

<b>Policy and Procedure Name</b>	<b>Fees and Refund Policy and Procedure</b>
<b>Version</b>	<b>7.0</b>
<b>Approved By</b>	<b>Lucas Newland</b>
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## 1. Purpose and Scope

The following Policy and Procedure outlines the process for the payment of fees and the management of refunds. This Policy and Procedure is designed to ensure that a student's rights are always protected through transparent and robust financial management processes. The Fees and Refund Policy and Procedure applies to all products listed on training.gov.au Brent Street Pty Ltd.'s Scope of Registration.

The purpose of this policy and procedure is to clearly outline:

- How course fees are charged,
- What they cover,
- How fees paid in advance are protected and
- The costs incurred for course withdrawal or deferment.

## 2. Abbreviations / Definitions

Brent Street Pty Ltd: Brent Street or Brent Street's

Accountable Officer: Managing & Creative Director

Course Fee/s: Fee for service based on the year of study for the course you are enrolled in

Bond Payment: Offer acceptance/allocation guarantee for the entire year of study

Payment Plan: Financial instalments paid during a course

RTO: Registered Training Organisation

## 3. Policy

### 3.1. Marketing and Advertising

Brent Street is solely responsible for its marketing and advertising material. The material is monitored prior to release to ensure clear and accurate information is provided and a true representation of the courses available. Ensuring all fees and charges are transparent and students can make an informed decision without risk of hidden fees and charges. Where ancillary or additional charges are applicable, these are listed in this 'Fees and Refund Policy and Procedure' and 'Student Handbook' located on the organisation's website.

Brent Street do not initiate contracts over the phone such as a telemarketing call or at a location other than the Brent's Street place of business (for example, a door-to-door sales) therefore under the Australian Consumer Laws, a 10 day cooling-off period is not relevant.

## 3.2. Determination of Fees and Charges

Brent Street charges students in accordance with comparable market prices fees for all courses/qualifications on their scope of registration. Course fees are determined based on the program duration, delivery method, resource requirements and industry viability. The Managing and Creative Director is responsible for determining all fees and charges, which are reviewed annually.

Qualification/Course fees are inclusive of tuition, administration and allocated assessment opportunities.

The Bond Payment indicates a student's acceptance of Brent Street's offer to enrol in the course of study and guarantees their course allocation for the duration of the entire course for that year. The Bond Payment is refunded to the payer's specified account only when the student has completed the full course duration, has no outstanding fee payments, returned their locker key to the enrolment coordinator & costumes are returned in a cleaned and undamaged state.

Ancillary (additional) charges are payable in addition to tuition fees and vary depending upon course of enrolment and supplier cost fluctuations. A list of the ancillary charges below, is correct at time of writing and may vary in accordance with external supplier cost fluctuations (where applicable).

## 3.3. Ancillary Charges

Depending on your course and situation, you may incur additional charges. For details of additional charges, refer to below:

Type	Description	Charge
Showcase Pack*	Professional video footage, costume hire & alterations, end of year party, graduation ceremony & photographs	\$300.00**
Head Shot	1 high resolution jpeg headshot photoshop edited with the option to purchase additional shots (additional \$50 per image).	\$70.00 (+additional shots)
Re-assessment fee	Administration fee for 3 <sup>rd</sup> and subsequent re-assessments per assessment task	\$75.00
Dishonoured payment fees	Administrative fee for dishonoured payment transactions. Fees are per dishonoured transaction.	\$2.00
Locker Key Replacement	Replacement of a student's locker key	\$30.00
Certificate Re-issue	Request for Testamur or Statement of Attainment	\$30.00
Transcript Re-issue	Request for Record of Results	\$30.00
Recognition of Prior Learning Eligibility Fee	Non-refundable eligibility fee for Recognition of Prior Learning per unit. <i>Note: Where the student is found to be eligible to apply for RPL, this fee comes off their RPL course fees.</i>	\$150.00
Recognition of Prior Learning Assessment Fee	Assessment fee for Recognition of Prior Learning per unit	\$300.00

\*Compulsory end of year additional expenses.

\*\*price may vary due to supplier fluctuations.

