



## Tuition Fees and Charges

### PURPOSE

The Atlantis College of Management (ACM) applies a range of tuition fees and charges for programs and courses in relation to market demand. Students are provided with detailed information about fees and charges in the “*Pre-enrolment information for intending Overseas Students*” document.

All tuition fees and charges the student will be or may be required to pay during the period of enrolment are specified.

The information about tuition fees and charges the student will be or may be required to pay during the period of enrolment is also provided in the “*Enrolment Letter of offer*” and the “*Written Acceptance Agreement*” document, which is required to be signed by the student and an ACM officer authorised by the Chief Executive Officer (CEO)

### SCOPE

This policy applies to all potential and current students of Atlantis College of Management (ACM).

Employees will be informed at induction and students at orientation of the requirements of the policy and procedure.

### DEFINITIONS

<b>Application Fee</b>	Refers to the administration and processing fee for enrolling a student. This is not refundable.
<b>Course Tuition Fees</b>	Course tuition fees are listed in the most recent fees schedule, available from the RTO Manager.
<b>Late Tuition Fee charges</b>	Late tuition fee will be charged if student is unable to pay the tuition fee on agreed date as per the payment plan provided along with the offer letter or otherwise agreed to pay on extension of payment granted by ACM.
<b>Material Fee</b>	Refers to the fee for resources and material provided to the students for study.
<b>OSHC Fee</b>	Refers to the fee for Overseas Student Health Cover, medical insurance scheme for Overseas Students



## Tuition Fees

Refers to the cost of a qualification from a nationally endorsed Training Package or accredited course in which a student has enrolled.

## PROCEDURES

### Consistent Information about Tuition Fees and Charges

It is the responsibility of the RTO Manager to ensure that information about tuition fees and charges in this section is consistent with that published in:

- the Student Handbook
- Information for intending overseas students
- the enrolment letter of offer and written acceptance agreement
- the ACM Corporate website; <https://www.atlantis.edu.au/>
- published ACM Marketing and Recruitment material
- the Student Orientation Presentation

Each time there is an update or amendment to the student tuition fee and charges arrangements, the RTO Manager will ensure that each of these above documents and resources are updated ensuring that they provide consistent and current information.

### Conditions of Enrolment

The student will pay Atlantis College of Management (ACM) the tuition fees specified in the letter of offer enrolment (LOF) and the written acceptance agreement.

ACM *will not enrol* the student in the course requested until the required tuition fee payment is made.

Instalments of course tuition fees are to be paid on or before the dates listed in the Enrolment Offer and written Acceptance Agreement.

ACM may cancel the enrolment of students who do not make payment of course fees by the due dates, according to the policy and procedure *Deferment, Cancellation and Suspension*

ACM may at its discretion vary this condition but only if the tuition fees referred to in the letter of offer enrolment and written acceptance agreement are paid in full.

Students are required to sign the enrolment offer and acceptance agreement prior to or concurrently with payment of their tuition fee deposit.

Students are required to have a signed letter of offer and acceptance agreement in place prior to commencing classes.

The Letter of Offer and written acceptance agreement will identify all of the tuition fees and charges the student will have to pay.



## Additional Fees and Charges Table

<b>Course Tuition Fees</b>	Course fees are listed in the most recent fees schedule, available from the RTO Manager.
<b>Overseas Student Health Cover (OSHC) (12 months):</b>	OHSC Provider
Deferment and Suspension of Studies	\$500
Moderation on appeal (per assessment task per unit)	No charge
“Make up” class (in support of the completion within expected duration policy) (per class)	No charge
Additional Statement of Attainment (SOA) (one statement of attainment will be provided free of charge each term)	\$50
Replacement AQF Certification Document (Replacement Certificate)	\$100
Academic support class (per two-hour class – limit of one class per term)	No charge
Repeat of unit of competency (or module in the case of an accredited course)	\$300
“One-on-one” mentoring (per hour)	No charge
Reassessment Fee (it will be <b>free for the first three</b> attempts)	\$300
Recognition of Prior Learning (RPL) assessment (per unit of competency)	\$500
Language, Literacy and Numeracy (LL&N) skills assistance (per hour)	No charge
Resource and Material Fees	\$500
Late payment of fees charges (per installment)	\$250
Reissue - Replacement ACM Student ID Card	\$20

## Fee Increases

Students informed on the enrolment offer and acceptance agreement that tuition fees will not increase during their period of enrolment at Atlantis College of Management (ACM).

