

Academy of Celebrancy Australia

Fees and Refunds Policy and Procedure

Purpose:

This policy and procedure is to be used by the Academy of Celebrancy Australia to develop, implement and monitor its fees and refund policy so that it complies with the Office of Training and Tertiary Education (OTTE) Financial Standards and the AQTF Standards for Registered Training Organisations.

Scope:

This policy covers all student fees charged by the Academy of Celebrancy Australia.

Definitions:

Academy of Celebrancy Australia has the following fee structure as of 1st October 2009.

CHC42608 – Certificate IV in Celebrancy (Distance)

Replacement of Certificate:	\$29
Replacement of Manual:	\$49 – Hard copy replacement only
Total Fee:	See Website
Maximum course length:	Seven Months from enrolment date
Payment Methods:	Visa, MasterCard or bank deposit. Total amount required on enrolment
Tuition starts from:	The date of your enrolment.

CHC42608 – Certificate IV in Celebrancy (Classroom)

Replacement of Certificate:	\$29
Replacement of Manual:	\$49 – Hard copy replacement only
Total Fee:	See Website
Maximum course length:	Seven Months from enrolment date
Payment Methods:	Visa, MasterCard or bank deposit. Total amount required on enrolment
Tuition starts from:	The first day of the face to face course

WFSFNL407A – Perform general Funeral Celebrancy (Distance)

Replacement of Certificate:	\$29
Replacement of Manual:	\$49
Total Fee:	See Website
Maximum course length:	Three Months from enrolment date
Payment Methods:	Visa, MasterCard or bank deposit. Total amount required on enrolment
Tuition starts from:	The date of your enrolment.

WFSFNL407A – Perform general Funeral Celebrancy (Classroom)

Replacement of Certificate:	\$29
Replacement of Manual:	\$49
Total Fee:	See Website
Maximum course length:	Three Months from enrolment date
Payment Methods:	Visa, MasterCard or bank deposit. Total amount required on enrolment
Tuition starts from:	The first day of the face to face course

LIFECELACA01 – Life Celebrations Course – Short Course (Distance)

Replace of Certificate:	\$29
Replacement of Manual:	\$49 – Hard copy replacement only.
Total Fee:	See Website
Maximum course length:	Three Months from enrolment date
Payment Methods:	Visa, MasterCard or bank deposit. Total amount required on enrolment
Tuition starts from:	Date of Enrolment

LIFECELACA01 – Life Celebrations Course – Short Course (Classroom)

Replacement of Certificate:	\$29
Replacement of Manual:	\$49 – Hard copy replacement only
Total Fee:	See Website
Maximum course length:	Three Months from enrolment date
Payment Methods:	Visa, MasterCard or bank deposit. Total amount required on enrolment
Tuition starts from:	The first day of the face to face course

WFSCCR102A - Manage Grief and Trauma Issues – Short Course (Distance)

Replacement of Certificate:	\$29
Replacement of Manual:	\$49 – Hard copy replacement only
Total Fee:	See Website
Maximum course length:	Three Months from enrolment date
Payment Methods:	Visa, MasterCard or bank deposit. Total amount required on enrolment
Tuition starts from:	Date of enrolment

WFSCCR102A - Manage Grief and Trauma Issues – Short Course (Classroom)

Replacement of Certificate:	\$29
Replacement of Manual:	\$49 – Hard copy replacement only
Total Fee:	See Website
Maximum course length:	Three Months from enrolment date
Payment Methods:	Visa, MasterCard or bank deposit. Total amount required on enrolment
Tuition starts from:	The first day of the face to face course

APSMCACA01 - Advanced Public Speaking and Master of Ceremonies (Distance)

Replacement of Certificate:	\$29
Replacement of Manual:	\$49 – Hard copy replacement only
Total Fee:	See Website
Maximum course length:	Three Months from enrolment date
Payment Methods:	Visa, MasterCard or bank deposit. Total amount required on enrolment
Tuition starts from:	Date of enrolment

APSMCACA01 - Advanced Public Speaking and Master of Ceremonies (Classroom)

Replacement of Certificate:	\$29
Replacement of Manual:	\$49 – Hard copy replacement only
Total Fee:	See Website
Maximum course length:	Three Months from enrolment date
Payment Methods:	Visa, MasterCard or bank deposit. Total amount required on enrolment
Tuition starts from:	The first day of the face to face course

Transfer Policy:

Courses may be transferred for the same student in certain circumstances *at the discretion of the Training Manager*. Courses can only be transferred to the same course covering the same competency. Courses can only be transferred from Distance to Classroom or Classroom to Classroom if enough notice is given (14 days before the first day of attendance). To apply to transfer into another course the Academy offers, the student needs to:

- Submit their request in writing via email or postal mail to our National Office including the reason for transfer and the course they request to transfer to.
- Pay any additional fees associated with the transfer immediately.

In some circumstances, courses can be transferable to another person at the discretion of the Training Manager provided that:

- The original student agrees to cancel their student account and cease all tuition.
- The new student agrees to start from the beginning of the course and to submit their own work and provide a statement to validate this.
- The new student agrees to use the course manual supplied to the original student.
- The new student agrees that if the original student has already attended the classroom portion of a Classroom course, that they may not attend the course also and that the course must then be completed via distance.
- The new student agrees that they must complete the course within the three months allotted to the original student from the date of enrolment or else pay an additional extension fee.
- Both students agree that there will be no fees refunded by the Academy for any part of the course.

Course Extension/Re-enrolment Policy:

Courses may be extended for a three month period for \$129 for each course, which applies from the date that the course expires and NOT from the date that the extension fee is paid.

