



Dental Nursing Australia International Student Fees Agreement

Student Name.....Address.....

.....

Student ID Number..... Guardian if under 18.....

Betweenand Dental Nursing Australia on this
day.....in the month.....200.....

Payment plans may be made available to Students in special circumstances. Additional administration costs will apply, which will be indicated on the contract of enrolment and fees for payment plans.

Cert IV Dental Assisting

Full-time \$8,995.00 (1 Year) 2 Semesters

Diploma in Dental Practice Management (Business Management)

Full-time \$18,995.00 (2 Years) 4 Semesters

Payment by semester

Resource fee \$285.00

Enrolment fee \$75.00

Initial payment will include Enrolment fee, Resource fee and 1st Semester fees for that course enrolled.

Private Fee Delivery Mode may include:

- local face to face class;
- .. remote live electronic conferencing;
- .. self paced – scheduled and unscheduled;
- .. external studies;
- .. workplace learning;
- .. video / television based learning;
- .. online learning; and
- .. recognition of prior learning

The fee applicable is from the start date of the 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

LATE APPLICATION FEE

A non-refundable fee of \$145 applies to persons who wish to apply for a full-time vocational award course/qualification after the specified closing date for applications.

FEE FOR CHANGING APPLICATION

A non-refundable fee of \$60 is applied to applicants wishing to amend their application for enrolment in a full-time vocational award course/qualification.

PAYMENT OF FEES AND CHARGES

Enrolment is not complete until statutory agreement has been signed by Student and RTO based fees and charges are paid and or deferred payment arrangements have been made or fees and charges have been paid.

PRIVACY

Irrespective of payment option, details of all student enrolments will be retained for audit purposes and information will be kept confidential under the Privacy Act in Australia. Information will only be released to Government Departments associated with International Student Visa arrangements. This may include Personal information shared between DNA and the Australian Government and designated authorities associated with Tuition Assurance Scheme and the ESOS Assurance Fund. This information may include Personal and contact details, course enrolment details and changes, suspect breach of a student of their obligation of change of address. Information under all other circumstances will only be released unless written approval has been received by the Student.

STUDENT OBLIGATIONS

Full payment of fees, attendance to training programmes as scheduled and to keep DNA informed of current personal details of address and contact details. Students under 18 will require a parent or legal guardian to sign and accept this agreement on their behalf.

PAYMENTS

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

- a) Pay the full amount of fees and charges;
- b) Present a signed authority from an employer to invoice that employer for the student's fees and charges;
- c) for students who have fallen behind in their instalments during the previous semester, the 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 this can be arranged, the student may be enrolled.

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

PAYMENT BY INSTALMENT

In cases of financial hardship, students will be provided a minimum of eight weeks from the commencement of semester to finalise payment, which may include payment by instalments at the discretion of the Director of DNA.

DNA Director and Financial Officer 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.

DEBT RECOVERY PROCEDURES

Where approval has been given for a student to pay by installment, the Student is responsible for the payment of outstanding fees and charges. Fair and adequate recovery procedures will be in place to manage the collection and recovery of all monies.

ADVICE OF WITHDRAWAL

Students must be advised that written advice of withdrawal is necessary to ensure they may be eligible for any refunds. International Students will be advised that withdrawal may have an impact on their Student Visa status in Australia.

CANCELLATIONS AND REFUNDS

Cancellations and requests for refunds must be made in writing.

10 days is allowed for processing.

Please refer to the International Refunds Policy, Transfer and Deferment policies documents attached.

DEFEREMENT

You must notify DNA CEO in writing should you wish to defer your studies. International students must understand the visa implications of any such deferment. Any pre-paid fees in credit will be held for a period of 12 months and may be used towards the resumption of studies. At the end of 12 months pre-paid fees will be reimbursed with a (\$230.00 administration fee deducted) should you not resume your studies.

RE-MARKING

Students requesting a re-mark of their assessment should do so within four weeks of the date of publication of the results. Should a 'Not Yet Competent' candidate achieve an outcome of 'Competent' on a re-marking of the assessment, the \$45 re-marking charge will stand.

The \$50 charge for reporting on assessments is not refundable.

