



TRAINING &
EDUCATION

Fees and Refund Policy

Document Name and Number:	Version and Date:	Responsible Person:	Purpose and Comments:
Fees and Refund Policy	January 2019/V1.0	Office Manager 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 tuition fees of more than \$1,500 in advance for domestic students prior to the commencement of the course.

If a student has entered into a payment agreement that they will be required to meet the obligations of that agreement but at no time will that fee be more than \$1500 in advance.

All non-tuition fees such as administration and material fees are to be disclosed in advance to prospective students and payable upon commencement of their course.

Accepted payment methods are cash, cheque, credit card or EFTPOS.

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

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**, payment and refund arrangements.

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

Where fees cannot be paid upon commencement, 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.

Legislative/statutory requirements

- ACCC cooling-off requirements

Associated documents

- **Fee Schedule**
- **Enrolment Form**

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



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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• ACCC – Australian Competition and Consumer Commission• EFTPOS – Electronic Funds Transfer Point of Sale
