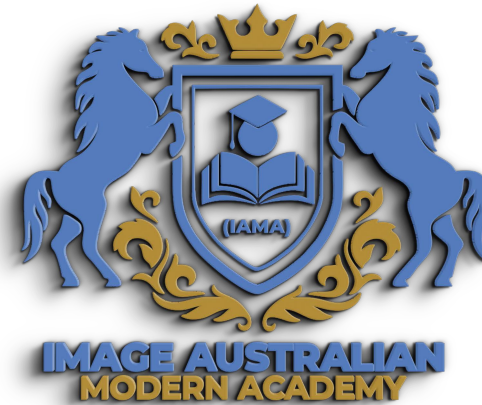




OTHER POTENTIAL FEES

Admission (non-refundable) per qualification	\$75	Replacement Certificate	\$40
Admission Fee (non-refundable) per unit	\$25	Replacement Student ID card	\$25
Overdue Fees 14 days overdue	\$50	RPL Application Fee	\$50
Continuing late fee after one month	%05	RPL Application Fee per UOC	\$50
Re-enrolment Fee	\$100	Re-issue of documents	\$50
1st Re-assessment	No fee	Text Books / Learning Guides – All Courses **	\$350
2nd Re-assessment	No fee	Workplace Re-assessment due to misconduct	\$200
3rd Re-assessment	\$200	Tuition fee	\$50/hour
Print BLACK*	20 Cent	Technology tuition fee	\$50/hour
Print COLOUR*	30 Cent	Resume building tuition fee	\$40/hour

FEE Policy

1.1 Determination of Fees and Charges

- FEES
 - Fees may include tuition fee, non-refundable enrolment fee, material fee, books/materials, and any other charges such as re-issuance of qualification certificates / statements of attainment.
 - *Tuition fees* are fees directly related to provision of a course.
 - *Tuition fees* do not include the enrolment fee, books and/or other materials required to undertake the program or compulsory activities where relevant (such as fieldwork or excursions).
 - All relevant fees are clearly mentioned in the Enrolment form
 - Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course.
- Image Australian Modern Academy charges consumers in accordance with comparable market prices fees for all courses on their scope of registration. *Course* fees are determined based on the program's duration, delivery method, resource requirements and commercial viability. Where students whom receive a credit transfer, are not charged for the already completed unit. The General Manager Accredited Learning is responsible for determining all fees and charges, which are reviewed annually.
- all relevant fee information including:
 - fees that must be paid to the RTO, and
 - payment terms and conditions including deposits and refunds
 - the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
 - the learner's right to obtain a refund for services not provided by the RTO in the event the:
 - arrangement is terminated early, or
 - the RTO fails to provide the agreed services."

1.2 Marketing and Advertising

- Fees are advertised on the organisations website and are listed in most of the marketing material.
- Marketing and advertising quality assurance mechanisms and internal audit processes ensure all fees and charges are transparent and consumers are able to make an informed decision without risk of hidden fees and charges. Where additional charges are required these are listed in the student enrolment form, on the organisations website and updated promotional materials (such as brochures and flyers.)

1.3 Additional charges

- Additional fees are charged for:
 - The replacement of any learning resources that is lost or misplaced. As these vary from program to program students are required to view course information for more detailed costings prior to their enrolment.
 - The reissuance of misplaced or lost awards. A fee of \$40.00 is charged for **each** certificate (Certificate, Record of Results and/or Statement of Attainment) that requires reprinting.
 - Students who require reassessment of a task (i.e. following 2 previous unsuccessful submissions) will be charged a fee of \$200.00 for the third submission.
 - Please check attached schedule for **other potential fees**.

1.4 **Payment of fees**

- Students are provided with detailed fees, charges and refund information prior to their enrolment and are asked to sign a declaration stating that they have been provided with sufficient information in which to make an informed enrolment decision. Students are issued with a quote (on enquiry), notification of enrolment on application/enrolment or a Tax Invoice at application/enrolment.
- Fees can be paid in full prior to the commencement of training where the total amount invoiced to an individual **does not** exceed \$1500.00. If the total fees exceed \$1500.00, the remainder of fees are divided up into the duration of the course and the student is required to pay an amount weekly/fortnightly/monthly as per their preferred repayment plan. *For example*; a student who is enrolled in a 12-week program and whose course fees are \$2400.00 may pay \$200.00 per week over the 12-week period until they have paid the total amount of \$2400.00. Alternatively, the same student could pay \$1500.00 prior to commencement and pay the remaining \$900.00 over a 3-month period, repaying \$300.00 each month.
- The Administration fee is non-refundable.
- If student fees are paid by an employer a payment term and plan is negotiated over the duration of the course as outlined in the Training proposal/agreement.
- The fee amount is paid in accordance with the fee schedule or repayment plan prior to course commencement. Fees paid are documented in the student management system and in the financial accounts where monthly reconciliation occurs. Fees can be paid in cash, via cheque or EFT into IAMA's nominated bank account

2.5 **Fee protection strategy**

- IAMA in accordance with the Standards for Registered Training Organisations 2015 does not accept payment of more than \$1500.00 from each individual student prior to the commencement of their course (no matter how these fees are collected). In cases where fees are greater than \$1500.00 students are placed on a repayment plan over the term of their enrolment (examples of repayment plans can be found in Section 2.4).
- At no point in time are individual students invoiced an amount greater than \$1500.00. To ensure consumers rights and fees are protected a statistically relevant and random sample size is audited by the National Compliance Manager quarterly.
- IAMA guarantees to honour its commitment of all fees outlined in marketing material and to provide high quality education services to its students once the student has paid and commenced training and assessment

2.6 **Payment Terms**

- Payment terms are agreed upon prior to course commencement and are outlined in the students Tax Invoice. The Tax invoice identifies the fees to be paid and the dates where payments are scheduled.
- Students are required to pay all fees on tax invoices issued within a period of 14 days. Failure to pay scheduled fees may lead to a discontinuation of training or the delay in the issuance of an award until the outstanding fees have been paid in addition, there is fee of delayed payment (refer to the attached schedule **other potential fees**). IAMA uses the assistance of debt collection agencies to retrieve outstanding fees greater than 60 days. Where training discontinuation or a delay in the issuing of an award is likely students will be informed of their rights and responsibilities. IAMA retains all evidence of fees collected and all attempts to recover outstanding fees in the students file and on SMS (RTO manager online system).

Notice:

- There is a possibility for potential fees to change during a student's course and applicable refund policies (updates will be on IAMA website and on IAMA Notice board)
- The material fee varies from one qualification to another, please contact admission to get your enrolled course material fee
- Not allowed to print any non-educational material or researches related to student courses – print available **Text only**