Re producing certificates or documents lost - fee of \$70.00

INCIDENTAL CHARGES

- a) Late entry to assessments \$45.
- b) Special deferred assessment – each module/unit of competency \$45
- c) Assessment only, and assessment held in normal assessment period – each module/unit of competency \$45.
- d) Assessment only, and assessment not held in the normal assessment period – each module/unit of competency:
 - i) Setting of paper by assessor \$150.
 - ii) Marking of paper by assessor (each candidate) \$45.
 - iii) Supervision of assessment (each candidate) \$45.
 - iv) RTO administration costs (each candidate) \$45.
 - v) Assessment administration costs (each candidate) \$45.
- e) Re-marking of assessment – each module/unit of competency \$45.
- f) Report on assessment – each module/unit of competency \$50.
- g) Replacement of award/qualification/academic record \$70.
- h) Re-issue of academic statement
- i) Results on computer network \$45.
- i) Re-issue of non-current enrolment form \$45.
- j) Remote assessment supervision \$70 per hour

RESOURCE FEE \$280

The resource fee covers materials purchased by DNA to be consumed or transformed by students in the course of instruction. The resource fee also covers internet charges, special events 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.

Students will not be charged for leasing, purchase or depreciation of equipment or general infrastructure.

Excursions will be charged to the students as they arise.

OTHER FEES

In addition to the fees outlined above, DNA may levy other fees to recover the cost in special circumstance of other items and services provided by DNA (for example, parking and security passes).

LATE APPLICATION FEE

A non-refundable fee of \$65 applies to persons who wish to apply for a full-time vocational award course/qualification after the specified closing date for applications.

FEE FOR CHANGING APPLICATION

A non-refundable fee of \$65 is applied to applicants wishing to amend their application for enrolment in a full-time vocational award course/qualification.

I..... of.....
.....

Agree to abide by the fee agreement by Dental Nursing Australia by signing below.

Student or Guardian
Signature.....Date.....

Director DNA
Signature.....Date.....

Please note Three Attachments: 1:Refund policy, 2:Deferment, Suspension, Cancellation Policy and 3:Transfer Policy.*



Dental Nursing Australia

Refund Policy for Fee Paying International Students

	Courses longer than 20 weeks	
Reason for Refund	Notification Period	Refund
Student's application for a student visa unsuccessful	Before semester/Education Service commences	Full refund (less \$230 for administration)
DNA withdraws offer, fails to provide program offered or terminates course	Before Semester/Education Service commences after Semester / Education Service commences	DNA will default to the provisions of the Commonwealth ESOS Act 2000.
Student with a student visa withdraws	<p>More than 10 weeks before Semester/Education Service commences</p> <p>More than 4 weeks and up to 10 weeks before Semester/Education Services commences.</p> <p>4 weeks or less before Semester/Education commences</p> <p>After Semester /Education Service commences and during first 4 weeks</p> <p>After the fourth week</p>	<p>Full refund (less 10% or \$1000.00, whichever is the lesser, for administration)</p> <p>70% of a semester's fees</p> <p>40% of a semester's fees. (Less 10% or \$1000.00, whichever is the lesser, for administration)</p> <p>30% of a semester's fees (Less 10% or \$1000.00, whichever is the lesser, for administration)</p> <p>No refund required</p>
If DNA withdraws a student from an Education Service because the student has seriously breached international student Visa conditions or DNA policies and procedures	After Semester/Education Service commences	No refund of the semester's fees and not less than 40% of fees applicable to a subsequent semester. This applies to a maximum of two semesters only. <i>Therefore an example: student who has paid for more than two semesters in advance, withdraws during semester 1, more than four weeks before the commencement of semester 2, would expect no refund of semester 1 fees, at least 40% of semester two fees and a full refund of fees paid for any subsequent semesters.</i>

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Refund Policy for Fee Paying International Students

