



## Fees & Refund Policy

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### PURPOSE

This policy and its associated procedures set out the College's requirements for setting, collecting, administering, and refunding of all fees associated with the College's education and training programs and the requirements where there is non-compliance or complaints.

### OBJECTIVES

The policy objectives are to:

- Provide a single, comprehensive statement of the Australasian College of Phlebology training program fees; and
- Achieve a flexible, consistent and equitable approach to the collection, refunding and remission of all College training fees.

### SCOPE

This policy applies to all College education and training fees.

### DEFINITIONS

**College:** refers to The Australasian College of Phlebology

**Full-Time Students:** Students and trainees who are enrolled full-time in the College's Postgraduate Program or Clinical Training Program and as a registrar in an accredited training position.

**Part-Time Students:** Students and trainees who are enrolled part-time in the College's Postgraduate Program or Clinical Training Program and as a registrar in an accredited training position.

**Post Training Candidate:** Candidates who are repeating the Clinical Training Program exam but are no longer a registrar in an accredited training position or trainees who have delayed their application to sit for the exam.

**Students-interrupted training:** Students and trainees, who have started the College training program in previous years, but have, upon application to the College, been granted a total of 12 months break from the training program due to personal circumstances.

Or

Candidates, who are enrolled in the College training program, but have however, upon application to the College and under exceptional circumstances, been granted a total of 12 months delay in starting the training program.

**Australian and New Zealand Resident Applicants:** Applicants already registered to practice medicine in Australia or New Zealand at the time of application to join the College Clinical Training Program.

**Fee Schedule:** A comprehensive list of all College training program related fees as advertised on the College website and in the training handbook.

**Training Year:** A training year is set from the first Monday of February to the 31 December.

**Annual Program Fees are:**

- Full-Time Fee - is payable by Full-Time students who are enrolled for a period of 12 or 24 months in the College training program.
- Part-Time Fee - is payable by Part-Time students at a rate of 50% of the full-time training fee

**Fee Instalment:** Fees are divided into 4 equal instalments over the training year and are deducted automatically from the student's credit card.

**Exam fees:** are one-off fees payable by trainees in the Clinical Training Program. They are collected by the College to recover the costs associated with organising exams.

Exam Fees are:

- Exam Application Fee: Payable by trainees enrolled in the last year of training and post-training candidates to apply for the examinations for that year.
- Written Exam Fee
- Clinical Exam Fee

**Training Interruption Fee:** This is an administration fee payable by trainees in the Clinical Training Program who have been granted 'leave to discontinue training' for a prescribed period. The training interruption fee must be paid prior to commencing the interrupted period and by 31st of January each year.

**Late Exam Lodgment Fee:** Payable at the time of late lodgment to sit for an exam.

**Late Payment Fee:** All fees that are not paid on the due date will attract a late fee.

**Application Fee:** This is a one-off non-refundable fee payable by an applicant and is payable at the time of application.

**Appeal Fee.** This is a one-off fee payable to the College upon application for an appeal of a decision made by the College. An appeal will only take place after reconsideration and review.

## POLICY

### FEE SETTING

- The College Board of Directors holds the authority to determine the types of education/training fees and fee classifications and the amount of fees.
- Annual Program fees payable by a student will be determined according to the study load of a student based on the type of enrolment.
- All fees within the scope of this policy will be applicable for an annual training year.
- GST is included in all education/training fees.
- The College will apply fees to students and trainees for:
  - applications to enroll in programs
  - the education or training program itself
  - sitting exams
  - late payments
  - appeals
  - assessing RPL.

## **FEE COLLECTING AND ADMINISTRATION**

- The College will provide payment options, as outlined in Education & Training Fee Procedures (below), for the payment of annual program fees.
- In exceptional circumstances, special payment arrangements may be made for College students who are experiencing difficulties with payment. All enquiries and notifications in relation to payment difficulties must be made in a timely manner to College Executive Manager.
- The College will maintain an account for each student and shall keep this information confidential at all times.

## **FEE REFUNDS**

- The College will make and consider refunds on certain fees on a case-by-case basis.

