

Terms and Conditions

Ausphin Institute is a Registered Training Organisation (RTO Code: 41370) and operates in accordance with applicable legislation and the Standards for Registered Training Organisations 2015. Ausphin Institute charge fees for services provided to students undertaking a course of study. These fees are for items such as course materials, administrative support, student services and training and assessment services.

When and how do I pay?

Fees are payable when you receive your confirmation of enrolment and invoice for the enrolment fee. Fees must be paid in full within 5 days of receiving this notification from Ausphin Institute. We may cancel an enrolment or discontinue training if fees are not paid as required. Payment methods include direct deposit, cheque or credit card via Pay Pal.

Can I get a refund?

Yes - If you give notice to cancel your enrolment 10 business days or more prior to the commencement of a program you will be entitled to a full (100%) refund of fees paid.

If you give notice to cancel your enrolment 9 business days or less prior to the commencement of a program you will be entitled to a 75% refund of fees paid. The amount retained (25%) by Ausphin Institute is required to cover the costs of staff and resources which will have already been committed based on your initial intention to undertake the training.

If you give notice to cancel your enrolment after a training program has commenced, you will not be entitled to a refund of fees. Discretion may be exercised by the Chief Executive Officer if there is

extenuating or significant personal circumstance that led to your withdrawal.

How do I get a refund?

To obtain a refund you are required to give written notice to cancel your enrolment and complete a Refund Request Form. Written notice may be in the form of an email or letter. Where refunds are approved, the refund payment will be paid via electronic funds transfer using the authorised bank account nominated by you. This payment will be made within 14 days from the time you gave written notice to cancel your enrolment.

Are my fees protected in case I need a refund?

Yes - Ausphin Institute has a responsibility to protect the fees paid by students. To meet this need, Ausphin Institute will only accept an initial payment of no more than \$1,500 from each student prior to the commencement of their course. This fee protection arrangement complies with national standards designed to limit the amount paid by a student's in advance of services being delivered.

Do I pay GST in my tuition fees?

No – Training tuition fees are GST exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course. GST does apply on the payment of some miscellaneous charges.

Changes to terms and conditions

Ausphin Institute reserves the right to amend the conditions of the student's enrolment at any time. If

amendments are made that effect the student's enrolment the student will be informed 7 days prior to changes taking effect.

Our guarantee to you

If for any reason Ausphin Institute is unable to fulfil its service agreement with a student, Ausphin Institute must refund the student's proportion of fees paid for services not yet delivered.

Declaration

- All training tuition fees are exempt from the payment of GST. No GST included.
- Ausphin Institute payment terms are 5 days.
- The fee structure is designed to limit the amount paid by students upfront and is structured to collect fees as the course progresses.
- All fees must be paid in full before students can be issued with any AQF Certificate relating to their achievements.
- All students must read the relevant course flyer located in Ausphin Institute's website prior to their enrolment into their chosen course. Course flyer contains many information about the course including the total course fee for each course.
- Ausphin Institute **can not guarantee** that:
 - i) A candidate will be issued with a qualification or statement of attainment (SOA). This is subject to successful completion of a course.
 - ii) A candidate will obtain a particular employment outcome where this is outside the control of the Institute.
- Where there are any changes to agreed services, Ausphin Institute will advise the candidates as soon as it is practical including in relation to any third-party arrangements (new or existing) or change in ownership of the organization or training package changes that will result in qualifications being superseded.
- Ausphin Institute will not disclose personal information to outside parties, other than as provided in the application form, unless required by law, you consent or it is needed to prevent serious threat to a person's health or safety. You can access and correct your personal information by contacting Ausphin Institute.

Responsibility for training quality

Ausphin Institute is responsible under the National Vocational Education and Training Regulator Act 2011 for the quality of the training and assessment being delivered in this course and for the issuance of all AQF certificates.

Please refer to the Student Handbook for further information on all student rights and obligations.