



Fee and Refund Policy

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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 course materials, textbooks, student services and training and assessment services.

1.1 Methods of Payment (Applicable to All courses)

Fee payment methods are cash, credit card, cheque, Money order, PayPal or electronic transfer into VIGIL accounts.

The fee needs to be paid in advance to confirm enrolment. You must pay the fee before commencing training or within five (5) days of receiving an invoice (for corporate clients only). Not receiving the agreed fee as per the schedule can result in discontinuing your training and enrolment.

Note: Cheques need to clear before the commencement of the course. We can only confirm the booking upon clearing the check.

1.2 Schedule of Fees and Charges

The Chief Executive Officer is responsible for approving the 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 costs, 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 fee to be paid and any non-refundable deposit/administration fee;
- » the nature of the guarantee given by Vigil to honour our 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 include issuing a replacement qualification parchment or statement of results, transfer of course, and the options available to students deemed not yet competent on completion of training and assessment; and Vigil Training College refund policy.

1.3 Giving Notice of Enrolment Cancellation

You must give a written notice to cancel the enrolment only via an email or a letter. Our staff approached with initial notice of cancellation to ensure the student understands their rights to refund the tuition fees. We will advise the other options, such as suspending the enrolment and re-enrol in another scheduled training program.

The student eligible for a refund and has given a written notice to cancel the enrolment will be given a Fee Refund Request Form. Students who may not qualify but are requesting a refund will also receive the Fee Refund Request Form to be adequately considered by the Chief Executive Officer

1.4 Fee Refund Policy for CPP20218 Certificate II in Security Operations

The course fee needs to be paid in advance to confirm the booking. The course fee includes a non-refundable Administration Fee of 30%.

A refund of the course fee after deducting the administration fee is available, provided we receive a written notice of cancellation at least three weeks (21 days) before the commencement of the booked course.

No refund is available in one or more of the following situations:

- » We issued the self-study material to you; or
- » If we received the notice of cancellation in less than three weeks (21 days) before the commencement of the booked course; or
- » If you booked the course in less than three weeks (21 days) before commencing the course and requested the refund; or
- » If you withdraw voluntarily from the course after the course commencement; or
- » You joined the course and was found not competent
- » However, you may get a statement of attainment for any units of competency that you may have completed.

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

The entire course fee needs to be paid upfront to confirm the booking. A full refund of the course fee is available, provided we receive a notice of cancellation at least three weeks (21 days) before the commencement of the booked course. No refund is available if we receive the notification in less than three weeks (21 days) before the commencement of the booked course.

No refund is available in one or more of the following situations:

- » If we received the notice of cancellation in three weeks (21 days) before the commencement of the booked course; or
- » If you booked the course in less than three weeks (21 days) before the commencement of the booked course and requested the refund; or
- » If you did not turn up on the day of the course; or
- » If you came late on the day of the course; or
- » If you commence the course and withdraws voluntarily from the course; or
- » If you are found not competent in the course.

1.6 Transfer of Course (Certificate II in Security Operations)

Students who wish to transfer from the booked course may do it only once without penalty if we receive a notice of transfer from the booked course at least three weeks (21 days) before the commencement of the booked course. Notification of transfer received in less than three weeks (21 days) will be treated as a cancellation of the course.

Your enrolment in the Course is for six (6) months from the date of booking. If you fail to complete this course within six (6) months from the date of booking, your enrolment will be cancelled, and you will require to pay the full fee to re-join the course, at the discretion of the Vigil Training College.

If you fail to complete Cluster – 1 of the Class 1AC course, you will be withdrawn from the course, and you need to pay the re-joining fee of 50% of the course fee. (Inclusive of GST)

For any cluster of class 1AC Course, if you withdraw from the current class will require to rejoin 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 rejoining fee of 30% of the course fee. (Inclusive of GST).

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 penalty if we receive a notice of transfer between courses at least three weeks (21 days) before the commencement of the booked course. If less than three weeks (21 days) is provided, the student will treat this as the cancellation of the course. If you booked the course in less than three weeks (21 days) before the commencement of the course, then the transfer of the course is not available and will be treated as a cancellation.

1.8 Cancellation of the course by Vigil

If Vigil Training College cancels or fails to complete the course, a full refund will be made to the students within five (5) working days from the date of cancellation. We will give you the option of rescheduling the course without any penalty.

In this case, where you choose not to continue with an alternative course, you will be issued a statement of attainment for the unit/s in which they have demonstrated competency plus a full or partial refund of your course fee depending upon the amount, of course, you have completed.

1.9 Method of Refund

We will refund in the same manner the payment was made, i.e. refunds to credit cards if that was the original payment method. We could not refund in cash unless you 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. We issue a receipt and ensure that fees will not be used for any purpose other than the intended purpose, fees paid in advance will not be transferred to Vigil's main account until the participant commences the course. The refund policy will be adhered to in all cases. In the case of a 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 the right to go to any other RTO and receive a full refund from Vigil and a Statement of Attainment of the units 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 a '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>

A student's enrolment in a course offering units of competency or a whole qualification, the course fees attached to this enrolment will be exempt from GST payment. GST does apply to the course fee and is applicable on the payment of some miscellaneous charges only. Please refer to the Vigil Training College schedule of fees and charges for details.

1.12 Other Fee

We will levy some miscellaneous charges for services.

These may include:

- » Reissuing a certificate or statement of attainment (SOA) where it was issued initially to the student.
- » They are replacing or requiring to reissue the learning materials which the student has lost or damaged.
- » Re-assessment services
- » Photocopy fee

The other fee and charges are available in the Vigil Training College Schedule of Fees and Charges. These service charges include GST. All these charges are based on a cost-recovery basis and 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 collecting and refunding tuition fees are entitled to make a complaint. The complaint should occur following Vigil Training College complaints and policy and procedure.

1.14 Replacement Qualification or Statement of Attainment

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

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

All Students must be aware that they must provide their photo-identity such as RMS Photo ID, Driver licence or Passport. The details on the ID must match with the details on our records; otherwise, we will not 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 are charged \$55, including GST. The replacement certificate will be issued within 14 working days of receipt of the written request.