



## **Dental Nursing Australia Cancellation and Refund Policy and Procedure**

### **General Policies and Procedures**

This policy applies to all intending, commencing and continuing Students. As soon as a Student accepts a place offered by Dental Nursing Australia and pays the associated fees, a binding contract is created between the Student and Dental Nursing Australia. Students are to be advised a complaints and appeals process is available, information available in your handbook.

Dental Nursing Australia management and staff endeavour to provide timely and accurate information on the course related fee requirements to enrolling and enrolled students of Dental Nursing Australia.

Payment plans will be made available to all Students. Admin cost will apply which is indicated on the contract of enrolment and fees.

### **Fees**

Current schedule of fees will be made available to you on your application to enter the training programs. Fees are charged at different rates depending on circumstances and location of enrolment, funding etc e.g. full-time, part-time, correspondence, Government fee rate, level of qualification, number of years attending etc

Once you have signed your enrolment form you are now contracted to complete the training and to pay the fees in full provided on your statements. Payment Plans are available to students. Students are expected to pay the full amount of the training indicated on their invoices. Special circumstances can be offered to pay the program in smaller installments, although evidence of hardship may be required. Payments for the commencement of each term and semester need to be paid before Student recommences classes, unless special arrangements have been made. Payment plans and installment payment will incur administration charges. Please be aware, if you are behind in payment you may find you are not allowed to be enrolled in the following Semester until payment has been received.

## Enrolment Fee

The enrolment fee is not refundable and covers the costs of enrolment. The enrolment fee is:

- \$95.00 or Government enrolment fee rate - subject to change each year (Following Govt Fee schedule)

Application fee is included in enrolment fee. Students enrolling in a course are charged according to the same fee structure regardless of blended mode of delivery. This may include:

- Local face to face class
- Self paced – scheduled and unscheduled
- External studies
- Recognition of prior learning

The fee applicable is from the start date of the course module(s)/unit(s) of competency in which the student is enrolled.

To ensure consistency, adjustments will not be made to fees to reflect variations in timetabling or in instances where students complete a course/qualification or module/unit of competency in less time than that specified in the course outline.

## Payment of Fees & Charges

Enrolment is not complete until statutory and RTO based fees and charges are paid, deferred payment arrangements have been made or fees paid.

Irrespective of payment option, details of all student enrolments will be retained for audit purposes.

## Late payment of fees

Late payment of fees will incur 15% additional charge on fee payment required.

Students who are very late with payment of fees, in some instances may not be eligible to enroll for the next semester of training. They will also be required to pay the outstanding full cost of the training program and incur administration fees.

## Debt collection

Where approval has been given for a student to pay by installment, Dental Nursing Australia will charge a small administration fee. Should default occur on payment, fair and adequate recovery procedures will be utilized to manage the collection and recovery of monies. After three warnings, Registered Debt Collectors will be enforced.

Appropriate and adequate recovery procedures will be in place to manage the collection and recovery of monies with the requirements of the financial administration act 1985. Two notices of payment will be posted to the participants concerned on the second and final notice of payment, it will be indicated that a registered local debt collector will be authorized to collect monies on Dental Nursing Australia's behalf. The Applicants will be informed they are legally liable to pay all fees, enrolment and completion of course will not be complete until statutory and Dental Nursing Australia fees and charges are paid. The debt collector will be advised to follow the financial and administration act or 1985. Legal action will pursue from here if payment is still not received with the Student liable for all legal and debt collecting costs.

## Payment Options

On enrolment, students will take up one of the following payment options:

- a) Present a signed authority from an employer or sponsor to invoice that employer for the student's fees and charges;
- b) Payment plans may be arranged – payment plan fees apply.
- c) For students who have fallen behind in their installments during the previous semester, DNA may work out with the student an appropriate arrangement to pay the amount outstanding, plus the fees and charges for the next semester. If Dental Nursing Australia management approves and this can be arranged, the student may continue with enrolment.

