



Pines Learning

# 2026 Student Handbook

VOCATIONAL EDUCATION AND TRAINING



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## **Welcome to Pines Learning**

Pines Learning formerly known as Donvale Living and Learning Centre, has been in operation since 1978 providing Adult Community Education and support to the local community. Pines Learning is a community-based organisation striving to meet the needs of the community.

Pines Learning believes learning is lifelong and welcomes diversity in its Students, Trainers and Staff.

Pines Learning prides itself on the high standard of courses offered with skilled and experienced Trainers.

## **Vision of Pines Learning**

Pines Learning connects our resilient and inclusive community to learning, work and a fulfilling life.

## **Mission of Pines Learning**

Acknowledging, respecting and supporting the life journey of all people in our community by maintaining a strong, values-based learning organisation.

## **Core Values of Pines Learning**

Pines Learning aims to work with and be accessible to people in the local community, regardless of background, age or gender. The people whom the Centre aims to focus on above all others include:

- People seeking skills development to enhance their career choices
- People who are socially, educationally or economically disadvantaged
- People in need of community participation or engagement
- People who are culturally or linguistically diverse
- People seeking personal growth

## **Programs and Services**

Pines Learning is a Registered Training Organisation that delivers nationally accredited training, but also remains community based and offers a wide range of community programs and support.

The Centre receives a level of Government funding from local council, state and federal governments and delivers a wide range of funded programs as well as fee for service programs. The Centre offers a warm, friendly and welcoming environment for lifelong and vocational learning.

**This handbook is relevant to the courses offered in the Vocational Education and Training (VET) area, which encompasses qualifications and accredited units. Other courses are covered in a separate Student Handbook.**

## **Pines Learning Board**

Pines Learning is run by a voluntary Board comprising a wide range of community members.

## **Child Safety and Wellbeing**

Pines Learning has specific policies and procedures in place to support and respect all people regardless of background, age, gender or ability. As an organization, we are committed to endorsing child safety.

Our complete Child Safe Policy Statement and the Student Code of Conduct found on our website.

To ensure the safety of children, all students are encouraged to report any suspected or disclosed child abuse to their trainer or a trusted staff member. All staff/trainers both paid and unpaid are to report any suspected or disclosed child abuse to the relevant Coordinator, Manager or Centre Manager immediately.

### **Pines Learning offers:**

- Computers classes
- English as an Additional Language (EAL)
- Vocational Education & Training (VET)
- Health, Fitness and Wellbeing classes
- Lifestyle, Languages and Crafts
- Return to Work and Job Seeking Skills
- Reconnect Program

### **Pines Learning Term Dates 2026**

Term 1: 27 January – 02 April

Term 2: 20 April – 26 June

Term 3: 13 July – 18 September

Term 4: 05 October -18 December

### **Office Hours**

School Terms: Monday – Friday 9:00 am - 4:00 pm

Pines Learning closes for approximately 2 weeks at the end of the year.

Messages may be left on our message bank after hours.

## **PART A - Administrative Section**

### **Class Times and Start Dates**

Class times/days vary depending on the courses. Refer to the relevant timetable or your enrolment receipt for class start dates, times and venue. Classes are not scheduled on Public Holidays or during school holidays.

### **Enrolment and Course Fees**

At enrolment, students are provided with the Statement of Fees, which outlines the fees and any additional costs, such as textbooks. It will also set out the payment plan (if applicable). Enrolments will only be processed by completing an enrolment form and by making the required payment. Payment of fees can be made by cash, credit card and EFTPOS, or by phone with credit card.

Additional fees may be applied after enrolment, for reasons including, but not limited to:

- if there is a need to be re-assessed for a written assessment after two attempts, or
- if an assessment is submitted late, beyond an agreed extension date, or
- if an additional assessment is required in the workplace, or
- if additional assessment is required due to plagiarism or cheating

Concession rates apply to some courses for registered unemployed, pensioners and health care card holders. The concession rate also applies to a dependent spouse or dependent children of the card holder. Your concession card must be sighted and copied, and the reduced fee will be applied to the Fee Agreement form.

Concession is also available for students who identify as Aboriginal or Torres Strait Islanders, and for those eligible under certain government programs or initiatives.

Please check all times, dates and course information carefully before you enrol. Refunds will only be made in accordance with our Refund Policy. Please see our website

**Please note that enrolments are not transferable between students.**

### **Course Resources**

Some courses require students to purchase textbooks, manuals or other materials. You will be notified prior to enrolment if this is the case. Any such costs will be outlined in the information session and in the statement of fees.