The additional tuition fees and charges identified above, may, however, be subject to increase.

Individual email notifications and displayed notices will be placed throughout the ACM campus notifying students if any of these tuition fees and charges are to increase.

Students will be provided with *four (4) weeks'* notice of the intention to increase any of these tuition fees or charges.



## Fee Payment

Applicants must pay the following fees in order to secure their enrolment at Atlantis College of Management:

- A specified pre-payment of tuition fees
- Application Fee
- Overseas Student Health Cover (OHSC) Fee

Tuition Fees are payable as agreed with Atlantis College of Management (ACM) and documented in the enrolment letter of offer and written acceptance agreement.

The balance of fees is to be paid on the basis of an instalment program that is scheduled and agreed upon in the enrolment offer and acceptance agreement.

Tuition fees *will not* be transferred to another educational institution.

ACM may restrict or withhold services or materials from learners if fees are overdue.

No more than 50% of the tuition fees will be required to be made prior to enrolment.

A request for additional payment of course fees will not be made prior to *two (2) weeks* before the beginning of the second study period.

## Course Abandonment

In the event a student abandons the course, all fees due are payable to Atlantis College of Management (ACM) upon demand.

International students *may not* transfer to another education provider prior to completing the first *six (6) months* of their principal course.

## Course Deferment, Suspension, or Cancellation (ACM initiated)

The College may defer, suspend, or cancel a student's enrolment in accordance with the policy and procedure *Deferment, suspension, or cancellation*.

Upon suspension of enrolment, the tuition fees and charges specified in the enrolment offer and acceptance agreement remain due on the scheduled dates.

## Course Deferment, Suspension, or Cancellation (Student initiated)

Students may defer, suspend, or cancel their course in accordance with the policy and procedure *Deferment, suspension, or cancellation*.

Upon suspension of the course the tuition fees scheduled in the enrolment letter of offer and written acceptance agreement remain due as per the scheduled dates.

## Course Duration Reduction



There is no provision for learners to reduce their course from the duration of that specified in the offer enrolment and acceptance agreement, except in circumstances of being granted credit transfer (CT) exemptions or recognition of prior learning (RPL) according to the policy and procedures for *Recognition of Prior Learning (RPL)* and *Credit Transfer (CT)*.

### **Tuition Fee Protection and the Tuition Protection Service (TPS)**

Atlantis College of Management (ACM) assures the security of overseas student fees through its compliance with the requirements of the *Tuition Protection Service (TPS)* and the *Education Services for Overseas Students Act 2000 (ESOS)*.

As Atlantis College of Management (ACM) requires prospective students to make prepayments more than \$1,500, ACM is required to meet the requirements set out in Schedule 6 of the Standards for RTOs 2015 (Requirements for Fee Protection). In support of this, ACM holds current membership of the Tuition Protection Service (TPS).

ACM's Tuition Protection Service (TPS) membership ensures that If ACM is unable to provide the services for which a student has prepaid, the student 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

ACM's Tuition Protection Service (TPS) ensures 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.

Students are informed of the following on the Enrolment Application and Acceptance Agreement:

*"In the unlikely event that ACM is unable to deliver your course in full, you will be offered a refund of all the unused prepaid tuition fees that you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.*

*Alternatively, you may be offered enrolment in an alternative course by ACM at no extra cost to you. You have the right to choose whether you would prefer a full refund of tuition fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.*

*If ACM is unable to provide a refund or place you in an alternative course, the Tuition Protection Service will provide you with assistance in finding an alternative suitable course at another education provider.*

*In the event a student cannot find an alternative course placement option, the student will be eligible to request a refund of unexpended pre-paid tuition fees from the TPS and will be required to comply with any relevant immigration requirements."*



The RTO Manager is responsible for the establishment and maintenance of a designated bank account into which the tuition fee prepaid by each overseas student will be held until the student commences study.

### Course Materials

The tuition fee includes the cost of all class handouts, workbooks and textbooks which are provided to the student by Atlantis College of Management (ACM).

