

Student Information on Fees and Charges

ACIM Solutions is a Registered Training Organisation #41002 and operates in accordance with applicable legislation and the Standards for NVR Registered Training Organisations. ACIM Solutions is entitled to charge fees for services provided to students undertaking a course of study.

What are my fees paying for?

Fees are for items such as course materials, administrative support, student services and training and assessment services. We review our fees schedule regularly to try to keep the cost of our programs down.

When and how do I pay?

An initial upfront fee is payable when you receive your confirmation of enrolment and invoice. Your invoice must be paid in full prior to commencing the course of study. Upon commencement, you will be required to make subsequent payments based on the costs of your training and assessment and will be required to pay at agreed points as the course progresses. We may cancel an enrolment or discontinue training if fees are not paid as required.

Payment methods include direct deposit, cheque, credit card (surcharge applies) or Pay Pal.

Can I get a refund?

Yes – if you give notice to cancel your enrolment more than 10 days prior to the commencement of a program you will be entitled to a full 100% refund of fees paid.

If you give notice to cancel your enrolment less than 10 days prior to the commencement of a program you will be entitled to a 75% refund of fees paid. The amount retained (25%) by ACIM Solutions is required to cover costs which have already been committed based on your initial intention to undertake the program.

If you give notice to cancel your enrolment after a training program has commenced, you **will not be entitled** to a refund of fees. Discretion may be exercised by the Chief Executive Officer if there is extenuating or significant personal circumstances that led to your withdrawal and a partial refund may be available.

How do I get a refund?

To obtain a refund you are required to provide written notice in an email or letter attaching our Refund Request Form available on request). Where refunds are approved, the refund payment will be made via electronic funds transfer using the authorised bank account nominated by you. This payment will be made within 14 days from the time you gave written notice to cancel your enrolment.

Are my fees protected?

Yes - ACIM Solutions acknowledges that it has a responsibility to protect the fees paid by students in advance of the services being provided in accordance with Clause 7.3 of the Standards for RTOs 2015.

This means that prior to commencement of the course we will only accept payments of up to \$1500 per student. Upon commencement, the maximum that we will hold is \$1500 per student attributable to tuition or other services yet to be delivered to the student.

Subsequent payments will not exceed \$1500 per payment as part of a pay as you go system. This is designed to protect and safeguard fees to ensure students are not disadvantaged.

If the cost of the course is less than \$500.00, the full amount will be requested before the program commences.

Do I pay GST in my tuition fees?

No - 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 'professional or trade course' is a GST-free education course.

Our guarantee

If for any reason ACIM Solutions is unable to fulfil its service agreement with a student, ACIM Solutions will refund the total fees paid by the student for any services that have not been delivered. ACIM Solutions is committed to delivering quality training and assessment and will work with students who require individual assistance to successfully complete the training program. More information is available in our Student Handbook.