Students will need to access the online platform, Moodle, to access course resources and submit assessment tasks. Students will be provided with training and technical support to access and use Moodle.

### **Refunds / withdrawals**

Refunds will only be made in accordance with our Refund Policy. Refer to our Fees and refund policy at the end of this handbook.

## **Admission Requirements**

Prospective students are required to attend an Information Session and an interview prior to acceptance into the course. This is to ensure that students are provided with sufficient information to make a reasoned decision about enrolling, and to ensure that the student has sufficient language and literacy skills to complete the qualification.

Each course has different entry requirements, and these will be discussed at the information session. In addition, the participants will be provided with a Course Guide, which is also accessible on the Pines Learning website.

## **National Recognition/Credit Transfer**

Pines Learning recognises Statements of Attainment and Qualifications issued by other Registered Training Organisations. If you feel you may be eligible for credit of one or more units of competency in the qualification you are enrolling in, please contact the Course Coordinator or discuss at pre training review. You will be required to provide the original Qualification and Transcript, or the original Statement of Attainment along with your USI transcript as verification of your results.

## **Recognition of Prior Learning (RPL)**

If you are enrolling in a nationally accredited qualification, previous work experience or studies may entitle students to seek Recognition of Prior Learning for some Units of Competency, contact the relevant Course Coordinator if you believe you may be eligible to claim RPL for any of the units. A fee will be charged if it is agreed that RPL can be conducted.

### **RPL Process**

1. An RPL application is to be filled in by the students requesting RPL for the units listed in the qualification. A fee will be applicable for RPL assessment and will be required to be paid at the time of application.
2. Once application is received, an RPL kit outlining the evidence required to be submitted for the respective units is provided
3. Once the RPL candidate has gathered all the evidence required, they submit this to the course coordinator. Evidence can be direct ( work samples, observations, performance reviews, videos, workplace documents), indirect ( employer reference, Position description, resume) and/or supplementary (certificates, training records, professional memberships, log books)
4. The RPL evidence is assessed by the relevant trainer/assessor and findings are recorded for each unit for which RPL is requested. This process can take up to 3 weeks.
5. The RPL assessor record is then provided to the student and any gaps are discussed. Possible outcomes for RPL may be full RPL or partial RPL. In case of partial RPL, the gaps training required will be discussed with the student

## **Course Information**

Access to curriculum documents and training packages is available on the online portal, Moodle. Students enrolled in accredited qualifications will receive details of required outcomes at the start of each unit and may access their records/results on request.

## **Student Support**

Pines Learning provides a supportive environment. We welcome people with a disability and those facing barriers to participation.

During enrolment, please share if there is anything which would impact on your participation so that we can put support in place. If you have any difficulties or issues while you are undertaking courses at Pines Learning, please feel free to contact Reception or the Course Coordinator.

Pines Learning is committed to providing students with equitable access to quality training and assessment services tailored to their needs and the learning outcomes they seek.

Pines Learning offers a range of Student Support Services, which can be tailored to the individual. For instance, if students require assistance to complete a course it may be possible to make a reasonable adjustment to assessment tasks, where appropriate. Where a reasonable adjustment is not possible due to the requirements of the training product or safety considerations, the RTO will inform the student of the reasons as soon as reasonably practicable.

In addition, students can access scheduled Study Support sessions to assist them with their learning and assessment tasks. These are just examples of the support services offered. Please contact the Course Coordinator for more details.

Pines Learning also has access to a range of external services which students can be referred to for further assistance. Please note that if you use these services, it will be at your own expense.

Students will have access to their trainer via email. Trainers are expected to respond to students queries with 2-3 business days.

## **Code of Conduct for students**

Students must adhere to the Code of Conduct added to the end of this document.

## **Course Evaluation**

Throughout the course, you will be requested to complete an evaluation of at least two units. At the end of the course, you will be asked to complete an evaluation of the entire course, and of the Student Support Services. You are also likely to receive a survey from National Centre for Vocational Educational research

We value your opinion and would like to find out whether the course you enrolled in met your needs. Your evaluation also allows us to constantly improve the quality of our courses. Your responses remain confidential and anonymous.

