2.1 - Fees and Refunds

Principal Academy of Dance is entitled to charge fees for services provided to students undertaking training and assessment that leads to a nationally recognised outcome. These charges are for training and assessment, course materials and student services.

Fees payable

Fees are payable when a student has received a confirmation of enrolment. The initial fee payment for full-fee paying students must be made prior to commencing training or within 7 days of receiving an invoice from Principal Academy of Dance. Principal Academy of Dance may discontinue training if fees are not paid in accordance with the agreed fee schedule. The current fees and charges for Principal Academy of Dance are published within the current schedule of fees.

Schedule of Fees and Charges

The Chief Executive officer is responsible for approving Principal Academy of Dance Schedule of Fees and Charges. The schedule of fees is to include the following information:

− the total amount of all fees including total course fees and unit of study fees;
− payment terms, including the timing and amount of fees to be paid, census dates and fee periods;
− the nature of the guarantee given by Principal Academy of Dance to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
− the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment; and
− Principal Academy of Dance refund policy.

Giving notice of enrolment cancelation

A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. Principal Academy of Dance staff who are approached with initial notice of cancelation are to ensure the student understands their rights with regards to the refunding of
tuition fees. The student is also to be advised of other options such as deferring the enrolment and re-commencing in another scheduled training program.

**Refunds**

The following refund policy will apply for **VET FEE-HELP Students**:

- If a student withdraws or requests to defer prior to a census date, no VET FEE-HELP debt will be incurred.
- If a student withdraws after a census date, a VET FEE-HELP debt will be incurred.
- A deferral cannot be made after a census date.

The following refund policy will apply for **Non - VET FEE-HELP Students**:

- If a student withdraws or requests to defer prior to a census date, a full refund of tuition fees paid upfront will be granted.
- If a student withdraws after a census date, no refund of tuition fees will be granted for the fee period.
- A deferral cannot be made after a census date.
- A refund will be granted for any prepayment for a fee period not yet commenced.

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

**Our Guarantee to Clients**

If for any reason Principal Academy of Dance is unable to fulfil its service agreement with a student, Principal Academy of Dance must issue a full refund for any services not provided. The basis for determining “services not provided” is to be based on the units of competency
completed by the student and which can be issued in a statement of attainment at the time the service is terminated.

**Limiting fees being paid in advance**

Principal Academy of Dance acknowledges that it has a responsibility under the Standards for Registered Training Organisations to limit the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities Principal Academy of Dance may accept payment of no more than $1,500 from each full-fee paying student prior to the commencement of the course. This requirement applies regardless of the payment for the fees are being made directly or through a third party.

Following the course commencement, Principal Academy of Dance may require payment of additional fees in scheduled payments in advance from the student but only such that at any given time, the total amount required to be paid in advance does not exceed $1,500.

**Miscellaneous Charges**

Principal Academy of Dance may levy some miscellaneous charges for services. These may include:

- Re-issuing a certificate after it has been initially issued to a student;
- Re-issuing a record of results after it has been initially issued to a student;
- Re-issuing a statement of attainment after it has been initially issued to a student;
- Re-assessment services

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

**Student complaints about fees or refunds**

Students who are unhappy with Principal Academy of Dance arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with Principal Academy of Dance complaints policy and procedure.
2.2 - Version Control

Principal Academy of Dance manages a wide range of documentation throughout our operations. To ensure that our representatives are using the correct version of documentation, this version control policy is provided.

Version control can be used to track the changes that occur to a document and record its distribution throughout the document's development and subsequent revision(s). Principal Academy of Dance is to apply version control to all documentation and tightly control the release and availability of documentation that is approved for use.

The authority to approve amendments and revisions of Principal Academy of Dance documentation rests with the Chief Executive Officer. Generally, amendments and revisions will be considered by Continuous Improvement Meetings in consultation with relevant parties or process owners.

Version Control Procedure

Version numbering

The following procedure is to be applied when allocating and tracking the version of Principal Academy of Dance documents:

- All draft documents will initially be numbered Version 0.1
- After each revision the number to the right of the dot point increases by 0.1 (Version 0.2, 0.3 etc)
- When the document is authorised, the number converts to Version 1.0 and the document is published
- Once published the number to the right will increase with each minor amendment approved (Version 1.1, 1.2 etc)
- A full review of a document will result in the number to the left of the point increasing by 1 and the number to the right of the dot point returning to zero i.e. Version 2.0;
- There may be circumstances when a document may require immediate and significant change. For example, to comply with new legislation or other external factors. In these cases,
a change from, Version 1.3 to Version 2.0 will need to be made in order to show that the new version is a major revision from the previous version.

**Document Footer – (internal documents only)**

In all internal documents, the version control number and date of amendment are to be indicated in the left-hand margin of the footer section. The version number and date approved are to be updated after each amendment. The date the policy came into effect must remain the date the original version was approved, until the next full review.

**Document location and protection**

All Principal Academy of Dance documentation is to be tightly controlled in one central file location. This file location should be accessible to all Principal Academy of Dance representatives who are authorised to access and use these documents.

Generally, where documents are used for print purposes, these should be available in PDF format only. Where documents are required to be populated with data electronically, these should be available in an amendable document form but must be protected as ‘read only’.

**Document distribution**

Where documentation must be distributed away from a central location, this is to be conducted systematically and formally with the recipient required to acknowledge the receipt of a new document version and that old versions have been discarded.