



REFUND OF FEES POLICY

Purpose

The AQTF 2010 Essential Standards for Continuing Registration requires that RTOs protect fees paid in advance and have a fair and reasonable refund policy.

Payment of Enrolment Fees

An initial non-refundable administration fee of \$300 applies to all courses. This fee is payable in advance before course commences.

Those students who receive a Government Benefit (i.e. Pension or Allowance) may be exempt from paying this fee, or may receive concession rates.

Students claiming an exemption must provide proof that they are receiving benefits (e.g. Health Benefits Card, Health Care Card, and Pension Concession Card).

Course Fees

The RTO will charge a nominal fee per course enrolled. This fee must be paid in advance of course start date.

Refund of Fees

Employer sponsored courses and traineeships:

Administration fee may be refunded under the following circumstances:

1. If a trainee leaves employer more than (7) days prior to the commencement of the course, full administration fee will be refunded, commencement date will be the first scheduled structured training session date booked by the trainer.
2. If a trainee leaves employer more than (1) one day prior to commencement of the course 20% of administration fee will be forfeited, 80% of enrolment fee will be refunded, commencement date will be the first scheduled structured training session date booked by the trainer.

3. No refunds will be granted from the date of the commencement of course.

Refund of Fees

Student Funded Courses (not traineeships)

Course fees may be refunded or reallocated under the following circumstances:

1. If the RTO cancels the course for whatever reason, the student will receive a full refund (or pro-rata adjusted refund), the RTO may also offer the student a transfer to another course, this choice is for the student to make.
2. If a refund is requested more than 14 days before course commences, a full refund, less the administration fee will be given.
3. If a refund is requested between 14 days of course commencement and the day of commencement, 40% of the course fees will be refunded, less the administration fee.
4. If the student wishes to change their enrolment into another course at same RTO the course fees paid will be transferred to new course.
5. If a student applies for RPL and the application is unsuccessful, there will be no refund.

No Refund

1. If a student applies for RPL and the application is unsuccessful, there will be no refund.
2. Once training has commenced in the course, no refund is available, unless compelling circumstances prevail i.e. extreme personal hardship or medical circumstances which warrant non completion of course. In these cases, the student may wish to return to school at a later date, this will also be approved by RTO (the student must return within 1 year to complete course).
3. The student fails to comply with terms and conditions of enrolment and college policies and procedures as provided in the Student Handbook
4. The student provides false or misleading information

Progress Payments

Generally the RTO requires upfront payment of course fees. All fees must be paid 14 days prior to course commencement.

In line with our values on equity and access, students may approach the RTO if they have circumstances that warrant an alternative payment structure being agreed. In some instances the RTO may offer a payment plan, where students may make progress payments for example: course cost is \$6000 for 1 year. The RTO may allow student to pay \$1000 every 2 months in advance.

How to apply for refund

Complete the attached Request for Refund form RfR

Note: Refunds due to the student will be paid within 2 weeks of receiving written application on the appropriate form available from Student Support Manager

Request for Refund Form

STUDENT DETAILS	
Family Name:	Given Name/s:
Student ID:	Date of Birth: (dd/mm/yy) / /
Course	Email Address:
Address in Australia:	Suburb: Post Code
Home Telephone:	Mobile Number:
Submission Date:	
I wish to request a refund for the following reason:	
(please supply supporting evidence for you claim for refund and attach to this application)	
The course fees were: _____ The receipt number was: _____	
The date paid was: _____	

OFFICE USE ONLY	
Supporting evidence was supplied:	YES NO AMOUNT REQUESTED: \$..... <i>(finance to validate student records and amount of refund requested)</i>
Approved:	YES
Not Approved:	NO
Reason:	
Finance Manager Signature:	
Training and Quality Manager Signature:	
CEO Signature:	