

FEES, CHARGES & REFUNDS POLICY

The intent of this policy is to provide information to potential and existing clients about fees and charges payable and the opportunities for refunds for a range of services offered by BCH.

Student (both domestic and international) must read understand and acknowledge the Fees, Charges and Refund Policy that follow before completing the enrolment form and/or Payment Agreement.

Clients must agree to the course fees and charges for their particular course prior to enrolment.

The fees and charges applicable to courses and qualifications will be available to clients in various ways, depending on the method of enquiry or contact. The methods of accessing the fees and charges include the website, marketing material, Traineeship Information Kit (for tuition fees), sales proposal, or the Payment Plan as negotiated for any customised training.

General Fee Information

Fees information for courses and qualifications is commonly accessible from:

<http://www.bch.edu.au/>

Public Training Schedule

Promotional fliers and advertisements

BCH Administrative personnel

Course Fees

Course Fees payable are outlined in the Course Enrolment process (including online) or in the BCH Payment Agreement, whichever is applicable to the course enrolment.

Fees payable under a Payment Agreement are payable under instalments according to the due date and taking into account any special instructions.

Payment of Fees

Short Courses

Fees payable for Short Courses (including online) must be paid in full prior to course commencement. Short courses include accredited and non-accredited training.

Payment may be made by cash, cheque, direct bank transfer, credit card or EFTPOS. A surcharge may apply to credit cards which will be disclosed prior to enrolment or on the invoice.

Payments for invoices must be made within seven (7) days from the date of Invoice, or as per supplier agreement. A receipt will be provided upon payment clearance on request.

Qualifications - Traineeships

Fees information for Government funded Traineeships is accessible from:

- BCH Training Consultant
- Payment Agreement

Certificate III Guarantee

The Certificate 3 Guarantee is a Queensland Government Initiative providing a subsidy to support eligible individuals to complete their first post-school certificate III qualification. It also supports Queensland's Year 12 graduates to transition to employment by providing fee-free training in high priority qualifications.

Student contribution fees are payable by the student. The amount payable is determined by BCH at time of enrolment, and calculated per unit of competency based on the student's Training Plan. An invoice will be issued to the student at time of enrolment for the full qualification. The amount per unit is payable per unit of competency on completion of that unit of competency and is based on the [user choice funding](#) student contribution fee which is currently at \$1.60 per nominal hour.

Details of the current nominal hours are provided by [NCVER](#) or through the [Victorian Purchasing Guide](#)

No fee is payable where a unit is deemed with a "Credit" outcome, or a "Withdrawn" outcome, or where the unit of competency has not been completed at the time of finalisation of the enrolment. At time of completion of the training program, or withdrawal from the program prior to completion, any units with a "Credit" outcome, or a "Withdrawn" outcome, or have not been completed at time of completion or withdrawal from the qualification will be deducted from the original calculated amount payable.

The reconciled amount payable is due on finalisation of the enrolment.

Students may request a reconciliation of fees due at any time by contacting BCH.

Students seeking a credit or refund must apply in writing – refer to the BCH Refund Policy for more information.

Qualifications – Fee-For-Service

By completing and submitting an Enrolment Form (includes online enrolment) the client is agreeing to pay fees for their training and assessment, as per the Enrolment or Payment Agreement.

An invoice will be issued to the participant or employer as agreed, and all fees are required to be paid by the due date.

BCH reserves the right of refusal to provide services where fees, and any other additional charges associated with the provision of training and assessment services are unpaid despite being advised of the Fees and Charges Policy and Payment Agreement prior to enrolment.

Administration Fee

A non-refundable Administration fee is included in the deposit and is payable upon invoice at the time of enrolment. The Administration fee is payable once only at the time of initial enrolment. The Administration fee does not apply to Tuition fees under User Choice. The Administration fee is \$100 for qualifications only. This fee may be subject to change without notice.

Additional Charges

Additional charges apply for training in Units of Competency, which are beyond those essential for the qualification outcomes. Additional charges apply where the Training Plan has been tailored to the specific needs of the workplace, and results in additional costs of delivery due to workplace customisation or deluxe material charge. Details of any additional charges would be detailed on the Payment Agreement.

Costs of text books or recommended reading are at the expense of the participant in some qualifications. Any materials charges will be detailed in the Unit Overview for the course enrolment.

Participants who cancel or withdraw their enrolment may be entitled to a refund, as detailed in the Refund Policy.

Recognition of Prior Learning (RPL)

Costs for RPL services are covered under Fees payable under a normal enrolment into a qualification or Traineeship.

Fees apply to RPL services and assessment-only services under a fee-for-service arrangement where the primary purpose is to recognise prior learning for a qualification. Participants who are unable to provide sufficient evidence of RPL may undertake training for some Units of Competency, and will have proportionate fees advised based on the amount of RPL awarded.

A non-refundable Administration Fee of \$300 applies to RPL applications received for a qualification. This fee is payable with the enrolment prior to any assessment commencing.

Details of fees payable will be detailed in the Payment Agreement and invoiced accordingly.

For a current list of fees per qualification, consult with an BCH Administrative Personnel.

Duration of Enrolment

Once an enrolment for a particular course is accepted by BCH, that enrolment will remain current for the nominal duration of the course. The nominal completion date of a course is based on the course enrolment date and the nominal duration, which is determined by BCH.

Enrolments will be automatically cancelled after this date unless a written application for an extension has been made by the student.

BCH does not guarantee an extension will be granted and will consider any extenuating circumstances and reasons for which the extension is sought. Applications to extend the enrolment duration must be submitted to the Student Services Centre prior to the effective nominal completion date.

Extensions may incur additional fees to cover the cost of administration.