	Course duration 10 weeks or less	
Reason for Refund	Notification Period	Refund
Student's application for a student visa unsuccessful	Before semester/Education Service commences	Full refund (less \$230.00 for administration)
DNA withdraws offer, fails to provide program offered or terminates course	Before Semester/Education Service commences	Full refund (Less \$230.00 for administration expenses unless offer had been based on incorrect information from the student, then DNA will retain \$600.00)
	After Semester / Education Service commences	Refund, pro rata, the unearned portion of 55% of the semester's fees
Student with a student visa withdraws	More than 10 weeks before Semester/Education Service commences	Full refund (less 10% or \$1000.00, whichever is the lesser, for administration)
	More than 4 weeks and up to 10 weeks before Semester/Education Services commences.	70% of a semester's fees
	4 weeks or less before Semester/Education commences	No refund is required
If DNA withdraws a student from an Education Service because the student has seriously breached international student Visa conditions or DNA policies and procedures.	After Semester/Education Service commences	No refund required

Refund Policy Special Conditions

Dental Nursing Australia reserves the right, at the discretion of the Director - should particular circumstances arise, DNA will give consideration to increasing the amount of refund due and / or waiver the conditions, requirements for those students who are forced to withdraw for reasons of a compassionate nature or where the reasons are deemed to be reasonable and genuine.

Refunds will be made payable to the Institution to which a Student is transferring.

Refunds in the case of a student not continuing studies, will be made to the Student's home account and are to be made immediately following the Student's departure from Australia.

Refunds for fees paid in advance which also include accommodation services arranged through Dental Nursing Australia (Eg: on site or off site boarding facilities, home stay or other accommodation provided) will be included as part of the refund policy.

Dental Nursing Australia will always notify students formally when they are at risk of termination due to non-compliance with student Visa conditions or DNA policies and procedures.

Once Student is advised formally of non-compliance, they are advised they can access DNA Complaints and Appeal process within 20 days and that DIAC will be informed.

Dental Nursing Australia

Policies in Deferring, Canceling and Suspending Studies for International Students

1. DNA does not encourage the deferment or student initiated suspension of studies.
2. In exceptional circumstances, such as illness, accident, political unrest in their country causing upheaval, natural disaster, bereavement close family member, traumatic experience, witness serious accident or crime, major home problem etc (*Evidence will be required through Medical certificates, death certificates, police report,*). DNA may accept a deferment, leave of absence, temporarily suspend studies through a formal agreement and make the necessary overtures to DIAC. Generally short duration will not effect to CoE enrolment period and end date. Should duration be of a considerable length of time and effect the completion date, the original CoE will be cancelled and a new CoE developed, with a more appropriate completion date.
3. All applications for deferments or suspensions must be made in writing to the Director of DNA.
4. A deferment or suspension may also be granted where for unforeseen reasons a part of the course cannot be offered at the time most appropriate to the student.
5. DNA reserves the right to suspend or cancel a student's studies for the following reasons:
 - 5.1 Sustained academic failure
 - 5.2 Poor social conduct in or out of the college
 - 5.3 Poor attendance (below 80%)
 - 5.4 Student not following DNA policies and procedures
6. A student on deferment or suspension will normally be expected to return home for the period of deferment or suspension. DIAC will always be informed and make the final decision.
7. Where DNA intends to suspend or cancel a student's studies, written notice will be given 20 working days in advance of that suspension or cancellation. The student will be advised of his rights to appeal internally and externally. The student will maintain enrolment and it will be at the discretion of the Director if they will be allowed to attend classes during the period of notice of deferment or suspension. If they are denied access to class, learning material may be sent to their residential address to continue with their studies.



