

<h1>International - Student Fees and Refunds Policy</h1>		Alana Kaye Policy Manual	
		Policy Number: AKP0032	
Responsible Officer: Chief Executive		Date of Issue: May 2017	
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CRICOS Code: 03675K			
Modifications:	V1.1 Addition of the CRICOS Code		
Associated Documents:	Student Handbook; Letter of Offer; International student fees and refund procedure; Student Refund Application form		
Authorised by: CEO	Issued to: All Staff	Pages: 4	Version: 1.1

## Policy

Alana Kaye’s Management and staff are committed to safeguarding prepaid tuition fees in accordance with the ESOS Act 2000 and the ESOS Amendment (Tuition Protection Service and other measures) Act 2012 (TPS Act) and providing timely and accurate information on course related fee requirements to enrolling and enrolled students of Alana Kaye.

Alana Kaye holds current membership of a Tuition Assurance Scheme and if Alana Kaye is unable to provide services for which the learner has prepaid, Alana Kaye will ensure:

- a) the learner will be placed into an equivalent course such that:
  - the new location is geographically close to where the learner had been enrolled; and
  - the learner receives the full services for which they have prepaid at no additional cost to the learner;
 or
- b) if an equivalent course cannot be found, the learner is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.
- c) Any other fee protection measure approved by the VET Regulator

Alana Kaye will ensure all students are fully informed about student fees, refunds and circumstances relating to refunds through their Letter of Offer. This information is also communicated through the Student Handbook and website.

Alana Kaye will ensure that an itemised list of course money payable by the student is communicated upfront to students through our marketing material and formalised in their Letter of Offer.

Policy Author	Rachael Trbovic	Date: 13 June 2017
Approved by	Alana Anderson	Date: 13 June 2017
Approver signature	Alana Anderson	
Entered in policy register	Rachael Trbovic	Date: 13 June 2017