## 3.4. Payment of Fees

Students are provided with a 'Course Prospectus' and 'Course Outline' prior to enrolment, advising the course fee and payment schedule, including the Bond Payment amount required to secure & guarantee their allocation for the duration of the course. Students have access to this policy and procedure (link available in prospectus & course outline documents) detailing additional fees and charges and refund information via the website.

- Fees are to be paid by credit card or direct debit according to the fee schedule.
- Fees paid are documented in the financial accounts where reconciliation occurs.

Students are asked in their Student Enrolment Form if they have been provided with sufficient information in which to make an informed enrolment decision and requested to sign as acknowledgement.

### Payment Terms

Following a successful audition, students who are offered a place at Brent Street will be notified via email where they receive the bond payment & due date information (\$1000.00 *refund term and conditions apply*) to secure their placement. If payment is not received by the due date, the offer will be withdrawn.

Students then complete the online Student Enrolment Form and Payment Authorisation Form to complete their enrolment. Once the completed forms have been received by Brent Street, their Finance team will schedule the payments from your nominated account/credit card as submitted on the 'Payment Authorisation Form' to cover the course fees (as per the Payment Schedule in the Course Outline) throughout the course year.

Failure to pay scheduled fees may lead to a suspension of training or non-issuance of an award until the outstanding fees have been paid. Brent Street may use the assistance of debt collection agencies to retrieve outstanding fees greater than 120 days. Where suspension of training or non-issuance of an award is likely, students will be informed of their rights and responsibilities.

Brent Street retains all evidence of fees collected in the financial accounts and all attempts to recover outstanding fees are kept in the student's financial record.

## 3.5. Fee protection strategy

In accordance with the Standards for Registered Training Organisations 2015, Brent Street does not accept payment of more than \$1,500.00 from each individual student prior to the commencement of their course of study.

In cases where course fees are greater than \$1,500.00, students are placed on a payment plan over the term of their enrolment. The student has the right to pay their course fees in larger amounts following the commencement of their course.

Brent Street guarantees to honour its commitment of all fees outlined in marketing material and to provide high quality training services to its students. Consumer rights and guarantees are protected by consumer law, the application of Brent Street's Policies and Procedures and the provision of quality educational services throughout the course enrolment period.

## 3.6. Refund Structure

### BOND PAYMENT: Not part of any course fee

The Bond Payment is only refundable to the payer's specified account once ALL following conditions have been met:

- The student has completed their course of study (which is not dependent upon course outcome),
- there are no outstanding course fee payments,
- the locker key is returned to the Enrolment Coordinator,
- all costumes are returned in a cleaned and undamaged state and
- there are no outstanding ancillary (additional) charges and/or payments.

### COURSE FEES: Tuition costs for course

The student is only eligible to receive a refund on pre-paid course fees only if:

- Overpayment has occurred, the overpaid portion of the course fees will be refunded.
- The student withdraws in writing 28 days or more prior to the course start date, the \$500.00 first tuition payment will be refunded.
- The course or qualification has been cancelled by Brent Street prior to start of course, the Bond & any Course Fees will be refunded.
- If a course or qualification is cancelled after start date, the unused portion of the course fees will be refunded.

### WITHDRAWAL STRUCTURE

If a student wishes to withdraw from their course more than 28 days before the course start date, they will be refunded the \$500.00 first Course Fee payment if it has been deducted from the nominated account prior.

The Bond Payment is not a Course Fee and is not refundable in case of course withdrawal. See 3.7 Withdrawal of Enrolment & TABLES 1 & 2 for associated costs incurred when withdrawing from a course/qualification.

## 3.7. Withdrawal of Enrolment

Students wanting to withdraw from a qualification/course, must notify Brent Street in writing to [enrolments@brentstreet.com.au](mailto:enrolments@brentstreet.com.au) who will send you the **Course Withdrawal \_ Deferment Form** to complete and return.

A withdrawal timeline starts from the date the **Course Withdrawal \_ Deferment Form** is received (or the next business day, as applicable). Students who withdraw without following the correct process will be liable to pay FULL course fees.