8. Where the suspension or cancellation is instigated through DNA. The Student is advised they are able to access the DNA Internal Complaints and Appeals process within 20 working days. DNA will commence proceedings within 10 working days of the formal lodgment, record all proceeding associated with an appeal by the Student. DEST through PRISMS will be notified of a change of the enrolment status when the internal complaints and appeals process is completed.
Please refer to DNA Appeals and Complaints policies document which follows the (National Code Standard 8, 8.1)
9. The Students files will be reviewed to ensure final reporting to DEST and PRISMS has been finalized after the 20 working day period has passed.
10. Students are reminded that deferring, suspending or canceling enrolment may affect and have an impact on their Student Visa. They should stay in touch with their local Student Visa Officer or refer to the DIAC website or helpline on (131881) for information.
11. DNA has an obligation to advise DEST through PRISMS of deferment, suspensions and cancellation of enrolment. This information will be electronically transferred to DIAC.
12. Under extenuating circumstances relating to the welfare of the student, action can be demonstrated through other means, without a formal internal appeals process.
13. Deferments and suspensions will always be time bound. It is the responsibility of the student to resume studies after the period of deferment or suspension.
14. DNA will decide on each case whether or not to support an application to DIAC for the extension of a student visa where this is necessitated through a deferment or cancellation.
15. Students who have been Suspended, Deferred or Cancelled enrolment are advised they may be eligible for refund and are to view DNA Refund Policy document available on the web site, enrolment information and DNA policy and procedure manual.

Dental Nursing Australia



Student transfer from DNA to Another Provider:

1. You will normally only be allowed to transfer to another education provider if you have completed 6 months of your programme at DNA. If DNA no longer offers the course for which you registered you will be released
2. If you have a particular reason for wishing to transfer to another provider before you have completed 6 months of your programme at DNA, your case will be assessed on its own merits
3. Should you apply to transfer to another provider after a minimum of 6 months of your course has been completed, you will normally be granted a release letter. Exceptions will be where:
 - 3.1 Your transfer will jeopardize your progression through your course(s)
 - 3.2 Your reason for applying for a transfer is likely to conflict with the terms of your student visa in Australia.
 - 3.3 You are under 18 years, in which case you will need to provide a letter of support for the change from your parent or legal guardian
4. Your application for a transfer must be accompanied by a letter of offer from the registered provider to which you wish to transfer.
5. Should you be granted a release letter by DNA there will be no charge levied on you.
6. Should your transfer to another registered provider require the issue of another student visa, you will be entirely responsible for acquiring this visa from DIAC.
7. Should DNA not be able to provide you with a release letter once you have completed 6 months of your course, you will be provided with a written statement of the reasons for the refusal to grant permission for the transfer.
8. Should you not agree with this decision you have the right to proceed with DNA Complaints and Appeals process within 20 days.

DEFINITIONS:

- i) "Course" means the total period of study for which you have paid tuition fees
- ii) "Commencement of the course" is inclusive of registration/orientation day.

All requests for refunds, transfers and deferrals must be made by the student in writing to the Financial Manager and approved by the Director, and should include any relevant or supporting documents. The normal processing time is 10 working days. If the student is under 18 years of age, the request must be made in writing by a parent or legal guardian.

TRANSFERS**1) Internal transfers**

Dental Nursing Australia is part of the AQTF network of quality schools throughout Australia. All Dental Nursing Australia students are eligible to transfer part of their course to another Dental Nursing Australia College. Please see the Manager of Admissions for further details.

2) External transfers

Dental Nursing Australia will transfer tuition fees (less administration fee, in accordance with our refund policy document) to a formal award course at another Australian institution if:

- you have achieved the published IELTS score for the course you want to study; and
- you have an unconditional acceptance letter from the institution you want to study at; and
- the date you want to leave Dental Nursing Australia immediately precedes the commencement date for the course you want to study; and
- you give Dental Nursing Australia 5 course weeks notice in writing, providing evidence of all of the above (this period is not transferable).

If you are under 18 years of age at the time of enrolment the following applies:

- your application to transfer to another institution must be made in writing while you are still at Dental Nursing Australia and signed by the person who signed your original enrolment form; and
- Program coordinator must agree that your level of English proficiency is sufficient to enter the course you want to study; and
- you have an unconditional acceptance letter from the institution you want to study at.

Other conditions:

The 5-week notice period may be waived.

Please refer to the refund policy to determine your refund eligibility.

Fees can be transferred to another training institution to which you are transferring or paid into the Student's home account.

This agreement does not remove the right to take further action under Australia's consumer protection laws.

You are reminded you are able to take up Dental Nursing Australia Internal Complaints and Appeals processes, which does not circumscribe your right to pursue other legal remedies.

DIAC will be informed.

The students files will be reviewed to ensure final reporting to DEST and PRISMS has been finalized after the 20 working day period has passed.