

Version: 2.0  
Next Review: August 2018  
Location: L:\Policies & Procedures

Policy Owner: Centre Manager  
Date: 21 August 2015  
Status: Released

### Policy Statement

The Centre applies fair and consistent fee and refund rules for students enrolling in our workshops and training programs. The *Fees and Refunds Policy* informs students of their obligations to pay course fees and other charges, and situations where they may be eligible for a refund.

### Fees and Charges

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The Centre levies fees and other course related charges which we determine prior to enrolment, and

- as required by State Training Services for Smart & Skilled government subsidised training
- as required by funding bodies or other subsidised training
- we will apply fee concessions and exemptions for eligible students enrolling in subsidised training programs
- where we grant credit transfer from previous study or we grant recognition of prior learning we will amend the enrolment fee
- the fee covers two assessment attempts for units of competency and we will charge separate fees for additional attempts
- we may make payment arrangements for fees and charges
- we may charge students for materials, resources, equipment and services that the student uses during his or her studies

### Fee and Charges Notification

We will advise prospective students of fees, resource costs, incidental expenses and other charges that apply to the study program before the student enrolls. We will also provide this information to an employer who is paying for an employee's enrolment.

Fee and charges information is available:

- through the Centre's promotional materials such as flyers, our website, quotes and pre-course invoices
- in Information Packages for nationally recognised training that leads to a qualification under the Australian Qualifications Framework (AQF)

### Credit Transfer

There is no fee to submit a credit transfer application. If we grant credit transfer to a fee-for-service student we will reduce the fee for applicable units of competency by 75% of the normal unit fee. If the credit transfer applies to a subsidised training program, we will adjust the qualification price to determine a new student fee according to the program guidelines.

## Recognition

We will supply a Recognition Kit to students who wish to apply for recognition of prior learning. If we grant recognition, we will reduce the fee for applicable units of competency by 25% of the normal unit fee. If the recognition applies to a subsidised training program, we will adjust the qualification price to determine a new student fee according to the program guidelines.

## Statement of Attainment and/or Qualification Testamurs (including Record of Results)

We will issue a Statement of Attainment or Qualification Testamur (including a Record of Results) to students who successfully complete nationally recognised training, at no additional cost. If a student requests a replacement document following the first issue, a \$60 (inc GST) replacement fee applies for each Statement of Attainment or Qualification Testamur (including Record of Results).

## Outstanding Fees

The student must pay all fees and charges by the due date. Failure to pay fees and charges may result in:

- suspension of the student's enrolment;
- exclusion from assessment activities;
- withholding qualification documentation;
- terminating the student's enrolment.

We will remind students who fail to pay fees on time of their payment obligation and of the consequences of non-payment. We may refer unpaid fees and charges to a debt collection agency.

## Refunds

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We will refund all or part of a student's course fees when:

- we cancel a workshop or training course for any reason
- the student withdraws before the cut-off date for withdrawal without penalty (see Smart and Skilled Enrolment Withdrawal)
- we determine that course delivery did not meet students' reasonable expectations
- the student re-enrols to repeat a unit or module with a not-yet-competent result and we uphold an appeal against the original assessment decision
- we agree that to withhold a refund would cause a student unreasonable disadvantage
- the student overpays a fee or charge

## Smart & Skilled Enrolment Withdrawal

This section only applies to students accessing courses with Smart and Skilled subsidies.

We will determine a cut-off date without penalty, for each Smart & Skilled program we offer. A student may withdraw his or her enrolment before the cut-off date and receive a refund of all fees. We will advise the student of this date before he or she enrolls in the study program. If a student

withdraws after the cut-off date we will provide the student with a statement of fees that includes all fees applied and any fee refund.

If a student withdraws from training not of their own accord we will refund any prepaid fees for units that the student has yet to complete. This situation may occur if the Centre closes or no longer offers training under Smart and Skilled subsidies.

If a student withdraws from a qualification having completed all the requirements for a lower level qualification the student will not be eligible for a fee refund of the difference between the fees for each qualification.

### **Non-Refundable Circumstances**

We will not usually refund fees when a student:

- changes his or her mind about attending the course after enrolment;
- changes employment or work hours;
- decides it is inconvenient to travel to training;
- moves out of the area; or
- experiences redundancy or retrenchment from his or her employment.

Fee-for-service students forfeit a non-refundable administration fee when withdrawing enrolment less than one week before the scheduled commencement date. The non-refundable administration fee covers the costs that the Centre incurs in processing the student's application, enrolment and payment.

### **Approving Refunds**

Where a student overpays a course fee or we cancel a workshop or training program, administration staff may authorise refunds according to this policy. The Centre Manager must approve all other refunds.

### **Publishing the Refunds Policy**

We inform students of our refunds policy through course information brochures, our website, the student handbook and our course orientation sessions.

### **Appealing a Refund Refusal**

If a student is not satisfied with our decision about his or her refund request, the student may appeal that decision using the Centre's *Complaints and Appeals Policy*.

Neither this policy nor the availability of complaints and appeals processes removes a student's right to take action under Australian consumer protection law.

## Key Responsibilities

Role	Responsibility
Centre Manager	<ul style="list-style-type: none"> <li><input type="checkbox"/> develops and periodically reviews the <i>Fees and Refunds Policy</i>;</li> <li><input type="checkbox"/> ensures Centre employees and independent contractors comply with the policy</li> <li><input type="checkbox"/> ensures Centre employees understand and comply with relevant funding body requirements</li> </ul>
VET Quality Coordinator	<ul style="list-style-type: none"> <li><input type="checkbox"/> oversees publication of policy excerpts in the Centre's course information materials and marketing collateral</li> </ul>
Finance Officer	<ul style="list-style-type: none"> <li><input type="checkbox"/> follows up outstanding fees</li> <li><input type="checkbox"/> processes refund authorisations in a timely manner</li> </ul>
Administration Officer	<ul style="list-style-type: none"> <li><input type="checkbox"/> applies this policy when accepting fees and charging payments</li> </ul>

## Related Documents

Student Handbook

Enrolment Policy

Complaints and Appeals Policy

## Policy Context:

*Standards for Registered Training Organisations (RTOs) 2015; Clause 6*

*Australian Qualifications Framework (AQF) Qualifications Issuance Policy*

*Smart & Skilled Fees Administration Policy*

*Smart & Skilled Operating Guidelines*