Withdrawal from the qualification/course and will incur the following costs:

**Table 1: Withdrawal Financial Implication for enrolments in 2021 courses**

Action	28 days or less before Course Start Date	Before Start of Term 2	Before Start of Term 3	After Start of Term 3
Cost	\$1000.00 Bond payment	\$1000.00 Bond Payment <b>AND</b> all Course Fees up to the date of withdrawal	\$1000.00 Bond Payment <b>AND</b> all Course Fees up to the end of Term 3	\$1000.00 Bond Payment <b>AND</b> Full Course Fees

**Table 2: Withdrawal Financial Implication for enrolments in 2022 courses**

Action	28 days or less before Course Start Date	During Term 1	After Term 1 but Before Start of Term 3	After Start of Term 3
Cost	\$1000.00 Bond payment	\$1000.00 Bond Payment <b>AND</b> all Course Fees up to the end of Term 1	\$1000.00 Bond Payment <b>AND</b> all Course Fees up to the end of Term 3	\$1000.00 Bond Payment <b>AND</b> Full Course Fees

## 3.8. Scholarships & Bursaries

Where a student has accepted a scholarship or bursary offer and chooses to withdraw or defer from their course, they must give Brent Street 30 days' notice in writing of their request to withdrawal (conditions apply).

A Scholarship/Bursary recipient's withdrawal or deferral from their course will terminate the Scholarship/Bursary Agreement and the student is liable for the full course fees according to timeline conditions set out in Tables 1 & 2.

## 3.9. Deferment of enrolment

Deferment of enrolment is usually requested when a student is unable to continue their course progress due to extenuating circumstances, a deferment can be granted up to 12 months.

Students who wish to defer their enrolment in a course, must notify Brent Street in writing via email to [enrolments@brentstreet.com.au](mailto:enrolments@brentstreet.com.au) who will send you a **Course Withdrawal \_ Deferment Form** to complete and return.

Students will be notified in writing, of the outcome of their deferment application within 7 working days of its initial receipt.

Your course fee payments will continue to be applied until your completed deferment form has been processed.

The deferment process starts from the date the **Course Withdrawal \_ Deferment Form** is received (or the next business day, as applicable). You must provide information clearly stating:

- the reason why the deferment is requested,
- the period of time requested to defer; and
- where relevant, attach official documentation which supports the reasons for requesting the deferment.

Brent Street reviews each request on a case-by-case basis considering:

- the individual's circumstances,
- the time requested; and
- the student's progress in the course.

Where approval for deferment has been granted by Brent Street, students are still liable to pay FULL course fees. Please note that no refunds be given under any circumstance.

In the rare occurrence where the student wishes to request deferment of a period greater than 12-months, supporting documentation is required to process this request.

### Suggested supporting documentation for deferment consideration:

- Supporting letter from a Medical Practitioner stating why deferment is appropriate for the student.
- A letter from the student outlining why deferment is appropriate and how they plan to return from deferment to continue their course.
- If a student is under 18, a parent or caregiver letter outlining a reasonable request for deferment.

If approved by Brent Street, the student is required to:

