PN 2.3. Fees and refund policy

Document Name and Number:	Version and Date:	Responsible Person:	Purpose and Comments:
Fees and refund policy	June2025/V1.0	CEO and/or nominee	Ensure compliance with ASQA Outcome Standards for Registered Training Organisations (RTOs) 2025

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 with all fees and payment schedule to be disclosed in a letter of offer prior to commencing the course.

For all international enrolments all fees and a payment schedule will be disclosed in a letter of offer.

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 and their parent/carer (where applicable) to be advised of the organisation's **Fee Schedule (Attachment 1),** payment and refund arrangements (Attachment 2).

Enrolment occurs when the student, and/or their parent/carer (where applicable), sign the **Enrolment Form**.

	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. 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.
Legislative/statutory requirements	• ACCC cooling-off requirements
Associated documents	• Fee Schedule • Enrolment Form • Student letter of offer
Measure of policy effectiveness	The effectiveness of this Policy will be determined by: • 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	Refer to the organisational and induction processes to confirm specific induction requirements related to this Policy
Definitions/acronyms	• **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)

• Application/Enrolment Fee of <insert $> for (non-refundable)-n/a • Tuition fee- n/a • Deposit • Issue of Student Card - <insert $>-n/a • Re-Issue of Testamurs/Statement of Attainment $25.00 each copy	• Reassessment Fee per unit (after three attempts)-n/a • RPL Fee - <insert $> of original fee per qualification (subject to change) -n/a • Material and amenities Fees - <insert $> per course -varied as per Program Information Disclosure (PID)

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 up to $100 will be paid to students who withdraw after 4 weeks of attendance of the course.
- 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.
- A written application may be made for exceptional circumstances, addressed to the CEO, for consideration.