Students *will not* be required to purchase any additional textbooks.

### Non - Payment of Fees

It is the responsibility of the student to ensure that fee payments are made promptly in accordance with the signed acceptance and agreement or payment plan:

- Students must pay the required amount in full on or before 5 pm of the due date.
- Payments made after due date will incur a compulsory late fee, please refer to the above “*Additional Fees and Charges*” table.

Failure to pay fees may result in any or all of the following until the student pays the full amount:

- Suspension from attending classes or participating in the course
- Exclusion from assessment activities
- Withholding of certification documentation
- Cancellation of enrolment
- Exclusion from future enrolments with ACM

International students will be informed of the possible impact on their visa due to non-payment of fees.

If tuition fees are not paid by the due date:

- Atlantis College of Management (ACM) will issue the student with an initial warning letter for non-payment of fees within *five (5) days* from payment due date, outlining the following:
  - Suspension from the course until full payment is made including exclusion from assessments **if required**.
- ACM will issue the student a further warning letter (second warning) for non-payment of fees should the ACM not receive any correspondence from the student after *ten (10) working days* the initial warning letter was sent outlining the following:
  - Exclusion from assessment activities **if required**
- ACM will issue the student a final letter for non-payment of fees should the College not receive any correspondence from the student following the second warning letter was sent outlining the following:
  - Intention to cancel enrolment due to non-payment of fees



- Intent to notify the Department of Education of a change of enrolment status
- If the dues are not cleared within *twenty (20) working days* as notified via invoice an Intention to Cancel COE letter could be generated to the student providing the student *twenty (20) working days* to either settle the account or arrange a different payment plan.
- If no response is received the COE will be cancelled due to Non-Payment of Fees

The student is informed of their right to appeal the ACM decision within *twenty (20) working days* of receipt of letter of intent to cancel.

The student acceptance and agreement and the availability of the policy and procedure *Complaints and Appeals* does not remove the right of the student to act under *Australia's Consumer Protection Law*.

If the student chooses to access the ACM appeals process, ACM does not notify the Department of Education of any change to the student's enrolment status through the Provider Registration and International Student Management System (PRISMS)

**Continuing students, whose financial circumstances are affected by events beyond their control, may apply to extend their due date**

This application is to be made in writing to the student support manager, prior to the due date and accompanied by certified documents as evidence of financial hardship.

Additional \$50 per week will be charged as late payment fees from the due date.

If the student's appeal is unsuccessful or no appeal has been made and all internal complaints and appeals processes have been completed, ACM will notify the Department of Education via the Provider Registration and International Student Management System (PRISMS) of the cancellation of the student's enrolment.

The student may choose to access an external appeal process as per the policy and procedure *Complaints and Appeals*, but ACM does not have to wait for the outcome of an external appeal before notifying the Department of Education of the change to the student's enrolment status.

For long-term outstanding amounts, ACM will utilise the services of a debt recovery agency to ensure the collection of all pending tuition and/or non-tuition fees

The student information will be sent to debt collection agency. These details will include:

- Student name
- Student contact details
- total fee pending including the debt collector charges

Students willing to resume study at ACM will have to re-enrol in the course, provided that they have paid the total outstanding fee in full and have a good academic record



## Where a student continues to have an outstanding fee the following restrictions may apply

- Loss of access to enrolment records, examination results and academic transcripts
- The inability to graduate until the outstanding debt is cleared.

## RESPONSIBILITIES

- a) Atlantis College of Management (ACM) is responsible for:
  - ensuring this policy available to all students and academic staff
  - ensuring that the academic staff members know how to respond and deal with plagiarism, collusion, and cheating
  - providing students with an opportunity to appeal any decision arising from plagiarism, collusion, and cheating
- b) The Chief Executive Officer (CEO) is the chair of the Academic Misconduct Committee and has overall responsibility for the implementation and review of this policy and procedure
- c) The RTO Manager is responsible for:
  - for the establishment and maintenance of a designated bank account into which the tuition fee prepaid by each overseas student will be held until the student commences study.
  - will ensure that all documents and resources highlighting any applicable tuition fees and charges are communicated, updated, and published.