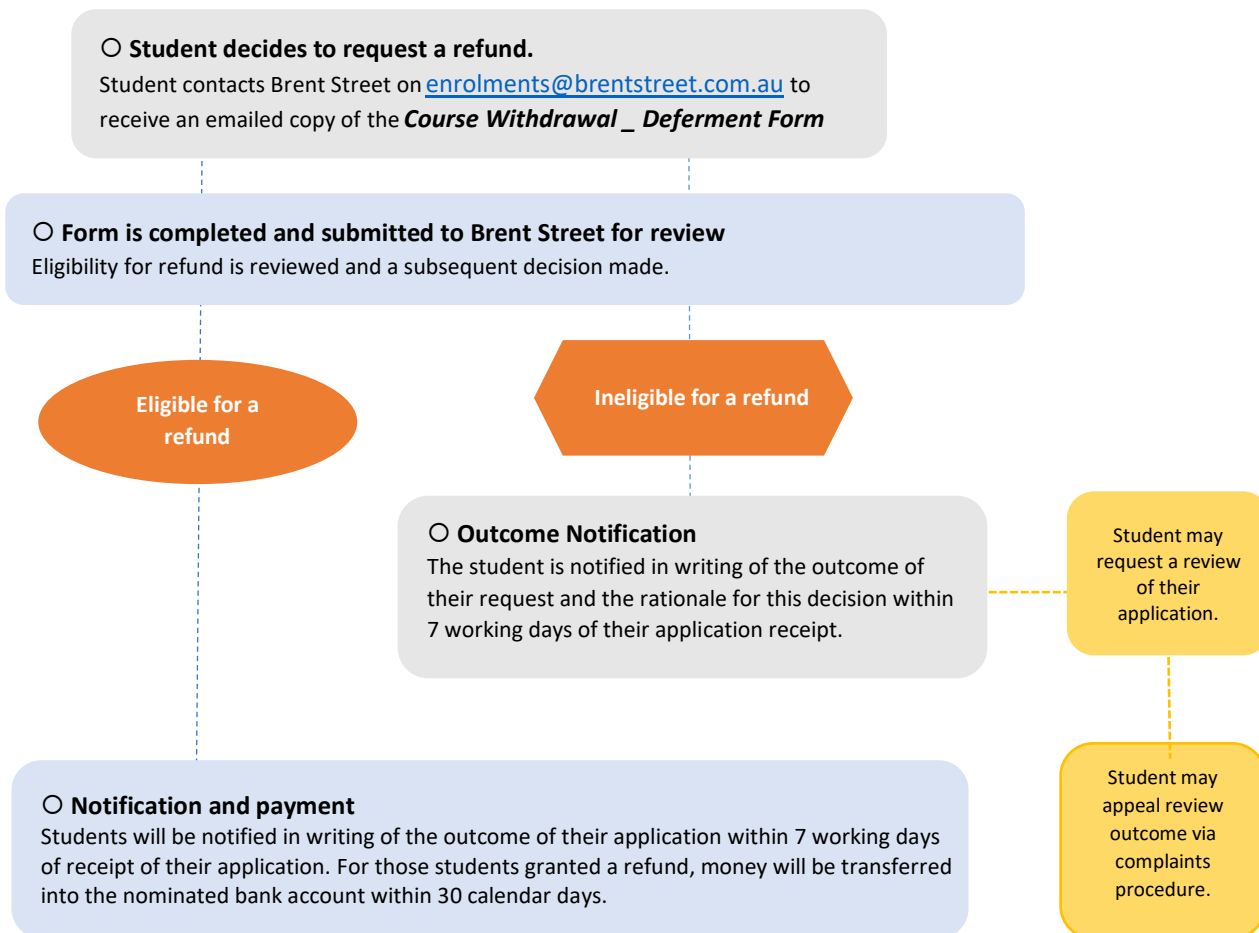
- Pay FULL course fees associated with the course they deferred from.
- Re- audition for the qualification/course they wish to enrol into and pay all associated fees for this course (regardless of whether it is the same course as they deferred from).

All related correspondence will be stored in the student's file.

## 4. Refund Procedure

The following procedure outlines the framework and process of and has been summarised in **Diagram 1 – Refund Procedure** below.

**Diagram 1: Refund Procedure**



## 5. Complaint or Appeal

### Informal Complaint

In the interest of effective, early resolution. Staff, students or third parties are encouraged to raise their complaint/appeal with the relevant person, or in the case of students, they are requested to speak with their Course Coordinator as soon as a grievance arises. Our Course Coordinators are approachable and experienced in assisting students resolve issues at an informal level to ensure the complainant or appellant has a positive experience working toward a mutually acceptable and reasonable outcome.

### Formal Complaint

If the complaint/appeal remains unresolved at a local level, staff, students or third parties are to escalate their complaint or appeal to the Operations & Production Manager by writing an email or a letter outlining the type and the cause of their grievance to:

Operations & Production Manager, Tom Redford  
 Email: [tom@brentstreet.com.au](mailto:tom@brentstreet.com.au)

See 'Complaints Policy and Procedure' for more information.

## 6. Reference:

Australian Skills Quality Authority (2015) "User's Guide Standards for Registered Training Organisations (RTOs) 2015".