



<b>Department</b>	Vocational Education & Training		<b>Author(s)</b>	RTO Manager David Hynes	
<b>Quality Controlled Document No. &amp; Title</b>	9.0	Fee Refund Policy	<b>Approved</b>	Principal	
<b>Version</b>	1.0		<b>Authorised</b>	Principal	
<b>AQTF Standards VRQA Guidelines</b>	AQTF Condition of Registration 5 VRQA Guideline 3.4		<b>Distribution</b>	Internal	RTO Staff RTO Students
				External	Prospective Students

## 1.0 Policy Overview

This policy sets out the RTO's fee policy, the circumstances under which Students may claim a refund, and the associated procedures for handling refunds. Students for the purposes of this policy are VET Students only.

The RTO shall only collect fees once an applicant's enrolment has been confirmed, at which time the course will have been deemed to have commenced.

## 2.0 Payment of Fees

Students enrolled at the College shall not be charged a fee, separate to their school fees, for VET courses where the College is the RTO.

The fee shall be charged at the beginning of the course, but will be payable in arrears, and in equal monthly instalments.

## 3.0 Grounds for refunds

Students will receive a full refund of fees paid and there will be no administration charge in the following circumstances:

- 3.1 the course is cancelled
- 3.2 the course is rescheduled to a time and location that is unsuitable for the Student.

Once the course has commenced, refunds shall only be made if the RTO is not able to continue to offer training and assessment services for that course.

Where a student withdraws from the course, for any reason, then the course fee payable will be only that portion of the course fee that is owed up to and including the month in which the student has notified the RTO of their intention to withdraw.

## 4.0 Procedures for applying for refunds under special circumstances

The RTO may consider providing a full or partial refund to a student where it can be demonstrated that there are special circumstances, such as significant financial hardship. All decisions regarding refunds provided under this policy shall be at the sole discretion of the RTO, and shall be considered on a case by case basis.

To apply for a refund, Students can download the Fee Refund/Withdrawal Application Form from the RTO's website. A hard copy of the form may also be obtained from the RTO Manager.

Applications will be considered, and applicant advised in writing, within 20 working days of the RTO receiving the application.

## 5.0 Payment of Refunds

The RTO will pay the refund to the same person or body from whom the payment was received on behalf of the Learner. This includes credit cards.

## **6.0 Complaints and appeals**

In the event that the Student is not satisfied with the outcome of their application for a refund, the Student may lodge a complaint under the RTO's Complaints and Appeals Policy. The existence of this policy, and RTO complaints and appeals processes, does not stop Students taking action under Australia's consumer protection laws.

### **7.0 The RTO will provide the following fee information to each client prior to enrolment:**

- 7.1 The total amount of all fees including course fees, administration fees, materials fees and any other charges.
- 7.2 Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and/or administration fee
- 7.3 The nature of the guarantee given by the RTO to complete the training and/or assessment once the Student has commenced study in their chosen qualification or course
- 7.4 The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment, and
- 7.5 The organisation's Fee Refund policy.

### **8.0 Student fees paid in advance**

- 8.1 Should the RTO at any time consider charging and collecting student fees in advance, then the RTO may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, the RTO may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to costs yet to be incurred on behalf of the student for tuition or other services yet to be delivered to the student does not exceed \$1,500.