED</u>
Diploma level Course	<input type="checkbox"/> A University course <input type="checkbox"/> Highest level of High School <input type="checkbox"/> Another Diploma level course OR higher <input type="checkbox"/> A course just below Diploma level but similar content
Certificate IV Level Course	<input type="checkbox"/> A University course <input type="checkbox"/> Highest level of High School <input type="checkbox"/> Another Certificate IV Level course OR higher <input type="checkbox"/> A course just below Certificate IV level but similar content
Certificate III Level Course	<input type="checkbox"/> A University course <input type="checkbox"/> Highest level of High School <input type="checkbox"/> Another Certificate III Level course OR higher <input type="checkbox"/> A course just below Certificate III level but similar content

LEARNING SUPPORT WE CAN OFFER

As part of our training, wherever possible, we can provide access to the educational and support services you need to meet the requirements specified in training packages or VET accredited courses.

Before enrolling, you are encouraged to contact student support teams to discuss and request any educational and support services you might need for a program. This will give us the chance to organise support strategies for you.

In some cases, we cannot identify the services you need until your training begins. Again, you are encouraged to contact student support teams at any time to discuss and request any necessary educational and support services.

You can access a whole range of support strategies.

If you are having trouble maintaining your progress in a course, you should contact a student advisor as soon as possible. The earlier you seek a support strategy, the more options we can provide. Support strategies are subject to availability and individual circumstances. Some examples are

- orientation
- non-academic student support
- academic student support
- learning support
- LLN support
- English pathways
- counselling services
- students course progress
- reasonable adjustment

ENGLISH PROFICIENCY REQUIREMENTS

All our classes are conducted in English. If you are an international student and English is not your first language, you must submit evidence that you have the required level of English proficiency before your course begins.

All language test scores must be no more than two years old at the course commencement date.

¹ Providing quality training and assessment services to students with disabilities. The Australian Skills Quality Authority (ASQA). Available on <https://bit.ly/2YChftS>. Accessed on 20/05/2019



For more details on English proficiency requirements that you must meet see the Student Handbook, [6. English Proficiency Requirements Factsheet](#).

COURSE FEES AND ADDITIONAL FEES

Course fees

Course fees are published in a variety of brochures, flyers and websites that you can view before you enrol. Otherwise, you can check your Letter of Offer or contact us.

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

Course fees may include:

- tuition fees
- an enrolment or joining fee (non-refundable and non-transferable)
- course material & resources fees

Course fees do not include:

- application fees (if applicable)
- course credit application fees
- fees associated with the provision of payment plans
- non-compulsory course material fees
- additional fees
- personal travel or accommodation expenses
- any fees received by another person who pays on behalf of a student, with the exception of international student education agents who have an agreement with ALG

Additional fees

If you need to change your original course plan or request additional services or incur penalty fees, then additional fees may apply e.g. to replace a lost textbook, to re-sit assessments, or to apply for course credit.

You will find our *Additional Fee Schedule* in the appendices at back of this handbook and in your Letter of Offer.

PAYING FEES

You have to pay any fee by the due date indicated in your Letter of Offer and/or Student Portal.

If you opt to pay by automatic direct debit, you must ensure that adequate funds are available in your nominated account on the day the auto-debit is due.

If you fail to make a course fee payment by the due date or default on a direct debit payment, you may not be allowed to attend classes or access your course until the outstanding course fee has been paid. Penalty fees may also apply as per the Additional Fee Schedule.

We reserve the right to stop offering you our 'pay by the month' payment plan if your course fee payment is late. Refer to the following section for details of payment options.

Cancelling a course incurs a cancellation fee (refer to Additional Fee Schedule) and does not remove your responsibility to pay all outstanding fees for a course or module, including any outstanding additional fees.

If you terminate or complete your course but have unpaid fees and charges, we will not issue any certificates and/or Testamur and/or Statements of Attainment until all fees are paid.

We will not be responsible for any money paid to an education agent or partners. If you're using either, you can still choose to pay your fees directly to ALG.

PAYMENT OPTIONS

Classroom students

Classroom students can pay tuition fees by term or by month and can switch between payment options. Requests can be made at any time, but 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 can pay upfront or via a payment plan.

Switching between payment options will always involve tuition pricing that is current at the time of the switch. These prices may be greater than historical course tuition pricing on the original Letter of Offer.

ABOUT CERTIFICATION

Your certificate will be awarded to you within 30 calendar days of your being assessed as meeting the requirements of the training product. Conditions apply, however, if you have not paid all the fees owed, or if you have not provided information to create or verify your Unique Student Identifier (USI).

For further details refer to [AQF Qualification Issuance policy](#).

REFUND POLICY – OVERVIEW

The ALG refund policy contains information on:

- what would happen in the case of student default i.e. 'default on their enrolment'
 - what would happen in the case ALG, the course provider, defaults or a course is not delivered
 - amounts which may or may not be refunded
 - 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.
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REFUND POLICY – STUDENT DEFAULT CASES

Enrolment Fee and Joining Fees are non-refundable and non-transferable.

Classroom Programs

Refunds will be granted according to the following:

- A student who is enrolled in 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). Students must notify ALG they are cancelling by using the online Course Cancellation form available at alg.edu.au/cancel/

Refunds will NOT be granted according to the following circumstances:

- 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.