Certificates and Awards

Where applicable, a Qualification with an attached Record of Results, or a Statement of Attainment, or a will be issued on completion of the qualification or course providing there is no outstanding fee payable and the student has provided and had verified their USI

Customisation Fees

Additional charges may apply for courses specifically designed, created or customised for a client under a consulting basis. Details of any particular charges would be detailed on the Payment Agreement.

Reissue of Replacement Certificates

BCH will charge for the re-issue or for copies of Certificates, Record of Results or Statements of Attainment. The current prices for the replacement documents are advertised on the BCH website.

Materials/Courseware Fees

Any materials/courseware provided to the participant under Fee-for-Service Course arrangements are included in the course costs unless otherwise specified in the Enrolment process.

Materials/courseware provided under some programs is for class use only and remain the property of BCH.

Students may purchase such additional courseware if they choose, if possible.

Materials/Courseware provided under Traineeship arrangements are provided to students on a loan basis, until the relevant Unit/s of Competency are completed, at which time it may be kept by the participant for future reference.

Replacement costs apply to lost or misplaced materials/courseware. The amount charged for the replacement materials/courseware will be not less than its replacement cost plus handling. Costs of text books or recommended reading are at the expense of the participant in some qualifications.

Late Payment or Non-payment of Fees

Late payment fees may apply if fees are not received by the due date.

A student is not considered enrolled in the course and therefore not eligible for the issue of the award, until the required fee is paid. For students enrolled in a Fee-for-Service course, any assessments submitted may not be marked and any final results, statement of attainment or qualification may be withheld until all outstanding fees and charges have been paid in full. For students funded under User Choice, results, statement of attainment or qualification will not be withheld for non-payment of Tuition Fees.

Please note that non-payment of fees and charges may result in the cancellation of an enrolment and referral to external debt recovery agencies.

Management of Pre-Paid Fees

BCH operates a separate Refund Account into which fees received from students paid in advance are held until such time as these fees are due and that training has commenced. When these fees are due, they are transferred into the BCH trading account.

For all student fees, BCH accounting procedure is to place any pre-paid amounts into the liability refund account until such time as the fees are payable, and the amount is drawn down into the income account. A relevant proportion of fees paid for the course will remain in that account until the course is completed, to ensure pro-rata refunds for eligible students. The Managing Director has ultimate responsibility for authorising such transfers and draw-downs. This process follows the requirement of the Standards for Registered Training Organisations 2015.

Cancellations and Refunds

A student who cancels their enrolment may apply for refund, as per the Refund Policy. A student requiring a refund must apply in writing to the administration officers according the relevant Refund Policy guidelines. Refer to the Refund Policy for details

Information for refunds follow over the page.

Policy – Student Default

Any student wanting to request a refund for whatever reason must do in writing and within 14 days of the incident taking place, or whatever the reason may be.

Application for a refund must be made in writing and addressed to the Principal, clearly stating the reason for the cancellation and sent to:

BrisbaneCollegeofHorticulture PO Box 3417
Sunnybank South LPO Sunnybank Hills Qld 4109

Or via email to:

Enrol@bnb.qld.edu.au

Registration fees, student kit fees, administration fees and fees paid to education agents are non-refundable.

A full refund of the course fees will be given by the College only up to twenty-eight (28) days prior to the nominated course commencement date. If less than twenty-eight (28) days' notice is given of the intention to withdraw from the course, then a 50% refund will be given. If you fail to commence with or without notifying the Academy, no refund will be available except in special circumstances.

“Special circumstances” under which a refund will be considered and which are beyond the students control:

- In the case of serious illness – verified by a medical certificate
- Family or personal tragedy
- Acts of God
- Acts of Government authorities, for example where the student is prevented from commencing studies in the agreed course of study.
- Where a student’s Visa has not been granted

If required / or BCH agrees to refund monies paid, it will do so within 4 weeks of receiving written application for refund. The refund will include all course fees paid (less the registration fee, student kit, fees paid to education agents).

If a student withdraws from a course of study after commencing, for any reason outside those specified under “Special Circumstances” no refund will be given, and the student will be held liable for any unpaid fees as a result of the withdrawal.

Brisbane College of Horticulture agrees to refund all monies paid, where the course of study has been cancelled prior to commencement in accordance with the scheduled commencement date. In such cases, payment will be made within 2 weeks (14 days). All monies paid shall be refunded in full.

The College will provide the student with a written statement detailing how the amount of the refund has been calculated. All refunds will be paid to the person who enters into the contract with the College unless they provide written direction to the provider to pay the refund to someone else. Under no circumstance will the refund be paid to an education agent. All refunds will be paid in the currency in which the fees were paid.

NOTE: This agreement, and the availability of complaints and appeals processes, does not remove the right to take action under Australia's consumer protection laws. BCH's dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.

International & Domestic Student Refund Policy – Provider Default

In the unlikely event that the Brisbane College of Horticulture is unable to deliver your course in full, you will be offered a refund of all the course money 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 the BCH at no extra cost to you.

You have the right to choose whether you would prefer a full refund of course 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 the BNB International College is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS) ACPET – OSTAS will place you in a suitable alternative course at no extra cost to you.

Finally, if the ACPET – OSTAS cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

NOTE: This agreement, and the availability of complaints and appeals processes, does not remove the right to take action under Australia's consumer protection laws. BCH's dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.

APPENDIX 1

Acknowledgement Declaration

I acknowledge that I have read and fully understand and will comply with the contents of this Fees, Charges and Refund Policy.

This policy and information outlines the conditions my rights and responsibilities as a participant of Brisbane College of Horticulture.

..... Name Signature
..... Date	
..... Name of Witness Signature of Witness
..... Date	

***To be returned to BCH for attachment to your student file
(Mandatory requirement)***