

Melbourne Rudolf Steiner Seminar Ltd

A.C.N. 081 055 110
RTO 3948 CRICOS 01812M VET Fee-HELP Provider: 7052

Advanced Diploma of Rudolf Steiner Education (course code 69801, CRICOS code 071548)

TUITION FEE POLICY

The Melbourne Rudolf Steiner Seminar (MRSS) is committed to fair and equitable policies and procedures with regard to refund of fees paid by students. The Seminar adheres to all State and Commonwealth legislation including that governing Registered Training Organisations and VET FEE-HELP Providers. This procedure is written to provide students with information of conditions under which fees are paid and a refund may be obtained.

The Seminar has 3 categories of student:

- Local students in receipt of VET Fee Help.
- Local students who are full fee paying.
- International students who are full fee paying.

Tuition Fees are those paid for a Course or Unit of Study.

Fees are set annually. There is a potential for the annual fee to change. In this case, students will be notified prior to the end of the current year of study.

Payment of Fees

Local students may apply for VET Fee Help for assistance with tuition fees. If successful, students must acquaint themselves with the VET Fee Help Information booklet, available from the Seminar or on line at www.deewr.gov.au/vetfeehelp

The Seminar complies with all the requirements of the VET Fee Help legislation.

To students in receipt of VET Fee Help the following Seminar policies apply:

- *FEE REFUND* for students receiving VET FEE HELP
- Statement of *VET Tuition Assurance* and the
- Complaints Handling and Resolution VET FEE Help

Full fee paying local students pay fees in advance. Invoices for the term's fees are issued at the commencement of the term, payable within seven days of receipt.

International students pay each term's fees in arrears; that is, an invoice for the previous term is issued in the final weeks of the term, with a due date of the last day of that term.

Outstanding fees

In certain circumstances, the Seminar may offer a Fee Payment Contract Agreement (attached).

Outstanding fees may be referred to the Seminar's Debt Collection Agency.

37A Wellington Park Drive, WARRANWOOD, VIC., AUSTRALIA 3134
www.steinerseminar.com TEL: (03) 9876 5199 FAX: (03) 9876 7984 office@steinerseminar.com

Melbourne Rudolf Steiner Seminar Ltd

A.C.N. 081 055 110
RTO 3948 CRICOS 01812M VET Fee-HELP Provider: 7052

Advanced Diploma of Rudolf Steiner Education

(course code 69801, CRICOS code 071548j)

Where fees are outstanding at the end of a course, a Certificate of completion cannot be granted. In this case, a Certificate of Participation will be provided.

Obtaining a refund.

All applications for a refund must be made in writing by way of the '*Application for Refund*' form (attached) and submitted to the Seminar. All applications shall be processed according to the following criteria:

1. Refunds due to non-delivery of course by the Seminar.

A course of study is taken to have ceased if:

- the course does not commence by the end of third week of term and an arrangement has not previously been made between the Seminar and the enrolled students to undertake a suitable alternative course; or
- the course ceases to be provided after it has started (for any reason); or
- the full course has not being delivered because:
 - the approval of the Seminar as a VET Provider has been suspended or revoked;
 - notice is served on the Seminar to cancel its incorporation or to dissolve MRSS as a legal entity;
 - MRSS has come under external administration;
 - MRSS ceases to be a Registered Training Organisation;
 - the secretary of DEEWR makes a declaration that MRSS has ceased to provide a course.

a) VET Fee Help (Tuition Assurance).

Refer to the Statement of *VET Tuition Assurance*.

b) Full fee paying Local students.

For fees paid in advance for a term, a pro-rata refund will be paid. (Note: International students pay fees in arrears, therefore refunds do not apply.)