## **Academic Integrity**

Students are required to submit assessment as part of their VET qualification and this must be their own work. Any part of the assessment submitted includes material from other

sources, the reference to these sources should be made clear. Plagiarism may take several forms:

- i. Direct copying of someone else's work such as "phrases, paragraphs, graphs, tables or ideas" without acknowledgment; this also includes downloading of internet materials without referencing or using AI system responses.
- ii. Minor paraphrasing of other people's work by changing words or altering phrases or paragraphs order without acknowledgment.
- iii. Submitting work which has been developed fully or partly by other people on the student's behalf as if it were the work of the student.

More information is available in the Academic Integrity Policy on our web site. A copy will be provided to you at orientation to discuss this further.

### **Complaints and Appeals**

Students have the right to lodge a complaint and to appeal a complaint outcome. For further details refer to our Complaints and Appeals Policy on our web site

### **Legislation and Training Information**

Please refer to the following websites that will provide you with legislation information that may significantly affect your participation in Vocational Education:

[www.education.vic.gov.au](http://www.education.vic.gov.au)    <https://www.vic.gov.au/skills-first>

[www.training.gov.au](http://www.training.gov.au)    [www.asqa.gov.au](http://www.asqa.gov.au)

The Education and Training Reform Act 2006 and the National Vocational Education and Training Regulator Act 2011, underpin the operations of the RTO section of Pines Learning. To download a copy of the Acts visit [https://www.austlii.edu.au/au/legis/vic/consol\\_act/extra2006273/](https://www.austlii.edu.au/au/legis/vic/consol_act/extra2006273/)

Course participants should also be aware that Pines Learning operations and VET courses comply with the national VET Quality Framework which includes standards and requirements to be met by registered training organisations. Pines Learning must meet these requirements in order to deliver and assess nationally recognised training and issue nationally recognised qualifications. You can be assured that the courses you undertake have been quality assured.

## **Privacy Policy**

Pines Learning respects your right to privacy. Information is collected for the purpose of compliance and statistical records and may be used in surveys commissioned by our funding bodies. All personal information is kept in accordance with Privacy legislation and is not used for any other purpose without your consent.

The Privacy Policy does not permit Pines Learning to forward student telephone numbers to anyone, including trainers. If a trainer needs a student's telephone number, the trainer must ask the student for the number or ask reception to contact the student. Similarly, Pines Learning does not give staff or trainer contact details to students. A copy of this policy is available on our web site.

## **Lost Certificates**

Requests for replacement Certificates or Statements of Attainment must be made in writing. Please email [info@pineslearning.com.au](mailto:info@pineslearning.com.au) or call the office.

There will be a \$35 administration charge for replacement.

## **Photocopying and printing**

Students are welcome to use our printing and photocopying facilities for course work. The cost of printing and photocopying is 40¢ per page. Please see reception staff to arrange photocopying but note that your request will be processed when time permits.

## **Children attending classes**

Young people aged 17 years and over are welcome to enrol in VET classes provided they meet the course requirements and any eligibility requirements.

Children who are not enrolled are not permitted in the classroom, and children under 12 are not to be left unattended in the centre.

## **Authorisation to Access Student Records**

Students must sign an authorisation form for disclosure to another party of any student records and/or any other relevant information held relating to courses attended at Pines Learning. This authorisation remains in force until further notification in writing is provided by the student to Pines Learning. The Disclosure of Information forms are provided by the relevant program coordinator.

Students wishing to access their own records are required to contact the Course Coordinator. Please allow 10 business days for your request to be processed.

For privacy information please refer to Privacy and Confidentiality Policy on our website.

## **Parking / Public Transport**

Parking is available at Pines Learning. If the car park is full, you may use the Pines Shopping Centre car park. Please note some parking spaces have time restrictions. Unrestricted parking is available on the rooftop, accessible through Reynolds Road entry. For further information, please contact reception.



## STAFF AT PINES LEARNING 2026

CEO	Sally Brennan
General Manager – Corporate Services	Fiona Berry
RTO Lead	Aarthi Prakash
Employment and Pathways Lead	Bronwyn Clarke
EAL Lead	Sandie Forbes
Community Programs Lead	Libby Payne
Adult Learning Support Officer	Janice Killiny
Finance Officer	Terri Williams
Childcare Manager	Rupal Chandra
Reconnect Coordinator	Tiziana Gillon
Marketing & Administrative Assistant	George Katsalidis
Information Management Officer	Silvana Cassar
Administration Support	Sandra Toal
Administration Assistant	Sandra Savoia
Administration Assistant	Caroline Herd
Early Childhood Educator (Diploma)	Cheenu Chandra
Early Childhood Educator (Diploma)	Vicky Liu
Early Childhood Educator (Diploma)	Claudia Fielder
Early Childhood Educator (Diploma)	Emily Zhao
Early Childhood Educator (Diploma)	Fiona Porto (Casual)
Early Childhood Educator (ECT)	Atefeh Fani Ghanderijani
Early Childhood Educator (ECT)	Tina Wu
Early Childhood Educator (ECT)	Michelle Hughes (Casual)