Students who fail to take up one of the above options will NOT be enrolled.

Accountable officers at Dental Nursing Australia will use their discretion in application of this instruction by formulating the payment by installments to more appropriately match the particular training program. In some cases, sponsorship arrangements may be made. Details of the student's enrolment and details of why deferred payment was granted will be retained for audit purposes.

## Refunds

Students who are enrolled in a course or module are entitled to full refund of fees and charges where a course or module is cancelled or where the student is not given a place due to a maximum number of places being reached.

## Full Refunds

Students are entitled to a full refund of fees and charges where:

- a course/qualification or module/unit of competency is cancelled.
- a student is not given a place due to maximum number of places being reached;

Details of all refunds will be retained for audit purposes, and the enrolment form annotated to show that a refund has been given.

## Advice of Withdrawal

Students are reminded that written advice of withdrawal is necessary 28 days prior to withdrawal.

Dental Nursing Australia is not obliged to provide any refunds, unless program has been cancelled. Refunds are totally at the discretion of Dental Nursing Australia Director.

## Resource Fee

Information regarding this fee will be on your application letter. The resource fee covers materials purchased by Dental Nursing Australia to be consumed or transformed by students in the course of instruction. The resource fee also covers internet charges and other services utilised by the students in the course of instruction.

Any equipment that will be retained by the student as his or her own personal property must be purchased separately by the student.

Excursions will be charged to students as they arise.

## Other Fees

In addition to the fees outlined above, Dental Nursing Australia may levy other fees to recover the cost of other items and services provided by Dental Nursing Australia (for example, parking and security passes).

## Submitting a request for refund

Student may cancel their enrolment at any time, subject to the timing of the request, cancellation charges may apply. All requests for refund of any monies must be made in writing to the Manager or Student Administration Services.

### For current students

Refund request forms are available at Head Office on 1300855503 or by contacting administration at: [admin@dnakingston.com.au](mailto:admin@dnakingston.com.au)


This form can be submitted by email, post or in person to our head office at 37 Hargreaves Street, Belmont. Requests must be signed by the student or if student under 18, Parent or Guardian.

### For students who have not yet commenced

Application must be in writing and received by fax, post or email. Requests must be signed by Student or if student under 18 years, Parent or Guardian.

## General procedure

- A record of the decision in relation to the refund request will be put in writing and sent to the student (or parent /guardian for students under 18 years of age)
- A copy of the decision will be placed in the student file and on DNA Data base.
- Where a student is entitled to a refund of fees under this policy, the refund will be paid within four (4) weeks of receiving the written request.
- Where a student is entitled to a refund of fees arising from “provider default”, the refund will be paid within 2 weeks of the date of the provider default.
- Refunds will only be made by direct deposit (electronic funds transfer) into a bank account nominated by the student or parent/guardian if student under 18 years as on the request form / in writing.
- Refunds will be paid in Australian dollars to the person who entered into the contract with Dental Nursing Australia.
- Prior to commencing their course, and subject to approval, students may apply in writing to defer their course commencement to a later date.

<b>Provider No: 52256</b>

<b>Success Training Company Pty Ltd</b>
<b>Dental Nursing Australia</b>
<b>Policies and Procedures</b>
<b>Policy Title:</b> Cancellation and Refund Local Students Policy & Procedure
<b>Policy Number:</b> Volume 5
<b>Policy Date:</b> April 2015
<b>Policy Renewal:</b> April 2016
<b>Responsibility:</b> Compliance Manager

### Record of updates and changes

<b>Version No.</b>	<b>Issue Date</b>	<b>Nature of Amendment</b>
Version 1.0	1 <sup>st</sup> October 2010	Materials Designed
Version 2.0	15 March 2012	Policy revised
Version 3.0	July 2013	Policy revised
Version 4.0	July 2013	Removal of reference to international students
Version 5.0	April 2015	Policy revised