



Vigil Training College

Fee and Refund Policy

1. Fee and Refund Policy

Vigil Training College is entitled to charge fees for services provided to students undertaking training and assessment that leads to a nationally recognised outcome. These charges are generally for items such as course materials, text books, student services and training and assessment services.

1.1. Fee Payable (Applicable to All courses)

Fees can be paid by cash, credit card, cheque, Money order, PayPal or electronic transfer into VIGIL accounts.

Fees are payable when a student has received a confirmation of enrolment. The initial fee payment must be made prior to commencing training or within five (5) days of receiving an invoice (in case of corporate clients) from Vigil Training College.

Vigil Training College may discontinue training if fees are not paid in accordance with the agreed fee schedule.

The current fees and charges for Vigil Training College are published within the current schedule of fees and charges.

Note cheques will need to be cleared before the course can commence. As soon as we receive cleared payment (instantaneous for all but payers by cheque) students will be able to book into a course.

1.2. Schedule of Fees and Charges

The Chief Executive Officer is responsible for approving Vigil Training College Schedule of Fees and Charges. The schedule of fees and charges is to include the following information:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by Vigil Training College to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc;
- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results, transfer of course, and the options available to students who are deemed not yet competent on completion of training and assessment; and Vigil Training College refund policy.

1.3. Giving Notice of enrolment Cancellation.

A student who wishes to cancel the enrolment must give notice in writing only. This may be done via an email or a letter. Vigil Training College staff who is approached with initial notice of cancellation will ensure the student understands their rights in regard to the refunding of tuition fees. The student will be advised of the other options such as suspending the enrolment and re-commencing in another scheduled training program.

Student who has given a written notice to cancel the enrolment and is eligible for a refund will be provided with a Refund Request Form. Student who may not be eligible but is requesting a refund should also be provided with the Refund Request Form so the request can be properly considered by the Chief Executive Officer



Vigil Training College

Fee and Refund Policy

1.4. Fee Refund Policy for CPP20218 Certificate II in security Operations

The full course fee needs to be paid in advance to confirm the booking. The course fee includes a non-refundable administration Fee of \$300.

A refund of the course fee after deducting the administration fee is available, provided we receive a written notice of cancellation at least five (5) working days prior to commencement of the booked course.

No refund is available:

- If we received the notice of cancellation in less than five (5) working day; or
- If you booked the course in less than five (5) working days prior to commencing the course and requested the refund; or
- If you withdraw voluntarily from the course after commencement of the course; or
- found not competent

However, they will be issued with a statement of attainment for any units of competency that they have attained.

1.5. Fee Refund Policy (First aid, CPR, White card RSA & RCG)

Courses need to be booked in advance and a full payment of course is required to book the course. A full refund of course fee is available, provided we receive a notice of cancellation at least five (5) days prior to commencement of the booked course; if we receive less than five (5) days' notice we cannot refund course fee.

No refund is available:

- If we received the notice of cancellation in less than five (5) working day; or
- If you booked the course in less than five (5) working days prior to commencing the course and requested the refund; or
- If the student did not turn up in the day of the course; or
- If the student came late on the day of the course; or
- if the student commences course and withdraws voluntarily from the course. or
- Found not competent

1.6. Transfer of Course (Certificate II in Security Operations)

Students who wish to transfer from booked course will be able to do only once without any penalty, if we receive a notice of transfer from booked course at least five days prior to the commencement of the booked course. If less than five days is provided, this will be treated as a cancellation.

Students enrolment in the Course is for six months from the Date of Commencement. If the student fails to complete this course within six (6) months from the Date of Commencement, student's enrolment will be cancelled, and will be required to pay the full fee to re-join the course, at the discretion of the Vigil Training College.

If the student fails to complete any cluster of NSW Security Licence Course (Class 1AC) or, student withdraw from the current class and will be required to re-join the upcoming class in the future (subject to availability) to undertake training from the beginning of that cluster and will also be required to pay a re-joining fee of \$300 (Inclusive of GST).



Vigil Training College

Fee and Refund Policy

1.7. Transfer of course (First Aid / RSA / RCG/ White Card)

Students who wish to transfer between courses will be able to do only once without any penalty, if we receive a notice of transfer between courses at least five (5) days prior to the commencement of the booked course. If less than five (5) days is provided, this will be treated as a cancellation by student. **If you booked the course in less the five (5) days prior to commencement of the course, then transfer of the course is not available and will be treated as cancellation.**

1.8. Cancellation of course by Vigil

If Vigil Training College cancel or fail to complete the course a full refund will be made to students within five (5) working days, the Student will also be given the option of rescheduling the course without any penalty.

Students, who choose not to continue with an alternative course date but have successfully completed some unit/s of a course, will be issued a statement of attainment for the unit/s in which they have demonstrated competency plus a full refund of their course fee.

1.9. Method of Refund

Refunds will be paid in the same manner that initial payments were made i.e. refunds to credit cards if that was the original method of payment. We cannot refund in cash unless we were originally paid in cash.

1.10. Our Guarantee for fees paid in advance

The Vigil Training College guarantees the security of any payments made in advance by or on behalf of potential students. All students will be issued a receipt by our RTO and we guarantee that no fees will be used for any purpose other than those for which they are intended and fees paid in advance will not be transferred to the Vigil's main account until course and participant commencement. The refund policy will be adhered to in all cases. In the case of financial failure of our RTO we will subcontract the remaining requirements of any training or assessment or program to another approved RTO at no additional cost to the student. However, in that case the students have right to go to any other RTO and receive a full refund from Vigil and a Statement of Attainment of the units for which they had completed and demonstrated competency.

1.11. Payment of GST

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST free education course. ATO reference:

<http://law.ato.gov.au/atolaw/view.htm?docid=GST/GSTR20031/NAT/ATO/00001>

Where a student is enrolled in a course which is offering units of competency or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course. Please refer to Vigil Training College schedule of fees and charges for details.

1.12. Miscellaneous Charges

Vigil Training College will levy some miscellaneous charges for services.

These may include:

- Re-issuing a certificate after it has been initially issued to a student.
- Replacing issued learning materials which the student has lost or damaged
- Re-assessment services
- Photocopy fee



Vigil Training College

Fee and Refund Policy

These miscellaneous charges are to be clearly specified in Vigil Training College Schedule of Fees and Charges. It is to be made clear if these services will include GST. All miscellaneous charges are based on a cost recovery basis and are not intended to be a source of profit.

1.13. Student complaints about fees or refunds

Students who are not satisfied with Vigil Training College arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with Vigil Training College complaints policy and procedure

1.14. Replacement Qualification or Statement of Attainment

Requests for a replacement qualification or statement of attainment (within the 30-year period) are to be made directly to CEO who will coordinate the administration officer to provide record to the students.

Students need to make the request in writing/email by filling and submitting Participant Record Access Form (PRA Form) available with Administration Officer or alternately download the from our website or call Vigil to obtain the form.

All Students must be aware that they required provide their photo-identity such as RMS Photo ID, Drivers licence or Passport. The details on the ID must match with the details on our records otherwise we will not be able to process your request.

Vigil Training College charges for replacement of Statement of Attainments or Qualification, should a replacement certificate be required, the Employer or the Student will be charged \$50 including GST. The replacement will be issued within 14 working days of receipt of written request