## **Code of Conduct**

All students are expected to abide by this Code of Conduct during their participation in their course with Pines Learning. Students who do not abide by this Code of Conduct will be followed up through the disciplinary procedures

### **1. Students' rights**

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Pines Learning holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Pines Learning on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

### **2. Students' responsibilities**

All students, throughout their training and involvement with Pines Learning, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.

- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Pines Learning in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism, using AI generated responses or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a declaration
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify Pines Learning if any difficulties arise as part of their involvement in the program.
- Notify Pines Learning if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

### **3. Legislation**

This Student Code of Conduct is informed by the following pieces of legislation, with which all students must comply.

#### **Commonwealth**

- Age Discrimination Act 2004
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988
- Copyright Act 1968
- Age Discrimination Act 2004
- Disability Discrimination Act 1992 – Education Standards 2005
- Sex Discrimination Act 1984
- Australian Human Rights Commission Act 1986

#### **Victoria**

- Equal Opportunity Act 2010
- Information Privacy Act 2000
- Occupational Health And Safety Act 2004
- Working With Children Act 2005
- Racial and Religious Tolerance Act 2001
- Charter of Human Rights and Responsibilities

# VET - Fees and Refunds Policy

## Purpose

The purpose of this policy and procedure is to outline Pines Learning's approach to managing fees and refunds and to demonstrate how fees paid in advance are protected by Pines Learning

This complies with Division 3 of compliance requirements of the 2025 standards.

Additionally, Pines Learning is contracted by the Victorian Department of Jobs Skills, Industry and Regions

to provide funded nationally recognised training to Eligible Individuals under the Skills First Contract. This policy and procedure contribute to compliance against the Contract, and particularly the Guidelines about Fees issued by the Department.

## Definitions

**ASQA** means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body.

**Contract** means the VET Funding Contract for the Skills First Program issued by the Department.

**Department** means the Victorian Department of Jobs Skills, Industry and Regions

**Eligible Individual** means an individual who is eligible for government subsidised training in accordance with the eligibility requirements set out in the VET Funding Contract and related guidelines

**Fee Payer** means the nominated payer of a student's course fees, usually either the student or the employer paying on behalf of the student.

**Materials Fee** means an amount that either fully or partly covers the cost of materials for the course. These are subject to GST

**Skills First** means the Skills First Program funded by the Victorian Department of Jobs Skills, Industry and Regions

**Skills First Student** has the same meaning as Eligible Individual.

**Standards** means the Outcome Standards for NVR registered training organisations 2025

**Tuition Fee** means the amount that Pines Learning charges for government funded students under the Skills First program for a course based on the rules issued by the Department.

## Policy

### 1. Information about fees and charges

- Pines Learning protects the fees that are paid in advance by students.
- Pines Learning does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.
- Fee information relevant to a course is outlined in detail on the Statement of Fees/invoice and summarised on the RTO's website. In compliance with schedule 1, Part

A of the contract, detailed fee information is provided prior to enrolment in a Statement of Fees/invoice or commencement of training, whichever is first.

- Fee information includes:
  - All costs for the course including any materials, amenities or levies
  - Payment terms
  - Fees for Skills First programs in line with the Department’s Guideline about Fees.
- The RTO Lead updates the Skills First Fee Waiver/exemption/concessions matrix each year/contract period and outlines in each of the applicable categories the details, responsibilities and reporting requirements in accordance with the requirements of the current contract
- A payment plan is available to assist with payment of fees.
- Students may apply to have fees waived on hardship grounds. To apply a “student discretionary fund application”, will need to be completed. These are available from reception. The decision to waive fees will be at the discretion of management.

## **2. Fees and charges for Skills First students**

### **Tuition Fees**

**For 2026, Pines learning is not charging any tuition fee for funded students.** In the event if Pines Learning amends fee structure to include a tuition/enrolment fee then the following applies:

- Tuition Fees for Skills First government-funded students are set in accordance with the Guidelines about Fees issued by the Department each year. Tuition fees will be based on a set rate per nominal hour in a student’s course. Tuition fees may or may not be applicable to a course.
- Tuition Fees will not be charged for any units that have a Credit applied.
- For some courses, a materials fee applies which is additional to the Tuition Fees. Students cannot receive their textbooks and materials until this is paid.
- The published Tuition Fees for Skills First students are subject to change given individual circumstances at enrolment.

