



Fee Policy

Purpose & Legislative Background

The requirements of Standards 2 & 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and Clauses 5.3, 7.3, and Schedule 6 are complied with in this policy. Aura Education is entitled to charge fees for services provided to students undertaking training and assessment that leads to a nationally recognised outcome. These charges are generally for items such as tuition fees, course materials, textbooks, student services, training and assessment services, bank charges if any. This Policy outlines the details regarding the above.

As per schedule 6, Clause 7.3 of Standard 7 of Standards for Registered Training Organisations (RTOs) 2015, Aura Education will be responsible for protecting the fees prepaid by individual learners or prospective learners.

Scope

This policy applies to all current & prospective students of Aura Education.

Policy

Information about fees

Aura Education protects the fees that international students pay in advance. International student fee protection is censured as follows:

The Tuition fee is preferred to be collected according to an agreed payment schedule.

College pays into the Tuition Protection Service (TPS) provided by the Australian Government. If the College is unable to provide a refund or place you in an alternative course, our Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you.

Finally, if TPS cannot place you in a suitable alternative course or if there are no suitable alternative courses or offers, you may apply for a refund of the amount of any unspent pre-paid

Aura Education Pty Ltd T/A Aura Education

RTO Code: 46301 | CRICOS Code: 04306E

Email: admin@aura.edu.au

Version 3.1 October 2024



tuition fees you have paid to Aura Education. These are any tuition fees you have already paid that are directly related to the course but haven't yet received. In the case of provider default, there is no requirement for a student to lodge a refund application form.

Aura Education will not demand or accept more than \$1500 from any local students.

Fee information relevant to a course is outlined in detail in the Student Agreement and summarised on the Course Outline as well as the RTO's website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided before enrolment or commencement of training, whichever is first.

Fee information includes:

All costs for the course, including any materials fees

Any other costs payable to the RTO, including costs for recognition of prior learning if applicable

Payment terms and conditions, including deposits, refunds, and payment plans if applicable

The Student Agreement and the Student Handbook, which are provided before enrolment, include this Fees and Refunds Policy and inform the student of their consumer rights. Students are asked to sign the Student Agreement in acknowledgment of the terms and conditions of the enrolment and this policy.

Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms, and schedule of payments applicable.

No cooling-off period applies as Aura Education does not use unsolicited consumer agreements (such as telemarketing, door-to-door selling, or direct approach marketing in public places).

Course fee inclusions

Course fees, as applicable to each course, are detailed on the Student Agreement and include:

- All the training and assessment, as well as educational support services, are required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
- Where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, the student will need to re-enrol in the unit or units in question and



will be charged a pro-rata course fee based on the number of units required to be undertaken.

- Learning materials for each student unless otherwise stated on the Course Outline.

Issuance of one set of certification documents, including the testamur (certificate) and record of results and/or **a Statement of Attainment (in the case of withdrawal or partial completion).**

Course fees do not include:

- Any optional textbooks and materials that may be recommended but not required to complete a course.
- Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined in the Student Agreement.
- Stationery such as paper and pens or other personal use items such as computers or internet access that may be required to complete homework tasks.
- Printing costs (if required).
- Re-issuance of AQF certification documents. Re-issuance or additional copies of these documents will attract a fee (Please refer to the Fee Schedule for details).

Aura Education cannot guarantee that students will complete the course in which they enrol, regardless of whether all fees due have been paid.

Please refer to the fee schedule for a detailed schedule of fees.

Payments

Payments can be accepted by electronic transfer, cheque, money order, or in person at our head office.

Students who are having trouble paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

Debts may be referred to a debt collection agency where fees are more than 40 calendar days past due.

Aura Education reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long-term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

Aura Education Pty Ltd T/A Aura Education

RTO Code: 46301 | CRICOS Code: 04306E

Email: admin@aura.edu.au

Version 3.1 October 2024



Tuition fee protection

Aura Education is required to apply for the Student Tuition Protection Scheme (TPS) through the Commonwealth-managed fund known as the Overseas Student Tuition Fund (OSTF). The Fund was established to protect the interests of overseas students on student visas or intending overseas students who are studying or about to study in Australia.

Information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 can be found here

<https://www.studyinaustralia.gov.au/English/Australian-education/Education-system/ESOS-Act>

Publication

Aura Education will publish in a prominent place on its website the following:

- Costs for the fee for service programs (Fee Schedule)
- This Fee Policy.
- Additional fees (Non-Tuition Fee will be published on the website In the Fee Schedule)

Management Action and Responsibility

Refer to the RSA Matrix for details.

The policy must be approved by the CEO before it takes effect.



The CEO/PEO will provide the state or territory registering body that has registered it with a formal assurance that Aura Education has sound financial management standards for matters related to its scope of registration and scale of operations.

Aura Education will ensure that its accounts will be certified, at least annually, by a qualified accountant who is a member of Certified Practising Accountants (CPA) Australia or otherwise registered as an auditor of the Australian Securities and Investment Commission (ASIC) and on request, the report must be made available to the state or territory registering body that has registered the organisation.

Below is Schedule 1 of the Email/ Notice issued to students towards fee payment during their enrolment at Aura Education

Email 1: Send the invoice two (2) weeks before the term start date.

Email 2: One (1) day after the commencement of Term, if payment still not received.

Email 3: Two (2) weeks after the commencement of Term, if payment still not received.

Email 4: Three (3) weeks after the commencement of Term, if payment still outstanding

Email 5: Notice of Intention to Cancel on Non-Payment of tuition fees; four (4) weeks after the commencement of the term, if payment still outstanding.