## **NON-COMPLIANCE IN FEE PAYMENT**

The College will not tolerate non-payment and penalties will apply:

- Non-payment of annual education and training fee will result in:
  - a. Delay in graduation from the program of study with equal number of non-payment days, and
  - b. Cancellation of enrollment to the program.
- Non-payment of an exam fee will result in loss of the right to sit for an exam.
- A trainee whose enrolment in the program, exam attendance or online access is cancelled will retain the fee liability and will not be permitted to re-enroll in a subsequent teaching period until such time as the debt is either paid in full or agreement has been reached between the student and the College Executive Manager in regards to the arrangements for repayment. Late payment fees on all overdue accounts will continue to apply.

## **PROCEDURES**

### **FEE SETTING**

- The fees will be determined each year in June and the fee schedule will be advertised on the College Website for the following training year.
- All fees and charges concerning the Australasian College of Phlebology education and training are inclusive of GST.

## **FEE COLLECTION AND ADMINISTRATION**

### **Annual Program Fee Invoicing and Payments**

Clinical Training Program fees will be invoiced annually in early February for the training year.

Postgraduate Program fees will be invoiced annually in early February for the training year.

The invoice will indicate;

*Annual fee installment option;* issued invoice will indicate installment amounts and installment due dates. If installment method of payment is elected, the trainee will pay the indicated installment amounts on or before each quarter; 1st of January, 1st of April, 1st of July and 1st of October. The College office will email reminder notices two weeks prior to each installment due date. There is no notification requirement of electing installment payments. A late payment fee applies for any installment amount received after the due date.

### **Exam Fees**

Clinical Training Program trainees pay the exam fee as indicated on the exam application form on or before the exam application due date. No discount is applicable to the exam fee.

### **Candidate Application Fees**

The indicated application fee is payable at the time of application to the education and training program.

### **Student Financial Accounts**

All invoices issued to a student and payments made by the student against those invoices will be recorded in the student financial account. Students will be able to access and view account transactions online when such online services are developed or introduced by the College, or students may request a copy of their account from the College Executive Manager.

### **Payment Options**

Payment options, including EFT and credit card payment option details will be provided on the issued invoice. If the payment is made via EFT, the payment reference provided on the issued invoice must be quoted.

### **Difficulties with Payment**

In exceptional circumstances, special payment arrangements may be made for College students who are experiencing difficulties with payment. These arrangements will take account of the student's financial and other circumstances. Written requests for special payment arrangements together with relevant documentation will be considered by the College Executive Manager. Extensions to payments will not normally be granted for periods greater than six months. Extension of payment will be advised in writing and will not be granted automatically. Late payment fees on all overdue accounts will continue to apply.

## **FEE REFUNDS**

### **Written refund application requirement**

Any refund request must be made in writing to the College Executive Manager with relevant documentation.

### **Application and Administration Fees**

Application and/or administration fees for training and examinations are non-refundable.

### **Fee Refunds**

For students already enrolled; the annual training program fee is refundable if cancellation of training or withdrawal from studies occurs no more than 3 months after commencement of the program. The request must be received by the College Executive Manager prior to the 3-month grace period ending.

Students in the Postgraduate Program may request deferral of studies to the subsequent year or may request to withdraw from the program entirely. If the request to defer or withdraw is received within 3 months from the commencement of the program, then a full refund will be made. If the request to defer or withdraw is received after 3 months from the commencement of the program, then fees for the period of study completed will apply.

### **Exam Fee Refunds**

The full exam fee is refundable if an exam application is withdrawn before the exam application due date. Eighty percent (80%) of the exam fee is refundable if the exam application is withdrawn up to 21 days before the exam date.

### **Special Circumstances**

In addition to circumstances listed in this policy and procedures; if the refund request is as a result of exceptional circumstances students may apply for a special remission or refund consideration in writing to College Executive Manager. Each application will be assessed on its merits.

### **Payment of Refunds**

Refunds will normally be paid within two weeks from the date of receipt of a written request. Refunds are normally made in the form of EFT direct to the student or in the case of credit card payments will be refunded

back to the credit card used for the initial transaction. Refunds will be paid only following full payment of any outstanding debts owed to the College, such as late fees.

In the event that the College ceases to operate or is unable to continue delivery of its education and training programs, the College has mechanisms and assurance providers in place to assure its ability to refund all fees and charges to students who are enrolled in the program at that time if they choose to not finalise their training.

### **Complaints**

A student or trainee who is dissatisfied with a decision made under the operation of this policy and procedures may appeal against the decision according to the College Complaints/Grievance Resolution Procedures.