### **Concessions**

- Concession fees apply to Skills First students who enrol in a course at Certificate IV level or lower and can provide evidence of entitlement to concession.
  - To be eligible for concession rates, the student must, on the date of enrolment:
    - Be a holder of a current Commonwealth Health Care Card or a spouse or be a dependent child of a card holder
    - Be a holder of a Pensioner Concession Card or be a spouse of, or a dependent child of a card holder
    - Be a holder of a Veterans Gold Card

- A copy of the card must be presented at the pre training review prior to the commencement of training. An authorised delegate of Pines learning will sight the card and record the cardholders name and the type of concession
- Concession fees will be 20% of the normal Tuition Fee.
- Concession rates are only applied to Tuition Fees and do not apply to other fees such as materials fees.
- Concession fees will also apply to students who are Aboriginal or Torres Strait Islander and students that enrol under the Asylum Seeker VET program, enrolling at any level course.
  - Where Pines Learning does not charge all fees for an enrolment in a program in one instance (for example, if fees are charged for each semester or year of study), then after initially checking a student’s Fee Concession entitlement as part of enrolment, Pines Learning must re-check their entitlement when an invoice is issued to the student for new fees.
  - Where Pines Learning offers a student a ‘payment plan’ (meaning that the student is charged all fees for an enrolment in a program in one instance, but Pines Learning makes an arrangement with the student to pay in instalments), Pines Learning does not need to re-check Fee Concession entitlement each time a new invoice is issued for an instalment amount.
- Pines Learning may sight and retain evidence of Fee Concession entitlement by:

<b>Sighting</b>	<b>Retaining</b>
a) the original card, or correspondence from the card issuer confirming a concession is granted to the individual and they may commence claiming their entitlement	RTO declaration on sighting of the concession card must be filled in including <ul style="list-style-type: none"> <li>• concession holder’s name;</li> <li>• card number;</li> <li>• ‘valid from’ or card start date; and</li> <li>• expiry date of the concession entitlement. <b>OR</b></li> </ul>
b) the concession card displayed on a Digital Wallet through a Centrelink Express Plus mobile application on the cardholder’s mobile device. The digital card may not be sighted via a screen shot of the card that is e-mailed or otherwise reproduced.	a written declaration attached to the student’s file stating that the digital concession card has been sighted, showing the: <ul style="list-style-type: none"> <li>• name of the authorised delegate who sighted the card;</li> <li>• date the card was sighted;</li> <li>• concession holder’s name; and</li> <li>• card type. <b>OR</b></li> </ul>
c) the equivalent record of a concession card as extracted from Centrelink Confirmation eServices by the Training Provider	an extract from Centrelink Confirmation eServices showing the: <ul style="list-style-type: none"> <li>• card type and the date the extract was made. <b>OR</b></li> </ul>
d) • confirmation from a Gateway Service Provider <sup>2</sup> that it has connected to the Commonwealth Government’s Document Verification Service (the DVS) and verified that an individual’s name and concession card number match a current and valid record of concession entitlement in the DVS; and	a transaction record generated by securely logging in to the administrative platform provided by the Gateway Service Provider, that shows: <ul style="list-style-type: none"> <li>• the concession holder’s name; and</li> </ul>

<ul style="list-style-type: none"> <li>• information from the student about the type of concession card they hold, to confirm it is a type accepted by the Department</li> </ul>	<ul style="list-style-type: none"> <li>• that their name and concession card number were verified to match a current and valid concession entitlement in the DVS; and</li> <li>• a record of the type of concession card the student holds, attached to the student's file.</li> </ul>
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## Fee Waivers

- Tuition Fee waivers will be granted as per Part C of Schedule 1 of the Skills First Fee Waiver/exemption/concessions matrix each year/contract period and outlines in each of the applicable categories the details, responsibilities and reporting requirements in accordance with the requirements of the current:
  - Who are from the Judy Lazarus Transition Centre (as a prisoner within the meaning of the Corrections Act 1986).
  - Who are required to undertake the course pursuant to a community-based order made under the Children, Youth and Families Act 2005.
  - Referred with a validly endorsed Referral Form by the Department of Families, Fairness and Housing, or the Department of Justice and Community Safety for the Skills First Youth Access Initiative.
  - the student self identifies as being of Aboriginal or Torres Strait Islander descent (and is reported as such through the 'Indigenous Status Identifier' field of the Student Statistical Report) and is enrolling in a program at any level

Tuition fee waivers as outlined above will only be granted where Pines Learning is provided with the appropriate evidence as required by the Department.

