

# Fees, Charges & Refunds Policy

This policy frames how Monarch Institute applies refunds, fees and charges.

Students seeking to enrol in a course with Monarch Institute are advised of all fees and charges associated with a course, including course fees, administration fees, materials fees and any other charges prior to enrolment.

## 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 Institute refund terms.

All payment terms and circumstances under which refunds may be issued are discussed prior to enrolment. It is the responsibility of persons seeking to enrol with Monarch Institute to read and understand the Fees, Charges and Refunds terms.

## What Course Fees Cover

Unless otherwise specified, course fees include the cost of all compulsory training and assessment materials. Course fees are available on the website or by calling the Institute.

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.

State funded students will receive a statement of fees prior to course commencement.

## Additional Fees & Charges

Item type	Cost (GST Inc)
<p>Recognition of Prior Learning (RPL) Fees</p> <p>For each module approved for RPL the total course fee will be reduced by the RPL fee paid.</p> <p>Government funded students can only apply for RPL through a fee for service payment as units of competency approved for RPL are not eligible for government funding.</p>	<p><b>\$275 per module</b></p>

## Additional Fees & Charges (cont.)

Item type	Cost (GST Inc)
Setting up payment plan to pay course fees. Payment plans are not available for government funded students.	<b>10% added fee</b>
If a credit card payment is declined due to insufficient funds.	<b>\$25</b>
Provision of progressive statement or letter of completion outside of normal cycles. Please note these need to be paid prior to these documents being issued and sent to the student.	<b>\$50</b>
Re-issuing of Testamur (Certificates or Statements of Attainment) that has been lost or damaged by the student. The student needs to pay for these documents prior to these being issued.	<b>\$50</b>
Re-issuing of printed course materials where a student has lost or damaged these materials. The student needs to pay for these materials prior to these documents being issued and sent to the student.	<b>Course dependent</b>
EFT payments made in a foreign currency	<b>\$25</b>
Formal extension to the course. Fees are payable upon application for extension*. A module cannot be extended by more than once.	<b>\$200 per module.</b>
Postage of any materials (including testamurs) outside Australia	<b>Dependent on location \$30 minimum</b>
Re-enrolment fee	<b>\$300</b>

\* Students may apply for one 3 month extension per module for the course) with a maximum of 3 extensions for the duration of the course

## Terms & Methods Of Payment

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.

## Fees In Advance

Monarch Institute collects fees upfront for services not yet provided to students.

## 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.

## Course Refunds

If a student believes they are entitled to a refund they must lodge a written request for a refund to Monarch Institute within 10 working days of the date of termination of enrolment. Requests for refunds will be processed and written notice of the outcome given to the student within 14 working days. If a refund amount is due, this will be paid within 4 weeks of the notice. Request for Refund forms are available from course consultants.

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](mailto:admin@monarch.edu.au)

Event	Refund Provision
Student withdraws from the course after Course Materials have been accessed	<b>No refund</b>
Student withdraws from the course after workshop or course has commenced	<b>No refund</b>
Withdrawal more than 1 week prior to agreed start date without Course Materials having been issued.	<b>Full refund not including 25% administration fee</b>
Withdrawal less than 1 week prior to agreed start date without Course Materials having been issued.	<b>Full refund not including 35% administration fee</b>
Monarch Institute is unable to provide the course after course start date (for which the original offer was made)	<b>Full refund including any administration fee</b>
Student abandons the course without notice	<b>No refund and the balance of all outstanding fees for the course to be invoiced to the student.</b>
Recognition of Prior Learning (RPL) fees	<b>No refund</b>

## Protection Of Student Funds

Monarch Institute is a member of the Australian Council for Private Education and Training and through organisation is a participant in the Australian Student Tuition Assurance Scheme. This ensures that should Monarch Institute no longer be able to provide services, the student will have one of two options. They can be placed into an equivalent course in a location close to where the student enrolled and they receive the full services for which they have prepaid at no additional cost; or if an equivalent course cannot be found, the learner is paid a refund of any fees for services yet to be delivered.