

Fees and Charges Policy

Purpose

Through this policy, THA ensures that all students are aware of the fees and charges associated with enrolment in a course with THA. .

THA 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 and/or other involvement with THA.

Policy

1 Information about Fees and Charges

- 1.1 Students seeking to enrol in a course with THA are advised of all fees and charges associated with a course, including course fees, , materials fees, and any other charges relevant to the Course, student information and on THA's website.
- 1.2 The information provided to each student will include:
 - a) The total amount of all fees.
 - b) Payment terms, including the timing and amount of fees to be paid.
 - c) Additional fees and charges.
- 1.3 Persons seeking to enrol with THA will be informed of the fees and charges before signing the Acceptance and Agreement form
- 1.4 Students enrolling under Vet Student Loan will be advised that they will have to start repaying the HELP debt through the taxation system once their repayment income is above the compulsory repayment threshold, even if they are still studying.

2 Written Acceptance & Agreement

- 2.1 Fees and any additional charges will be included in the Written Acceptance & Agreement between THA and students.
- 2.2 All students will be required to sign the written acceptance and agreement concurrently with or prior to accepting course money from the student which outlines the total course fees, payment terms and schedule of fees. The payment agreement is designed to provide clear and concise information to the student about applicable fees and charges and provide options for payment.
- 2.3 Fees as defined in 1.2 a will not be accepted until the student has signed or otherwise accepted the agreement. However, THA will accept payment of fees at the same time as receipt of the Written Agreement.
- 2.4 Where fees are received without the Written Acceptance & Agreement being signed, THA will inform the student that the payment cannot be processed until the signed Written Acceptance & Agreement is received.

1. Fees in Advance

- 3.1 THA does not charge fees in advance. Fees are payable at the commencement of the term/study period

4. What do student fees cover?

- 4.1 Unless otherwise specified, course fees include the cost of all compulsory training and assessment materials



4.2 All course fees include up to three (3) attempts at assessment per unit. Where an additional assessment is required

5 Terms and Methods of Payment

1.1 Students must ensure their fees are paid at the commencement of each study period otherwise their enrolment may be cancelled.

1.2 THA accepts the following methods of payment – cheque, money order, credit card, direct debit and direct bank transfer.

Direct Transfer Details

Account Name: The Health Arts College

BSB: 083 004

Account No: 18 766 9619

7 Credit Card Payments

Credit card payments can be made over the phone by calling 1300 658 326 and quoting your invoice number or by attending reception desk. There will be a 2% surcharge on the credit card payments.

8 Direct debit

A direct Debit arrangement can be made with the college, by completing a request form. Upon authorising a direct debit then money will commence being deducted from the students account every month on the elected date.

9 Late Payment

9.1 Where a student is more than 15 days overdue with payments, THA reserves the right to suspend training services until payment is made to bring fees up to date.

9.2 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.

9.3 For long-term outstanding amounts, THA utilises the services of a debt recovery agency to ensure the collection of all fees.

9.4 If the dues are not cleared within 20 days as notified via invoice an Intention to cancel enrolment could be generated to the student providing him 20 working days to either settle the account or arrange a different payment plan. If no response is received the enrolment will be cancelled due to Non-Payment of Fees.

10 Students who are enrolled under VET Student Loan must successfully complete their VET unit of study requirements within the year they are enrolled in. If the student is unable to fulfil the requirement, the student will need to re-enrol in the relevant unit of study and will be required to pay full fee or re-apply for VET Student Loan.

11 Additional charges

Course fees do not include cost of any additional documents required for specific reasons. See charges below for additional documents.

- ◆ Re-Issue of Testamurs / Statements of attainment - \$50 each copy
- ◆ Re-Issue of Student Card \$20.00
- ◆ Late payment of term fees - \$250.00 per instalment (self-funded)
- ◆ Postage of Testamur or statement of attainment \$10.00

Students may choose to access HELP assistance for the following additional fees and charges

- ◆ Reassessment Fee \$220.00 (after third attempt)
- ◆ Unit Re-enrolment Fee (based on the unit cost)
- ◆ RPL Fee \$250.00 per unit



RTO CODE: 21588

The Health Arts College Pty Ltd
NATIONAL PROVIDER CODE 21588

- ◆ Incomplete clinic Hours \$300 (applicable to SHB qualifications). Clinic hours is a component of the qualification. If you have not completed these hours within the expected duration of the course)
- ◆ Incomplete work placement Hours \$500 (applicable to CHC qualification. Work placement hours is a component of the qualification. If you have not completed these hours within the expected duration of the course)