## Statement of Fees

- All Skills First students will receive a Statement of Fees prior to enrolment which is an individualised quote for the course they are enrolling in. This will include:
  - the code, title and currency of the training product in which the student is to be enrolled
  - the training and assessment, and related educational and support services Pines Learning will provide to the student including the:
    - the approximate value of the government contribution expressed in dollars, and
    - any other applicable fees, such as student services, amenities, goods or materials.

## 3. Course fee inclusions

- Course and tuition fees include:
  - All the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. However, in the case of re-assessment, where a student fails to achieve a satisfactory outcome

after two attempts at an assessment task, an additional fee may apply for additional training and re-assessment. This fee will be discussed with the student as the cost will vary depending on the length of the assessment and how its assessed.

- Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion). Re-issuance or additional copies of these documents will attract a fee.
- Course and tuition fees do not include:
  - Any optional textbooks, uniform for placement 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 on the Student Agreement.
  - Stationery such as paper and pens.
  - Re-assessment if required, as outlined above.
  - Re-issuance of AQF certification documents –.
  - Direct debit setup, transaction and dishonour fees (where applicable).
  - Credit card payment surcharges.
- Pines Learning cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

#### **4. Payments**

- Payments can be accepted by EFTPOS, electronic transfer, credit card, cheques or direct debit.
- 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.
- Pines Learning 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. Pines Learning will not issue a testamur if there are outstanding payments

## 5. Refunds for fee-for-service students

- All course fees for fee-for-service students include a non-refundable deposit of **\$300** which is paid at enrolment. The deposit is non-refundable, except in the circumstances detailed below.
  - A full refund of any fees paid (including the deposit) will apply if Pines Learning is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- An administration fee of **\$50** is applicable to all enrolments and is non-refundable in case of withdrawals.
- In the unlikely event that Pines Learning is 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 course that was not provided. This includes the following situations:
  - Where Pines Learning ceases to operate.
  - Where Pines Learning ceases to deliver the course in which a student is enrolled, and the agreement is terminated.
  - Where Pines Learning 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.
- In any of the above situations, Pines Learning will automatically conduct a refund assessment of all affected students and issue the refunds due 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.
- 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 *Withdrawal 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.
- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by Pines Learning to provide those services. A pre-existing medical condition impacting on course participation, including practical placement not disclosed prior to enrolment, will not be considered for a refund.
- 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*.

- 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.
- A refund will not be issued if a student is asked to leave a course by Pines Learning for not abiding by any policies listed in the Student Handbook and accepted at the time of enrolment.

## **6. Refunds for Skills First students (funded)**

- A partial refund of **\$50** will be granted for Skills First students if they cancel their enrolment at least 14 days prior to their course commencing. The cancellation must be notified in writing to the VET manager/coordinator via email
- A full refund will also apply if Pines Learning is required to cancel a course due to insufficient numbers or other unforeseen circumstances.
- There will be no refund provided after 4 weeks of course commencement.
- Skills First students who withdraw from a course and wish to seek a refund must request this in writing using the Withdrawal form.
- Refunds will not be provided for materials fees if the student has received any or all course materials.
- An administration fee of **\$50** is applicable to all enrolments and is non-refundable in case of withdrawals.
- The outcome of the refund assessment will be provided in an email to the student along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.

## **7. Recording and payment of refunds**

- Refunds will be paid to the Fee Payer, 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.

## 8. Publication

- Pines Learning will publish in a prominent place on its website the following:
  - Standard tuition fees payable for each qualification/ course it offers under the VET Funding Contract, including concession rates and any other fees including but not limited to student services, amenities, goods, materials or administration fees. The following caveat will be displayed with all fees: *The student tuition fees as published are subject to change given individual circumstances at enrolment.*
  - Costs for fee for service programs.

## Other VET Policies and Procedures

Policies and Procedures referred to in this Handbook can be viewed on our website. If you prefer a copy of any policy, please ask at Reception.

**On signing the enrolment form students, parents, guardians and carers acknowledge they agree to the Pines Learning Policies and Procedures in this Handbook.**

**Any intentional breaches of the policies and procedures may impact ongoing enrolment.**