

FEES AND REFUND POLICY

COURSE FEES

Course fees vary but will be detailed either on the website or as a quote provided to the client prior to enrolment. For further information please contact DSI's administration office, Ph: 1300 880 956 or Email: info@driverskills.com.au

Unless otherwise advised fees:

- May be subject to change
- Do not include the cost of individual text books, stationary, materials, tools or other individual items of equipment necessary for the course.
- Reflect the content of the course and the award, not the duration, therefore there is no automatic reduction of tuition fees if you complete the course in a shorter time than the published length of the course:

Should you require a period greater than that stated on this offer to complete the course; you will be subject to additional fees.

PAYMENT

(PLEASE NOTE: only applies to Fee for Service Students)

Prospective students are issued with a tax invoice for fees before the course is due to commence. Payment may be made by cash, internet transfer, credit card or a bank cheque payable to DSI. Payment of fees is deemed as acceptance of these terms and conditions.

Students will not be permitted to commence studies until all applicable fees are paid (If a student is unable to pay their fees prior to course commencement they will need to discuss this with the Operations coordinator who may be able to make alternative arrangements).

Nothing in the DSI's refund and transfer of credit processes negates your right as a student to take action under Australia's consumer protection laws in the case of financial disputes.

Corporate clients (groups) pay all fees in arrears and are subject to the payment and refund terms as listed in their agreement with DSI.

CANCELLATION, REFUND POLICY and AGREEMENT

Please note: This cancellation, refund policy and agreement Applies only to Fee for Service Students

1. If DSI receives fees paid in arrears then the refund policy is not applicable.
2. The refund policy and procedures applies to those students who pay their fees in advance
3. Tuition fees to be refunded in full if:
 - The course does not start on the agreed starting date and training ceases to be possible for the student

- The course stops being provided after it starts but before it's completed.
 - The course is not provided fully to the student because the college has a sanction imposed on it by a government regulator.
4. Refunds under the above conditions are paid in full to the student within 14 working days.
 5. In making a contract to enrol in a course at DSI the applicant acknowledges the following:
 - That the information provided by the applicant in their application is complete and correct.
 - Agrees to be bound by DSI's rules and regulations and any amendments made to the rules and regulations.
 - Agrees to undertake a testing requirement prior to any course entry, if deemed necessary by DSI.
 - Agrees to pay all fees required on or before the due date as notified in writing by DSI or as per the invoice.
 - DSI will access these fees in accordance with their policies and procedures and within legislative requirements.
 - DSI reserves the right to accept or reject any application for enrolment at its discretion.
 - DSI reserves the right to cancel any course prior to the commencement date of the course should it be deemed necessary and in that event, shall refund all payments received from the applicant.
 - Refunds are made in accordance with the policy below and full refunds of amounts owed to the student are made within 14 working days.
 6. Should a student cancel their own enrolment then they may be entitled to a full refund (less the enrolment fee). They must apply in writing to the RTO manager (with supporting documentation) providing the following criterion is met:
 - Fees and charges have been paid in full before the commencement of the training and the cancellation occurs during the enrolment period.
 7. The following table outlines reasons why a refund may be requested and the amount of tuition fees that are refunded to the student by DSI.

Withdrawal Reason	Amount Refunded
Withdrawal at least 2 weeks prior to the agreed start date	Full refund
Withdrawal at 1-13 days prior to agreed start date	50% refund
Withdrawal on the agreed start date	No refund
Withdrawal after the agreed start date	No refund
Course withdrawn by DSI	Full refund
DSI is unable to provide the course for which the original offer was made	Full refund

8. Process for making application for refund is as follows:
 - a) Student must make application for refund in writing using the Refund request form to the RTO Manager outlining the reasons for requesting the refund.
 - b) Refund requests for full or partial refunds must:
 - set out the reasons for the request
 - be accompanied by supporting documents as may be appropriate
 - c) Information provided by the student on the Refunds Application Form must include:
 - date of the claim

- full name of student
 - course in which the student was enrolled
 - basis for making the claim
 - amount claimed
 - address to which the refund is to be forwarded
 - student's payment details
 - student's signature
 - all documents relevant to consideration of the claim
9. Refund is provided to student as per this Refund policy and procedures
 10. This agreement and the availability of the complaints and appeals procedure do not remove the student's rights to take action under Australia's consumer protection laws.
 11. DSI dispute resolution process does not circumscribe the student's right to pursue other legal remedies.
 12. The student can refer to DSI's complaints and appeals procedure if they wish to appeal the refund policy.
 13. Tuition fees are not transferable to another person or institution.
 14. DSI reserves the right to change, alter or amend curricula, syllabi, course structure, fees and any other matter pertaining to the provision of a course at any time. DSI changes, alterations and amendments may be made without notice.
 15. If DSI has to change any of the refund conditions for any reason, all students are notified of the change in writing.
 16. Refunds will only be paid to the person that enters into the contract with DSI unless they receive written direction to pay the refund to somebody else.

It is important that you read or have the information explained to you within the Refund Policy. The Enrolment form must be signed as confirmation of your acceptance of the refund and transfer of credits policy, and then returned with your payment of fees.

Financial and Administrative Practices

Driver Skills International guarantees the sound financial position of the business. Measures have been taken to ensure that all course fees paid in advance are identified and protected and the business maintains appropriate financial records.

Students' records are managed to ensure confidentiality and security of all student information maintained. All student records are stored and archived in accordance with the requirements of ASQA and retained records are retrievable for perusal by students or regulatory authorities if requested.

Fees Overview

WITHDRAWAL AND CANCELATION FEES

Withdrawal at least 2 weeks prior to the agreed start date (vouchers not included)	full refund
Withdrawal at 1-13 days prior to agreed start date	50% refund
Cancellations or no-shows on the day	no refund

RESCHEDULING FEES

Any date changes to a booking within 7 days	\$50.00
Any date changes to a booking that incurs financial penalties to DSI (venues.travel, accommodation, consultants etc)	Cost of penalty + \$100

UPFRONT FEE

Non corporate – 100% or \$1500, whichever is the least amount.
Corporate - 50% of the total per person cost of the course.

OVERDUE FEES

Fees one month overdue	\$15.00
Fees second month overdue	\$15.00
<i>After two months the account will be sent to Professional collection Services for collection</i>	

ASSESSMENT RE-SIT 3RD ATTEMPT **\$50.00**

Not Yet Satisfactory for Assessment outcomes after the second attempt will be required to pay \$50.00 to re-sit a new assessment task

REPLACEMENT CERTIFICATES **\$50.00**

*Disclaimer: Fees are accurate at time of publication; August 2016
Fees are subject to change at the discretion of DSI*