Fee Policy

Purpose and Legislative Background

Project Controls Institute, Australia 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 tuition fees, course materials, textbooks, student services, and training and assessment services, bank charges if any. This Policy outlines the details regarding the above.
As per the Standards for Registered Training Organisations (RTOs) 2025 Project Controls Institute will be responsible for protecting the fees prepaid by individual learners, or prospective learners.

Scope

This policy applies to all current and prospective students at Australia Open Learning t/a Project Controls Institute, Australia (PCI).

Policy

This policy applies to all current and prospective students at (PCI).

Information about fees

- The Tuition fee is preferred to be collected according to an agreed payment schedule.
- Project Controls Institute will not demand or accept more than $1500 from any local students in advance.

Fee information relevant to a course is outlined in detail in the Student Agreement and summarised on the Course Outline as well as the RTO's website. In compliance with the Standards, detailed fee information is provided before enrolment or commencement of training, whichever is first.

Fee information includes:

- All costs for the course including any materials fee, enrolment fee, etc.
- Any other costs payable to the RTO including costs for recognition of prior learning; if applicable.
- Payment terms and conditions include deposits, refunds, and payment plans if applicable.

The Student Agreement and the Student Handbook which are provided before enrolment include this Fees and Refunds Policy and inform the student of their consumer rights. Students are asked to sign the Student Agreement in acknowledgment of the terms and conditions of the enrolment and this policy.
Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms, and schedule of payments applicable.
No cooling-off period applies as Project Controls Institute, Australia does not use unsolicited consumer agreements (such as telemarketing, door-to-door selling, or direct approach marketing in public places).

Course fee inclusions

Course fees as applicable to each course are detailed in the Student Agreement and include:

- All the training and assessment as well as educational support services are required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
- Where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, the student will need to re-enroll in the unit or units in question and will be charged a pro-rata course fee based on the number of units required to be undertaken.
- Learning materials for each student unless otherwise stated on the Course Outline.
- Issuance of one set of certification documents including the test amur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion).

Course fees do not include:

- Any optional textbooks and materials that may be recommended but not required to complete a course.
- Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined in the Student Agreement.
- Stationery such as paper and pens or other personal use items such as computers or internet access that may be required to complete homework tasks.
- Printing costs (if required).
- Re-issuance of AQF certification documents. Re-issuance or additional copies of these documents will attract a fee of $50 per document plus the cost of postage if required.

Project Controls Institute, Australia cannot guarantee that students will complete the course in which they enrol regardless of whether all fees due have been paid.
Please refer to the fee schedule for a detailed schedule of fee.

Payments

Payments can be accepted by electronic transfer, cheque, money order, or in person at our head office.
Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
Debts may be referred to a debt collection agency where fees are more than 40 days past due.
Project Controls Institute, Australia reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long-term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

Refunds for fee-for-service students

All course fees for fee-for-service students include an Enrolment Fee (or non-refundable deposit) which will only be refunded where Project Controls Institute, Australia is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

RPL application fees are non-refundable.

Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Refund Application Form. The application must include the details and reason for the request.
Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.
In the unlikely event that Project Controls Institute, Australia or any third parties responsible for delivering training and assessment on its behalf, are unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion, of the course, that was not provided. This includes the following situations:

- Where Project Controls Institute, Australia or any third parties delivering training and assessment on its behalf ceases to operate.
- Where Project Controls Institute, Australia ceases to deliver the course in which a student is enrolled, and the agreement is terminated.
- Where Project Controls Institute, Australia needs to make a change to the terms of the student agreement.
- (Such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes

Fee Refund

In any of the above situations, Project Controls Institute, Australia (PCI) will automatically conduct a refund assessment of all affected students and issue the refunds due to the Fee Payer accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.

The refund assessment will be based on reviewing the services and/or materials provided to the student and the costs incurred by Project Controls Institute, Australia in the provision such as:

- Textbooks or other materials provided.
- Training provided (e.g., number of meetings/classes/visits etc.)
- Individual support provided by the trainer/assessor.
- Assessments marked or feedback provided (including RPL)

The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.

Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our Complaints and Appeals Policy and Procedure.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts-keeping system.

Publication

Project Controls Institute, Australia will publish in a prominent place on its website the following:

- Costs for the fee for service programs.
- This Fee and Refund Policy.

Additional fees

Project Controls Institute, Australia has the following additional charges which may apply in some circumstances.

Non-Tuition Fees – all students Re-issuing of test amur and statements of results All course fees include the cost for issuing of one copy of the AQF test amur and Record of Results and/or a Statement of Attainment. This fee applies to each additional copy of a certification document if required.	Charge $50 per document plus the cost of postage if required.
Additional copies of textbooks or any other learning and assessment resources Where the original provided is lost or misplaced. 1 copy of each required resource is included in course fees.	A fee of $100 per textbook or $20 per printed document applies if required.
Printing and photocopying Printing costs may be required to complete assessments, or homework activities, or if students require a copy of any records that Project Controls Institute, Australia holds about them.	Project Controls Institute, Australia provides printing or copying for a cost of 20c per page, however, students may use their own or other printing facilities.

Tuition Fees	Charge
Re-enrolment fee (per unit) Where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, the student will need to re-enrol into the unit or units in question.	The Pro-rata course fee is based on the number of units required to be undertaken.
Recognition of Prior Learning (RPL) Application Fee Application Fee Per unit, the fee is outlined above. Total course fees may be reduced to account for the number of units undertaken via RPL or where Course Credit has been granted.	$500

Management Action and Responsibility

To ensure that Project Controls Institute, Australia's financial management policies are implemented and that Project Controls Institute, Australia complies with these policies, Project Controls Institute shall monitor and report on compliance with its financial management policies and procedures, for review and as a basis for improvement.

The Accounts Officer is responsible to process the fees following the procedure and standards.

The CEO/PEO will provide the state or territory registering body that has registered it with a formal assurance that Project Controls Institute, Australia has sound financial management standards for matters related to its scope of registration and scale of operations.

Project Controls Institute, Australia will ensure that it accounts will be certified, at least annually, by a qualified accountant who is a member of Certified Practicing Accountants (CPA) Australia /Chartered Accountants Australia and New Zealand (CA)/Institute of Public Accountants (IPA, or otherwise registered as an auditor of the Australian Securities and Investment Commission (ASIC), and on request, the report must be made available to the state or territory registering body that has registered the organisation.

Below is Schedule 1 of the Email/ Notice issued to students towards fee payment during their enrolment at Project Controls Institute, Australia.

- Email 1: Send the invoice four (4) weeks before the term start date.
- Email 2: One (1) day after the commencement of the Term, if payment is still not received.
- Email 3: Two (2) weeks after the commencement of the Term, if payment is still not received.
- Email 4: Three (3) weeks after the commencement of the Term, if payment is still outstanding.
- Email 5: Notice of Intention to Cancel on Non-Payment of tuition fees; four (4) weeks after the commencement of the term, if payment is still outstanding.

Definitions

Application Fee: Covers the administrative costs of enrolment.

Course: A program of study leading to a qualification or an award.

Study Period: Refer to our Program of Learning (POL).

Fees: Includes all fees, fines, and charges payable as specified in the Schedule of Fees.

Materials Fee: Covers the cost of learning materials and resources provided by Project Controls Institute, Australia.

Pre-paid Tuition Fees: Tuition fees are paid in advance before the commencement of the course or a study period.

Term Start Date: The date on which an academic term commences as per Project Controls Institute, Australia's yearly

Tuition Fee: Covers the cost of providing the course of study and use of resources at Project Controls Institute, Australia. Tuition Fee does not include administration costs including enrolment/application fee, homestay booking fee, airport pick-up fee and costs related to equipment or training material purchases.

Legislative Context

The legislative base for this policy is as follows:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2025
- The Australian Consumer Law 2011