



POLICY018 FEES, CHARGES & REFUNDS

This fees, charges and refunds policy outlines the situations in which Monarch Institute will assess and manage these requests.

Scope:

Students seeking to enrol in a course with Monarch are advised of all fees and charges associated with a course, including course fees, administration fees, materials fees and any other charges via the Student Information Guide.

The information provided to each student will include:

- The total amount of all fees including course fees, administration fees, materials fees and any other charges.
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and administration fees.
- Any fees and charges for additional services.
- Monarch's Fees, Charges and Refund terms (as part of the Student Information Guide).

Persons seeking to enrol with Monarch must read and understand the Fees, Charges and Refunds terms before accepting a course offer.

Responsibility:

The CEO and General Manager are responsible for overseeing the implementation of this policy relating to Monarch's Fees, Charges and Refunds.

WHAT COURSE FEES COVER

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

Any optional textbooks, materials, software or access to platforms that may be recommended (as determined on a course basis) but not required for completion of the course, are not included in course fees and will be an additional cost should the student wish to purchase such materials.

PAYMENT AGREEMENT

The student enrolment form along with the student agreeing to Monarch's letter of Offer is seen as acceptance of all fees and charges associated with the student's enrolment.

ADDITIONAL FEES & CHARGES

Re-assessment - multiple choice questions re- assessment fee.	\$50 per additional re-assessment
Re-assessment - written assessments All course fees include up to two (2) attempts at each written assessment per	\$50 per additional re-assessment

Review Date: May 2016

Approved by: General Manager

© 2015 Monarch Institute Pty Ltd copying and re-distribution of this document is strictly prohibited.

C:\Users\Josh\Dropbox (Monarch Institute)\Monarch Quality Management System\Polices and Procedures\Policy018_151025_Fees Charges & Refunds.docx



module. Where an additional assessment is required in order to achieve competency, Monarch reserves the right to charge a student an additional re-assessment fee.	
Re-issue a qualification testamur or Statement of Attainment Where the document has been lost or damaged by the student, the student needs to pay for these documents prior to these being issued.	\$50
Recognition of Prior Learning (RPL) Application fee applies	\$150 per module
Set up a Payment Plan	\$75
Credit Card Declined for students with a Payment Plan, per decline.	\$25
Where LL&N (if applicable) is not completed within 10 days of course fees received by Monarch	\$50
Where, provision of progressive statement or letter of completion outside of normal cycles is requested, Monarch reserves the right to charge an additional fee. Please note these need to be paid prior to these documents being issued and sent to the student.	\$35
Re-issuing of course materials Where a student has lost or damaged their course materials, and requires them to be re-issued, the student needs to pay for these materials prior to them being made available and/or sent.	\$40 - \$120 (dependent on textbook) plus postage. \$45 per module for course materials plus postage.
Printed copy of course materials	\$135 per course
For Accounting/Bookkeeping students who use an Apple Mac Computer Where students request to use MYOB for the unit FNSACC406 – Set up and operate a computerised accounting system rather than Xero, they will be required to pay an additional software fee for each 4 week period for which they require access.	\$200 per 4 week access
EFT payments made in foreign currency	\$25
Formal extension to the course. Fees to extend are payable upon application for extension.	6 month extension - \$150 12 month extension -

Review Date: May 2016

Approved by: General Manager

© 2015 Monarch Institute Pty Ltd copying and re-distribution of this document is strictly prohibited.

