

## 2.19 Fees, Charges and Refunds Policy - Purpose

TVSA Pilot Training ensures the protection of all fees and aims to provide clear and accessible information to students about fees and charges prior to and throughout their enrolment with TVSA Pilot Training.

Through this policy, TVSA Pilot Training ensures that all students are aware of the fees and charges associated with enrolment in a course. This policy also provides transparent guidelines for the eligibility and assessment of refunds.

## 2.20 Policy

### 2.20.1 Information about fees and charges

- Students and persons seeking to enrol in a course with TVSA Pilot Training are advised of all fees and charges associated with a course, including course fees, administration fees, materials fees and any other charges on the relevant Course Outline and Schedule of VET Tuition Fees.
- The information provided to each prospective student will include:
  - The total amount of all fees including course fees, administration fees, materials fees and any other charges.
  - Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and administration fees and any fees and charges for additional services.
  - This Fees, Charges and Refund Policy.
- All students will be required to sign a Student Enrolment Form and Student Handbook at the time of enrolment which outlines the total course fees, payment terms and schedule of payments applicable to their course. The Student Agreement is designed to provide clear and concise information to the student about applicable fees and charges, provide options for payment as well as outlining the terms and conditions of the enrolment.

### 2.20.2 Student fees

- Students enrolled in the Diploma of Aviation (Commercial Pilot Licence – Aeroplane) are required to achieve competence in all units of competency within the 155 hour course syllabus provided by TVSA Pilot Training. Students failing to achieve this will be required to pay for any additional flight training required to achieve competence at TVSA Pilot Training's current hourly flight training rates.
- Fees for a VET Unit of Study become due on the census date for the relevant Unit of Study as set out on the Schedule of VET Tuition Fees.
- Course fees include the cost of all compulsory training and assessment materials.
- For specific course inclusions and exclusions, please refer to the course outline for each respective course.

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- Students at their discretion may purchase additional text books or online theory to support with their studies
- Students at their discretion may incur additional costs to complete extra flying time associated with the curriculum and CASA licenses.
- Course fees include up to three (3) attempts at assessment per unit/cluster, up to the threshold of flight training hours for each qualification. Where additional flight training and/o reassessments are required in order to achieve competency, TVSA Pilot Training reserves the right to charge a student at current hourly flight costs.
- TVSA Pilot Training collects fees in advance through VET Student Loans for services not yet provided to students at various intervals throughout a course and in accordance with the course's relevant payment schedule. To ensure the protection of fees paid in advance, TVSA Pilot Training is exempt from holding tuition assurance for students under VET Student Loans as at 1st January, 2018. The Department of Education will take over tuition arrangements in due course, at which stage TVSA Pilot Training will take out tuition assurance with them. TVSA Pilot Training does not take more than \$1,000 up front for Fee for Service students.
- Students undertaking a course under a Fee for Service arrangement will be charged in instalments depending on the course they have enrolled in.
- For students accessing VET Student Loans – any additional flight training undertaken that is not covered by VET Student Loans will be invoiced separately directly to the student on an as used basis.

### 2.20.3 Course Deposit

All students are required to pay a deposit (as outlined in the relevant course brochure) to secure their place in the course. This deposit will be refunded after the 1<sup>st</sup> Census Date / Tranche period. Students may elect to have this applied as credit to their account, or supply bank details for TVSA to refund in full.

Students who withdraw prior to the census date may have this deposit withheld to cover the cost of any flight training or other costs incurred.

### 2.20.4 Additional Fees

- Students enrolled in the AVI50215 - Diploma of Aviation (Commercial Pilot Licence – Aeroplane) are required to achieve competence in all units of competency within the 155 hour course syllabus provided by TVSA Pilot Training. The 155 hour syllabus includes 5 hours of remedial flights (which a student can apply to use should they fail a lesson).
- Students enrolled in the AVI50415 – Diploma of Aviation (Instrument Rating) – PPL entry are required to achieve competence in all units of competency within the 113 hour course syllabus provided by TVSA Pilot Training. The 113 hour syllabus includes 5 hours of remedial flights (which a student can apply to use should they fail a lesson).

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- Students enrolled in the AVI50415 – Diploma of Aviation (Instrument Rating) - CPL entry are required to achieve competence in all units of competency within the 54.5 hour course syllabus provided by TVSA Pilot Training. The 54.5 hour syllabus includes 3 hours of remedial flights (which a student can apply to use should they fail a lesson).
- Students failing to achieve competence within the 155 hours of provided flight training will be required to pay for any additional flight training required to achieve competence. This will be charged at TVSA Pilot Training's current hourly flight training rates. Alternatively, a student may elect to use one of their remedial flights to re-sit a flight lesson. In these instances, the student must complete a 'Request to Use a Remedial Flight' form. The use of remedial flights will be at the sole discretion of TVSA Pilot Training.
- Students at their discretion may incur minor additional costs to complete extra flying time associated with the curriculum and CASA licenses.
- Any additional flight training undertaken that is not covered by VET Student Loans (for inclusions, refer to your course information sheet) will be invoiced or charged separately according to our standard flight rates.

#### **2.20.5 Damages to Property**

- If a student is involved in damaging an aircraft, headsets or other equipment supplied and owned by TVSA Pilot Training, the student is deemed liable for the repair/replacement of that aircraft/equipment.
- The student will be invoiced for charges associated. Invoices need to be paid within seven (7) days.

#### **2.20.6 Abandonment & Recovery Costs**

- If a student abandons the aircraft at any other place other than its home base due to weather, the student is liable for the fees associated in sending staff to fly the aircraft back to its home base. These costs will be charged to the student at Management discretion.
- The student will be invoiced for charges associated. Invoices need to be paid within seven (7) days.