37A Wellington Park Drive, WARRANWOOD, VIC., AUSTRALIA 3134

www.steinerseminar.com TEL: (03) 9876 5199 FAX: (03) 9876 7984 office@steinerseminar.com

Melbourne Rudolf Steiner Seminar Ltd

A.C.N. 081 055 110
RTO 3948 CRICOS 01812M VET Fee-HELP Provider: 7052

Advanced Diploma of Rudolf Steiner Education (course code 69801, CRICOS code 071548j)

Refunds based upon student withdrawal from course.

1. VET Fee Help Students

Refer to the *FEE REFUND* for students receiving VET FEE HELP Policy

2. Non-VET Fee Help Students

The assessment of refund applications shall be granted as indicated below:

Outline of Refunds	
Withdrawal prior to agreed term start date	Full refund
If a student visa is refused prior to course beginning.	Not applicable as fees paid in arrears.
Withdrawal before the census date*	80% of fees paid
After the census date but before mid-term.	50% of fees paid
After mid-term.	0% of fees paid.

Please note:

- *'Census date' is set to be not less than 20% into any term. Census dates are published on the Seminar website at *Units of Study/Tuition Fees*
- Please note where the student withdraws from the course without notification or breaches their Visa conditions, no refund is payable.
- Refunds granted in these circumstances are related to payments made to the Seminar and not related to fees paid such as education agents' fees and Health Insurance.

37A Wellington Park Drive, WARRANWOOD, VIC., AUSTRALIA 3134

www.steinerseminar.com TEL: (03) 9876 5199 FAX: (03) 9876 7984 office@steinerseminar.com

Melbourne Rudolf Steiner Seminar Ltd

A.C.N. 081 055 110
RTO 3948 CRICOS 01812M VET Fee-HELP Provider: 7052

Advanced Diploma of Rudolf Steiner Education (course code 69801, CRICOS code 071548)

FEE PAYMENT CONTRACT AGREEMENT

I (name): _____

Student Ref: _____

Of (address): _____

Understand that as at ___/___/___ fees of \$_____ for my course are currently outstanding to Melbourne Rudolf Steiner Seminar Ltd (known as MRSS Ltd) and a binding contract of payment agreement now needs to be put into place.

I agree to make weekly / monthly payments of \$_____ off my outstanding fees to MRSS Ltd, commencing ___/___/___.

(This can be done by setting up a direct debit facility to ANZ bank account: MRSS Ltd, BSB: 013-278 Account number: 3524-39439 using your student reference number as a description e.g. ABC123.)

I understand that if I do not adhere to this agreement that MRSS Ltd may seek professional legal assistance through its debt collection agency to recover the outstanding amount.

Signed: _____

Date: ___/___/___

Witnessed on behalf of MRSS Ltd: _____

Date: ___/___/___

37A Wellington Park Drive, WARRANWOOD, VIC., AUSTRALIA 3134
www.steinerseminar.com TEL: (03) 9876 5199 FAX: (03) 9876 7984 office@steinerseminar.com

Melbourne Rudolf Steiner Seminar Ltd

A.C.N. 081 055 110
RTO 3948 CRICOS 01812M VET Fee-HELP Provider: 7052

Advanced Diploma of Rudolf Steiner Education (course code 69801, CRICOS code 071548J)

Application for Refund

Please note where the student withdraws from the course without notification or breaches their Visa conditions no refund is payable.

Full Name: _____

Address: _____

Date: _____

Course Start Date: _____

I wish to apply for a refund for my tuition fees paid for the course described above.

My reasons for applying for a refund are:

Outline of Refunds	
Withdrawal prior to agreed term start date	Full refund
If a student visa is refused prior to course beginning.	Full refund
Withdrawal before the census date*	80% of fees paid
After the census date but before mid-term.	50% of fees paid
After mid-term.	0% of fees paid.

Signed: _____

Date: _____

37A Wellington Park Drive, WARRANWOOD, VIC., AUSTRALIA 3134
www.steinerseminar.com TEL: (03) 9876 5199 FAX: (03) 9876 7984 office@steinerseminar.com