

Course Fees Information & Refund Policy

ACADEMY OF COUNSELLING is committed to providing applicants and enrolled students with information concerning the required Course Fees and Refund policy associated with its training and delivery services prior to enrolment and post enrolment.

Undertaking:

When a student enrolls in Academy of Counselling's courses ACADEMY OF COUNSELLING management shall ensure that every effort is undertaken to maintain course delivery and that any disruption or cessation to the course delivery is facilitated with the student according to the following procedures.

Fee Schedule:

Academy of Counselling Australia has the following fee structure as of April 2010.

CHC51708 - Diploma of Counselling (Distance & Workshop)

Replacement of Certificate: \$29

Replacement of Manual: \$49 – Hard copy replacement only

Total Fee: See Website

Maximum course length: 12 Months from enrolment date (please refer to Extensions Policy)

Payment Methods: Visa, MasterCard or bank deposit.

Total amount required on enrolment

Tuition starts from: The date of your enrolment.

Refund Policy

If ACADEMY OF COUNSELLING cancels a course:

- All course fees received by ACADEMY OF COUNSELLING will be refundable if ACADEMY OF COUNSELLING cancels a classroom course delivery due to trainer illness or insufficient student numbers.
- In the event that ACADEMY OF COUNSELLING cancels a course, a student may choose to defer the course until the next available delivery date in the city they originally applied. Or they may transfer their course to an online course at no additional cost, except where a course fee is higher.

If a student cancels a course:

- ACADEMY OF COUNSELLING will not refund fees paid in advance for classroom training cancellation unless the cancellation INCLUDES more than 28 days notice in writing, prior to course commencement.
- ACADEMY OF COUNSELLING will not refund course fees paid in advance for distance training cancellations unless notice in writing is received within 5 days from course enrolment.
(Course enrolment is considered course commencement)

The following course fee refunds will apply for course cancellation where written notice is received by ACADEMY OF COUNSELLING.

- no refund will apply to the Enrolment fee (30% of course fees)
- no refund will apply to Course Materials fee (45% of course fees)
- Tuition fees will be refunded in full on a pro rata basis to a maximum of 25% of course fees.

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If a student cancels a course 5 days after the commencement of a distance course or shorter than 14 days before the commencement of the classroom course:

- no refund will apply to the Enrolment fee (30% of course fees)
- no refund will apply to Course Materials fee (45% of course fees)
- Tuition fees will be refunded in full on a pro rata basis to a maximum of 25% of course fees

Transfer Policy

Courses may be transferred for the same student in certain circumstances at the discretion of the Training Manager. Courses can only be transferred to the same course covering the same competency. Courses can only be transferred from Distance to Classroom or Classroom to Classroom if enough notice is given (14 days before the first day of attendance). To apply to transfer into another course the Academy offers, the student needs to:

- Submit their request in writing via email or postal mail to our National Office, including the reason for transfer and the course they request to transfer to.
- Pay any additional fees associated with the transfer immediately.

In some circumstances, courses can be transferable to another person at the discretion of the Training Manager provided that:

- The original student agrees to cancel their student account and cease all tuition.
- The new student agrees to start from the beginning of the course and to submit their own work and provide a statement to validate this.
- The new student agrees to use the course manual supplied to the original student.
- The new student agrees that if the original student has already attended the classroom portion of a Classroom course, that they may not attend the course also and that the course must then be completed via distance.
- The new student agrees that they must complete the course within the three months allotted to the original student from the date of enrolment or else pay an additional extension fee.

Re Assessment

ACADEMY OF COUNSELLING provides sufficient post assessment support and guidance to ensure that students complete their training and assessment.

ACADEMY OF COUNSELLING will provide for at least three re assessment attempts for students who are deemed not yet competent (NYC) on completion of training and assessment.

Following the 3rd attempt which results in a NYC result ACADEMY OF COUNSELLING will require that a student extend their course or re-enrol in the unit or units where three NYC's have been recorded.

The re-enrolment or course extension will attract additional fee's per unit undertaken.

Course Extension/Re-Enrolment Policy

Courses may be extended for a three month period for \$199.00 for each course, which applies from the date that the course expires and NOT from the date that the extension fee is paid. For example - If a course has been expired for one month or more and the student wishes to purchase an extension for their course then they will need to pay \$50 for each month expired plus the \$199.00 three month

Course Expiration Policy

Course expires 12 months from the first day of the class for all courses . Once a students course has either expired or has been completed, the students Web Portal for that particular course will be deactivated.

Course continuance

Once the student has commenced study in their chosen course NEA will guarantee to complete the training and/or assessment within the course duration and will further negotiate the timing for completion of the course if a student is unable to complete the course due to illness or extenuating circumstances. A Course extension fee may also apply.

Course Payment and Agreement Policy

This policy gives the customer an additional layer of rights over and above normal statutory consumer rights stated in the various Fair Trading Legislation in each state of Australia. Under the various Fair Trading Acts, a customer is not entitled to a refund or modification to a purchase if they simply change their mind.

Each state and territory has its own fair trading legislation that is governed by an Office of Fair Trading. Customers may verify this information by contacting their local office of Fair Trading. Each state and territory also has its own fair trading laws, usually referred to as the Fair Trading Act with consumer protection provisions much the same as those in the Trade Practices Act. State and territory fair trading offices can give general advice on your consumer rights and obligations under fair trading laws. However, if you're unsure how fair trading laws apply to your particular situation, then you are encouraged to obtain independent legal advice.

Finalisation of Enrolment policy

The Academy of Counselling Australia follows the Fair Trading Act guidelines in all instances. Sometimes, over and above the requirements, the Academy of Celebrancy does offer transfers and partial refunds when a customer changes their mind and these are offered only as a "goodwill gesture". In these situations, the Academy of Counselling Australia will follow its policies and procedures that have been setup to extend this gesture to its customers.

It is important to note, that an enrolment is an agreement and therefore "a contract".



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