#### **2.20.7 Cleaning Charges**

- In the event that the student returns the aircraft in anything other than a clean and tidy condition (or in the state that it left), the student will be charged a cleaning levy.
- The student will be invoiced for charges associated. Invoices need to be paid within seven (7) days.

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### **2.20.8 Height & Weight Restrictions**

- Some aircraft have height and weight restrictions. In the event that a student exceeds these, the student will be required to fly in an alternative aircraft and pay any additional fees, as per our current fees and charges schedule.

### **2.20.9 Landing Fees & Parking**

Students are required to pay for landing fees, parking fees and all other costs incurred at airports other than Bacchus Marsh Aerodrome, and are required to be paid on the day of the flight. Fees incurred for debt recovery and collection will be invoiced to the student debtor.

### **2.20.10 Terms and methods of payment**

- Casual flight training needs to be paid on the day of the flight occurring
- In the event that the casual flight is not paid for on the day of training, TVSA Pilot Training reserves the right to suspend training services until payment is made.
- All other qualification fees are to be paid within seven (7) days of receipt of an invoice, unless the payee has elected to pay according to a direct debit payment schedule which has been approved by TVSA Pilot Training. The terms of all invoices are seven (7) days.
- TVSA Pilot Training accepts the following methods of payment – cash, EFTPOS (savings/credit) direct bank transfer.
- Credit card surcharge of 1.5% applies to all credit card transactions
- Where a student enrolled in an accredited course is more than fourteen (14) days overdue with payments, TVSA Pilot Training reserves the right to suspend training services until payment is made to bring fees up to date.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- For long-term outstanding amounts, TVSA Pilot Training utilises the services of a debt recovery agency to ensure the collection of all fees.

### **2.20.11 Issuing of qualifications, statements and records of results**

- In accordance with its Qualifications and Statements Issuing Policy, TVSA Pilot Training reserves the right to withhold the issuing of qualifications, records of results and Statements of Attainment until all fees have been paid.
- Reissuing of qualification testamurs, records of results and statements of attainment incurs a fee of \$30 per record/certificate.
- When a student withdraws from a course a Statement of Attainment will be sent to the student's registered address where relevant, upon payment of all outstanding fees

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### 2.20.12 Refunds

For students who are using VET Student Loans:

- Refunds will be paid within 28 days of the census date of the VET unit of study to which the withdrawal applies.
- A student who withdraws after the census date for a VET unit of study may apply for special consideration in line with the Student Review Procedures for Re-crediting a Vet Student Loan Balance.

For students who are Fee for Service:

- Refunds will be paid within 28 days of receipt of your intention to withdraw.

### 2.20.13 Refunds – Students who are eligible – VET Student Loans Assistance (A)

- This section of the policy is applicable to students who are Australian citizens or permanent humanitarian visa holders (who are resident in Australia for the duration of the VET unit of study) enrolled in a VET Student Loans enabled course offered by TVSA Pilot Training.
- In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study, 100% of tuition fees paid for that unit will be refunded to the student; and the student will not incur a VET Student Loan debt.
- In the event of a student withdrawing from a VET unit of study after census date for that unit of study no refund is applicable; and the student will incur a VET Student Loan debt.

### 2.20.14 Refunds – Students who are eligible – VET Student Loans Assistance (B)

- This section of the policy is applicable to students who are permanent residents (who are not permanent humanitarian visa holders who are resident in Australia for the duration of the VET unit of study) and New Zealand citizens enrolled in a VET Student Loans enabled course offered by TVSA Pilot Training.
- In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study 100% of tuition fees paid for that unit will be refunded to the student.
- In the event of a student withdrawing from a VET unit of study after census date for that unit of study, no refund is applicable.

### 2.20.15 Refunds - Students under a Fee for Service Arrangement

- This section of the policy applies to students who are self-funding (or Fee for Service)
- Withdrawals received within 7 days of enrolment will incur no charge.
- Withdrawals received more than 7 days after enrolment, but before the first 5 business days of the course commencing, will incur a \$250 administration charge. All other fees paid will be refunded according

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to the timelines set out in this policy

- Withdrawals received after 5 business days of the course commencing will not receive a refund. Any outstanding fees will be due and payable according to agreed timeframes.

#### **2.20.16 Refunds – Services Not Provided by the RTO**

- In the event that the RTO fails to provide the agreed services, or the RTO ceases delivery of the course prior to completion, the student is entitled to a refund on any services not provided by the RTO.

#### **2.20.17 Abandonment & Recovery Costs**

- If a student abandon's the aircraft at any other place other than its home base due to weather, the student is liable for the fees associated in sending staff to fly the aircraft back to its home base. These costs will be charged to the student at Management discretion.
- The student will be invoiced for charges associated. Invoices need to be paid within seven (7) days.

#### **2.20.18 Cleaning Charges**

- In the event that the student returns the aircraft in anything other than a clean and tidy condition (or in the state that it left), the student will be charged a cleaning levy.
- The student will be invoiced for charges associated. Invoices need to be paid within seven (7) days.

#### **2.20.19 Landing Fees & Parking Fees**

- Students are required to pay for landing fees, parking fees and all other costs incurred at airports other than Bacchus Marsh Aerodrome, and are required to be paid on the day of the flight. Fees incurred for debt recovery and collection will be invoiced to the student debtor.

#### **2.20.20 Publication**

- This Fees, Charges and Refund policy will be made available to students and persons seeking to enrol with TVSA Pilot Training by publication on the organisation's website ([www.tvsa.com.au](http://www.tvsa.com.au)).

#### **2.20.21 Related policies**

- Customer Service Charter
- Information Privacy Policy
- Financial Management Policy
- Record Management Policy

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### **2.19.1 Related procedures, forms and documents**

- Student Handbook
- Enrolment Form

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