For example - If a course has been expired for one month or more and the student wishes to purchase an extension for their course then they will need to pay \$50 for each month expired plus the \$129 three month extension fee.

If a course is left for longer than six months then the student is required to pay a re-enrolment fee of \$290 plus the \$129 three month extension fee.

Please also note even if you only need 2 or 4 weeks to finish your course and do not require the full three month time period, the \$129 extension fee still applies.

Course Expiration Policy:

All classroom tuition expires three months from the first day of the class for all courses EXCEPT The Cert IV in Celebrancy, this expires seven months from the first day of your class. Distance courses will expire three months from the date of enrolment or seven months for the Cert IV in Celebrancy.

Once a students course has either expired or has been completed, the students Web Portel for that particular course will be deactivated.

Upgrading Courses:

A student may upgrade their course from a Distance to Classroom course at an additional cost. Students who upgrade their course must agree that they are not receiving an additional three months to complete the course with this upgrade and that their original expiry date still applies. For course extensions refer to the Course Extension Policy.

CHC42608 – Certificate IV in Celebrancy (Distance)
Upgrade to Classroom \$660

WFSFNL407A – Perform general Funeral Celebrancy (Distance)
Upgrade to Classroom \$495

LIFECELACA01 – Life Celebrations Course – Short Course (Distance)
Upgrade to Classroom \$160

Cancellation Policy:

If a student gives notice 28 days prior to the commencement of a Classroom course, a cancellation fee of \$250 will apply and the remainder of their course fee's paid will be refunded.

If notice is given within 28 days of commencement there will be no refund and they will forfeit their course fees.

Cancellation of Distance courses is not available.

Refund Policy:

All fees to the Academy are non refundable unless a course is cancelled by us. If the Academy cancels a course due to insufficient numbers or trainer illness, the student has two options:

1. The student may defer their course to the next available date in the city they originally enrolled for.
2. The student may undertake the course via distance education if applicable.

If a student simply changes their mind, no refunds are granted.

In regards to course transfers, no refunds will be granted either and the student must pay any additional fees associated with the transfer immediately.

Conduct and Behaviour:

The Academy encourages students to take note that no harassment, unruly or offensive behaviour towards staff, trainers or other students will be tolerated throughout the period of enrolment and in any dealings with the Academy. In extreme cases expulsion from courses may be applied with no refund offered.

General Policy:

Academy of Celebrancy Australia accepts that it will be audited for compliance with its fees procedures and that it has obtained advice from a qualified professional, such as a solicitor or accountant to confirm that the system operates to protect students fees as required.

Course Payment and Agreement Policy:

This policy gives the customer an additional layer of rights over and above normal statutory consumer rights stated in the various Fair Trading Legislation in each state of Australia. Under the various Fair Trading Acts, a customer is not entitled to a refund or modification to a purchase if they simply change their mind.

Each state and territory has its own fair trading legislation that is governed by an Office of Fair Trading. Customers may verify this information by contacting their local office of Fair Trading. Each state and territory also has its own fair trading laws, usually referred to as the Fair Trading Act with consumer protection provisions much the same as those in the Trade Practices Act. State and territory fair trading offices can give general advice on your consumer rights and obligations under fair trading laws. However, if you're unsure how fair trading laws apply to your particular situation, then you are encouraged to obtain independent legal advice.

Finalisation of Enrolment policy:

The Academy of Celebrancy Australia follows the Fair Trading Act guidelines in all instances. Sometimes, over and above the requirements, the Academy of Celebrancy does offer transfers and partial refunds when a customer changes their mind and these are offered only as a “goodwill gesture”. In these situations, the Academy of Celebrancy Australia will follow its policies and procedures that have been setup to extend this gesture to its customers.

It is important to note, that an enrolment is an agreement and therefore “a contract”.

The customer agrees to pay for the products ordered. If an enrolment occurs, it is the customers obligation to:

a) Fulfill the conditions and promises of the enrolment by paying all the prescribed fees within 14 days and;

b) Notify the Academy of Celebrancy Australia that payment has been made by either Email, Fax or Phone.

If the customer fills out an enrolment form over the internet, or enrolls over the phone, they are making an agreement to purchase. They do this by supplying various details that would not be given out if the customer was simply making an enquiry.

The Academy has email and mail information it sends to its customers who request information only. It also offers unlimited access to a toll free sales and enquiry line before the customer chooses to enrol. The process of enrolment is the commitment a prospective student makes when they wish to begin a course. In an enrolment we ask for Credit Card, Date of Birth and other sensitive information. If Credit Card details are not available, we ask the customer to choose whether they are paying by Bank Deposit or Cheque.

Unpaid Fees Policy:

If payment (or a deposit in the case of Face to Face courses) has not been received in full upon enrolment, the Academy may send emails that remind the customer of their contractual obligation up until 30 days after the date the enrolment form was filled in. The Academy may also make an effort to contact the customer, however the responsibility is left to the customer to notify the Academy of when the payment has been made.

If after 30 days the payment has still not been received in full for all the courses that were selected, the Academy may:

c) Transfer the debt to a collection agency and seek full payment of the course fees that were agreed to either online or on the telephone or;

d) Charge an administration/cancellation fee no less than \$250 per course to allow the customer to retract its contractual obligation if they have changed their mind. In this circumstance, the offer to retract the contract will be made as a “goodwill gesture” only in accordance with this policy. The Academy will hold the position and firm belief that the agreed fees are owed in full.

This option is only available if both parties agree.

At any time prior to 30 days from enrolment, the customer is able to satisfy this policy by paying the agreed fees.