C:\Users\Josh\Dropbox (Monarch Institute)\Monarch Quality Management System\Polices and Procedures\Policy018_151025_Fees Charges & Refunds.docx

	\$300
Postage of any materials (including testamurs) outside Australia	\$30 minimum depending on location

COURSE REFUNDS

Student withdraws from the course after Course Materials have been issued	No refund
Student withdraws from the course after workshop or course has commenced	No refund
Withdrawal more than 1 week prior to agreed start date without Course Materials having been issued.	Full refund not including 25% administration fee
Withdrawal less than 1 week prior to agreed start date without Course Materials having been issued.	Full refund not including 35% administration fee
Monarch Institute is unable to provide the course after course start date (for which the original offer was made)	Full refund including any administration fee
Student abandons the course without notice	No refund and the balance of all outstanding fees for the course to be invoiced to the student.
The course is not provided fully to the student because Monarch Institute has a sanction imposed by a government regulator.	Return of unused course fees
Recognition of Prior Learning (RPL) fees	No refund

All requests for refunds should be made in writing and addressed to:
 Chief Executive Officer
 Monarch Institute
 Level 10
 10-16 Queen Street,
 Melbourne, VIC, 3000
 or via
 Email: admin@monarch.edu.au



All requests for refunds will be assessed by the CEO of Monarch Institute and the student will be advised about outcomes in writing within 14 working days.

FEES IN ADVANCE

Face-to-Face/Workshop Students

Monarch collects fees in advance for services not yet provided to students at various intervals throughout a course and in accordance with the course's relevant payment schedule. To ensure the protection of fees paid in advance, Monarch will not accept payment of more than \$1,500 from each individual student if services are yet to be provided. An example is a forthcoming workshop where workshop training services are yet to be provided by Monarch.

Online/Self-Paced Students

Online students are sent by email or post all course materials and are provided access to their online assessments (via Moodle which is Monarch's online assessment platform). In this instance, online students are required to complete full payment of fees upon enrolment (unless a payment plan has been agreed). At no point does Monarch hold more than \$1,500 of student funds without having provided tuition, course materials and access to all online assessments (via Moodle). For the avoidance of doubt, Monarch always ensures course materials are sent via email or post, and access to online assessments are provided to the student via email, prior to any student funds being debited by Monarch. Occasionally students elect to pay via EFT in which case payment and dispatch of course materials and access to assessments occur on the same day (or concurrently).

TERMS & METHODS OF PAYMENT

- For group bookings, students are encouraged to enrol individually so that the normal enrolment / fee collection process is adhered to. Should the group request an invoice or payment order to be raised then this can be accommodated. Invoices/payment orders for group bookings will be addressed to the organisation in charge of making the booking and invoices to individuals will not be provided.
- Monarch accepts the following methods of payment – cheque, debit/credit card, and direct bank transfer.
- Students are provided with a Tax Receipt for their course fees and any additional charges they incur. The student management system is updated accordingly, and a copy of the payment transaction report is retained (for debit/credit card payments).

DEBIT/CREDIT CARD PAYMENTS

Debit / Credit card payments can be made in several ways:

- The student can complete the relevant details in the enrolment application form, ensuring it is electronically signed and dated.
- For payments other than the initial payment, the student can nominate the same or different payment details.



- The student can contact the office directly by phone on 1300 738 955 and instruct a Monarch authorised Course Consultant to take payment.

ISSUANCE OF QUALIFICATIONS & TESTAMURS

Upon completion of a course and once all fees have been paid, the printed qualification or certificate with a statement of completed units of competency will be issued and sent to the registered address of the student within 30 days.

When a student withdraws from a course and once all final fees have been paid, a printed Statement of Attainment will be sent to the student's registered address. Monarch will at no additional cost, issue a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing a qualification, provided the student has paid in full the fees related to the units of competency they have successfully completed and which are to be shown on the Statement of Attainment.

Monarch reserves the right to withhold the issuing of qualifications and academic statements until all fees have been paid.

LATE PAYMENT

Where a student is more than fourteen (14) days overdue with payments, Monarch reserves the right to suspend training services until payment is made to bring fees up to date.

Students who are experiencing difficulty in paying their fees are invited to call our office on 1300 738 955 to make alternative arrangements for payment during their period of difficulty.

For long-term outstanding amounts, Monarch reserves the right to utilise the services of a debt recovery agency to ensure the collection of all fees.