Furthermore, it is to ALG's discretion to approve a refund for students that had their enrolment cancelled by ALG due to non-attendance, unsatisfactory course progress and non-commencement.

Home Study Programs

Refunds will be granted according to the following:

- For home study-based training modules and/or courses, 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. Students must notify ALG they are cancelling by using the online Course Cancellation form available at alg.edu.au/cancel/
- Refunds will NOT be granted according to the following circumstances:
- For home study-based training modules and/or courses, refunds will not be given if notification of cancellation is provided to ALG after the delivery day of the home study module and/or course to the student.

Cancellation Fee

Any cancellation from a course or package of courses will incur a cancellation fee, regardless of a student's refund eligibility. The cancellation fee must be paid at the time of submitting the online Course Cancellation form. Refer to the *Additional Fee Schedule* published as an appendix to this Student Handbook. The cancellation fee does not apply to students changing courses within ALG.

If a student's cancellation request is rejected, ALG will refund the cancellation fee, or reduce the tuition fee for the subsequent term with the cancellation fee paid within 10 working days from the rejected outcome.



REFUND POLICY – INTERNATIONAL STUDENTS AND STUDENT VISAS NOT GRANTED

Enrolment Fee and Joining Fees are non-refundable and non-transferable. Refunds will be granted according to the following:

Offshore students:

- where a student is offshore and refused a student visa and has consequently not attended any classes, the student will be eligible for a refund of 100% tuition fees.

Onshore students:

- where a student is not granted a student visa and notifies ALG of the cancellation via the online Course Cancellation form prior to the start of the term the student is due to commence study, the student is eligible for a refund of 100% paid tuition fees.
- In circumstances where:
 1. student's CoE start date has passed and
 2. student is refused a student visa and
 3. student does not lodge an appeal against visa refusal decision or student lodges an appeal and the outcome of the appeal remains as a refused student visa
- the amount of refund payable is the unspent portion of the tuition fees received, as determined by ALG. The spent portion of tuition fees is determined as the fees that cover the period counting from the CoE start date to the date the student submits the online Course Cancellation form to ALG, whether the student attends classes or not.

In all of the above circumstances, students will be required to provide the decision record from immigration as evidence of the student visa not being granted.

Cancellation Fee

A cancellation fee will not be applicable in cases where a student visa is not granted.

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 a difference in tuition 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 using the online Course Cancellation form available at alg.edu.au/cancel/

The student's eligibility to receive a refund will be based on the date the student submits this online form, 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.

Refunds will be processed within 10 working days of receiving the notification of cancellation, provided that all the relevant documentation has been received from the student.

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 (Australian Dollars). Please note this means students will be responsible for any 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 via email. The email address is required to match the student's email address as per ALG records. The email needs to include the following as a minimum:

- A clear statement authorising funds to be transferred to the third party
- Full name of third party
- Relationship of third party e.g. agent, family member
- Contact details of third party
- Account details of third party



REFUNDS & PROMOTIONAL PRICING

If a student has received reduced pricing for their course that is not equivalent to the recommended retail price for the course e.g. in event of course credit being granted or packaged pricing or early bird discounts, 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 as 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.

TUITION PROTECTION SCHEME (TPS)

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

In the unlikely event that ALG is unable to offer the chosen course/s, ALG is obliged to provide an option of transferring to an alternative provider or a refund of unspent tuition fees under the Tuition Protection Service (TPS).

Where ALG is unable to provide a refund or place a student in an alternative course, the Tuition Protection Scheme (TPS) will place the student in a suitable alternative course at another education provider at no extra cost to the student.

Where TPS cannot place the student in a suitable alternative course, the student is eligible for a refund calculated by TPS. More information on TPS can be found at <https://tps.gov.au/StaticContent/Get/StudentInformation>

HEALTH FUNDS, MASSAGE QUALIFICATIONS AND STUDY MODES

Though the national training qualifications encourage a range of learning modes to suit student needs, some private health funds have independently mandated the learning requirements and qualification levels needed to gain access to their private provider schemes.

If you want to gain provider status, your 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 try to keep abreast of the latest developments and provide our prospective and current students with as much information as possible about these changing requirements. Whenever this information becomes available, it is posted on our website.

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 PREREQUISITE REQUIREMENTS

Typically, combined courses allow you to package two or more and potentially save on the total course fees of each course. Generally, these courses can then be studied 'back to back' so you can obtain both qualifications.

You will need to observe any entry or prerequisite requirements for an 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 (ie. national qualification) is superseded, it is ALG's 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 the product's replacement, within a period of one year from the date the replacement training product was released on the National Register.

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

In this situation, which is out of ALG's control, you must accept that you can either:

- I. Complete your current and intended course of studies BEFORE the necessary transition date published by the National Vocational Education and Training Regulator Act 2011, 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 that you undertake additional gap training or meet new training requirements for the new qualification. This additional training may result in additional fees.

If you change your qualification and need to make a transition, ALG will aim to inform you as soon as possible about any new requirements and options. The timing of our communications will be subject to our having detailed transition strategies and plans for contacting you.

Subject to clause 1.27 of the RTO Standards (2015) and unless otherwise approved by the VET Regulator (ASQA), ALG ensures that 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.