



POLICY

Tuition Fees

1. Purpose and Objective

- 1.1. UNE Partnerships (UNEP) is committed to providing clear and accurate information to prospective students about the tuition fees associated with their course of study, options for payment and the conditions under which a refund would be provided.
- 1.2. This policy provides the broad structure through which UNEP enacts this commitment.

2. Scope

This policy applies to:

- 2.1. Students enrolled in a non VSL approved course of study including full courses, apprenticeships, traineeships and short courses.
- 2.2. Students enrolled in a VSL approved course of study and in receipt of a VET Student Loan.

3. Policy

- 3.1. UNEP is committed to ensuring professional ethical behaviour in relation to the collection of student fees and processing refunds.

Equity and Transparency

- 3.2. UNEP ensures that all prospective and current students have access to up-to-date information in relation to tuition fees and ancillary fees.
- 3.3. Course tuition fees are published on the UNEP website at <https://www.unep.edu.au/> and on the myskills website at <http://www.myskills.gov.au/>
- 3.4. Some courses attract state government funding. Students are expected to make a contribution to the cost of training in most cases. Eligibility criteria apply. Details are provided on our web site. <https://www.unep.edu.au/get-started/fees-and-funding/>
- 3.5. Tuition fees covers all costs directly associated with delivery and assessment services including but not limited to:
 - a) Access to learning and assessment resources for each unit of competency or study module through the UNEP online learning portal or learning management system;
 - b) Participation in workshops and webinars, included in standard course offerings as promoted;
 - c) Assessment fees associated with each unit of competency or study module;
 - d) Access to educational support by the allocated trainer/assessor;
 - e) Administrative support; and
 - f) Qualification
- 3.6. Ancillary fees and charges are all non-compulsory costs, entered into by the student on a discretionary basis for services rendered in addition to tuition fees. These may include but are not limited to:
 - a) Participation in non-compulsory additional learning opportunities offered by UNEP such as mentoring, coaching, expert lectures and engagement opportunities;
 - b) Fees associated with an extension of more than three months to the study period; and
 - c) The re-issuing of hard copy testamurs and statements of attainment.
- 3.7. The method of payment for tuition fees and ancillary fees must be arranged prior to commencement of services.
- 3.8. UNE Partnerships ensures that all prospective and current students have access to up-to-date information

regarding the terms and conditions of issuing of a refund. This includes:

- a) The circumstances and terms in which a refund will be issued, including compelling and compassionate circumstances;
- b) The process of applying for and receiving a refund;
- c) Information on the complaints and appeals process;
- d) A statement to inform prospective and current students that the availability of complaints and appeals processes does not remove their right to take action under Australia's consumer protection laws.

3.9. UNEP describes the compassionate and compelling circumstances in which students may apply for a refund outside of standard refund conditions. This is due to those circumstances being beyond the control of the prospective student or the student. These could include, but are not limited to:

- a) serious illness or injury, where a medical certificate states that the student was unable to attend training or submit assessment;
- b) bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- c) major political upheaval or natural disaster requiring emergency travel, where this has impacted on the student's studies;
- d) witnessing or being the victim of a serious crime, where this has impacted on the student (these cases should be supported by police or psychologists' reports)
- e) where UNE Partnerships was unable to offer a pre-requisite unit of competency; or
- f) inability to begin studying on the course commencement date due to any of the circumstances outlined above.

3.10. UNEP ensures that the circumstances under which a refund would be provided are set out in the Terms and Conditions of Enrolment.

3.11. UNEP ensures that students agree to the Terms and Conditions of Enrolment as part of the admissions process.

Timeliness

4.1 All refunds will be processed in a timely manner to ensure that the financial interests of the student are met.

Confidentiality

5.1 UNEP respects and preserves the confidentiality of personal information acquired and will not release such information to third parties without proper authority.

Professional Ethical Behaviour

6.1 When making decisions in relation to the application of a refund, UNEP will act in the best interests of the prospective or current student, taking into account the cost of the services already provided.

6.2 UNEP will act in accordance with relevant laws and regulations diligently and fairly when dealing with prospective and current students.

6.3 UNE Partnerships will ensure that student fee protection arrangements are in place and adhered to.

3. Definitions

COMMENCEMENT	means commencement of study in a course including but not limited to: <ul style="list-style-type: none"> • contact with the trainer/assessor confirming that the student has commenced study. • contact with UNE Partnerships program team confirming that the student has commenced study. • participation at a workshop where training for a unit of competency has been delivered. • accessing online learning and/or assessment resources
SPECIAL CIRCUMSTANCES	Medical grounds Financial hardship Personal difficulties
STUDENT	means an admitted or enrolled student of UNEP Admitted student means a student who has been admitted to an UNEP program of study and who is entitled to enrol in a subject of study. Enrolled student means a student who has been admitted to an UNEP program of study who is enrolled in a subject at UNEP
TERMS AND CONDITIONS OF ENROLMENT	Describes the terms and conditions that apply to enrolment with UNEP. Students must accept the Terms and Conditions of Enrolment upon submitting an application for enrolment in a UNEP course.

4. Associated Information

Related Legislation	<ul style="list-style-type: none"> • TEQSA Act 2011 • ESOS Act 2000 • Higher Education Standards Framework 2015 • VET Student Loans Act 2016 • National Code of Practice for Providers of Education and Training to Overseas Students 2018 • SNR5.3 • NSW Smart and Skilled Contract • Qld User Choice Policy • Qld VET Investment Policy
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5. Change History

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Change Summary	

