

Fees and refund policy

| Document Name and Number: | Version and Date: | Responsible Person: | Purpose and Comments: |
|---------------------------|-------------------|---------------------|--|
| Fees and refund policy | July 2023/V1.0 | CEO and/or nominee | Ensure compliance with Standards for Registered Training Organisations (RTOs) 2015 |

Policy scope

The Fees and Refund Policy applies to all fees payable for the provision of education and training services and to the refunding of all fees paid.

This Policy applies to all nationally accredited training delivered by the Organisation.

Fees and refunds are not handled by external personnel without prior agreement by the CEO and/or nominee.

Policy purpose

The Fees and Refund Policy outlines the system for payment of fees and the refunding of fees.

The Organisation does not collect any domestic student fees in advance of acceptance of offer with all fees and payment schedule to be disclosed in a letter of offer prior to commencing the course.

Accepted payment methods are EFTPOS and Direct Deposit.

Once a student has commenced their course, no refund will be made unless authorised by the CEO and/or nominee or required to do so by law.

Policy statement

All Fees and Refunds are to be made according to the requirements of this Policy, the Law and the associated Fees and Refund Procedures.

Either prior to or at enrolment, it is mandatory for the student to be advised of the organisation's **Fee Schedule (Attachment 1)**, payment and refund arrangements (Attachment 2).

Enrolment occurs when the student signs and returns the **Letter of Offer**.

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| | <p>Where fees cannot be paid upon commencement or the student is experiencing financial hardship, a payment plan over twelve months or less can be negotiated with the CEO and/or their nominee.</p> <p>Where special circumstances occur which restrict a student's ability to attend, then each case for a refund will be determined by the CEO and/or their nominee on merit and based upon an application.</p> |
| Legislative/statutory requirements | <ul style="list-style-type: none"> • ACCC cooling-off requirements |
| Associated documents | <ul style="list-style-type: none"> • Fee Schedule • Enrolment Application Form • Student letter of offer • Fees and refund procedure |
| Measure of policy effectiveness | <p>The effectiveness of this Policy will be determined by:</p> <ul style="list-style-type: none"> • Effective implementation of the Policy and related Procedures represented by zero discrepancies reported in financial reporting each month • Outcomes from internal and external audits |
| Induction | <p>Refer to the organisational and induction processes to confirm specific induction requirements related to this Policy</p> |
| Definitions/acronyms | <ul style="list-style-type: none"> • ACCC – Australian Competition and Consumer Commission • EFTPOS – Electronic Funds Transfer Point of Sale |



Attachment 1 Course Fees (tuition)

Course fees are as per course and marketing information provided in advance to potential students noting:

Domestic Fees

For domestic students no tuition fee in advance is accepted and domestic students will be provided with a letter of offer for their consideration and signature if agreeable, noting no tuition fee in excess of \$1,500 will be accepted.

Additional Fees and Charges (non-tuition)

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| <ul style="list-style-type: none"> • Application/Enrolment Fee of \$250 for (non-refundable) • Issue of Student Card - \$10 • Re-Issue of Testamurs/Statement of Attainment -\$45 each copy • Photocopy or PDF of original Testamurs/Statement of Attainment - \$25 each copy • Postage fee of Testamurs/Statement of Attainment to interstate address - \$15 each copy • Postage fee of Testamurs/Statement of Attainment to international address - \$30 each copy | <ul style="list-style-type: none"> • Reassessment Fee \$50 per unit (after three attempts) • Course extension fee for students who exceed the maximum duration period in accordance with the weekly charge rate of \$300 per week • Late payment of course fees – up to \$500 per instalment • RPL Fee - 50% of original fee per qualification (subject to change) • Material Fees - \$150 per course • Printing of training materials Fee - \$25.00 per unit |
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Note: all fees are listed in AU\$



Attachment 2 – Domestic students refunds reasons and outcomes

- Notification of intention to withdraw must be received a minimum of 5 business days before the scheduled commencement of study.
- Refunds will be paid within 14 days of receiving written notification of withdrawal, less 10% administration fee.
- If notice is received less than 5 business days before scheduled commencement of study, fees will be forfeited.
- In the event of a course cancellation, all fees paid will be refunded within 14 days.
- Refunds will only be made payable to the person who paid the fees.
- A student may be suspended or dismissed at the discretion of the RTO due to unacceptable conduct. No refund will be provided in these circumstances.
- No upfront payment or tuition fees are refundable once the course has commenced unless under exceptional circumstances and authorised by the CEO or their nominee.
- A written application may be made for exceptional circumstances, addressed to the CEO, for consideration.