

Fees and Refund Policy

Purpose

The following information will be provided to students about the RTO's Fees and Refund Policy. Fees are payable on all courses, details of which are contained in relevant course information pages on the website or directly from the RTO.

Policy

All fees are to be paid at the specified time, as per the course information and can only be paid by credit card or EFT. Tax Invoices will be issued as required and as an approved program, there is NO GST included in the course cost.

All students are liable for the financial commitment to the RTO.

Procedure

The RTO:

- has appropriate safeguards and fair options in place for any monies paid in advance;
- guarantees once you have commenced your training / assessment, you will be provided with every opportunity to complete the course.
- will, in the event that a course is cancelled, whilst in progress, due to circumstances beyond its control, provide the student with a refund of fees on hold or offer to transfer the student to another course.
- will refund a pro rata proportion of any money paid by you and not yet used for the delivery and assessment of the course, in the event we cancel or discontinue a course.

Students who have any queries regarding eligibility for refunds should contact the CEO in the first instance.

Withdrawal and Refunds

A full refund of the course fees will be given by the RTO only up to twenty eight (28) days prior to the nominated course commencement date. If less than twenty eight (28) days notice is given of the intention to withdraw from the course then a 50% refund will be given. If you fail to commence with or without notifying the RTO, no refund will be available except in special circumstances.

“Special circumstances” under which a refund will be considered and which are beyond the students control:

- In the case of serious illness – verified by a medical certificate
- Family or personal tragedy
- Acts of God
- Acts of Government authorities, for example where the student is prevented from commencing studies in the agreed course of study.

Should you withdraw from the course once commenced, you will forfeit all monies paid and be liable for the full course cost.

Fees in Advance

In the case where a student wishes to pay more than the application fee with their enrolment application, the amount will not exceed \$1,000.00 prior to the course commencement.

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 tuition or other services yet to be delivered to the student does not exceed \$1,500.

The RTO has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

Procedure - Refunds

To apply for a refund, a written claim must be submitted on the Refund Request Form to the CEO of the RTO. An application for a refund will be processed within 4 weeks after a claim has been received. Refunds are assessed on a case by case basis. Refunds will only be refunded to the person who entered into the contract with the RTO and will not be provided to a third party. All refunds are paid electronically, no refunds will be in cash. Agreeing to the Refund policy does not remove the right of the student to take further action under Australia's consumer protection laws or to pursue other legal remedies.

Please refer to the Complaints and Appeals Policy.

Delegated Authority

RTO Manager

Related Standard

Clause 7.3

Where the RTO requires, either directly or through a third party, a prospective or current student to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.

Requirements for protecting fees prepaid by individual students, or prospective students, for services. The RTO addresses student fee protection by implementing one or more of the following arrangements:

- 1. The RTO holds an unconditional financial guarantee from a bank operating in Australia where:
 - a. the guarantee is for an amount no less than the total amount of prepaid fees held by the RTO in excess of the threshold prepaid fee amount for each student for services to be provided by the RTO to those students, and*
 - b. all establishment and ongoing maintenance costs for the bank guarantee are met by the RTO.**
- 2. The RTO holds current membership of a Tuition Assurance Scheme approved by its VET Regulator which, if the RTO is unable to provide services for which the student has prepaid, must ensure:
 - a. the student will be placed into an equivalent course such that:**

- i. the new location is geographically close to where the student had been enrolled, and*
 - ii. the student receives the full services for which they have prepaid at no additional cost to the student or*
 - b. if an equivalent course cannot be found, the student is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.*
- 3. Any other fee protection measure approved by the VET Regulator.*