

Policy

This policy applies to fees, charges and refunds applicable to the provision of training.

All students are treated fairly and with integrity when charged fees or applying for refunds.

Purpose

The purpose of this policy and procedure is for National Training (NT) to define the fees and refund processes for students in accordance with Standards for RTO's 2015.

Scope

This policy applies to all Fee-for-Service students enrolled at National Training.

Responsibility

The Chief Executive Officer or delegate is responsible for this policy/procedure and to ensure that all staff and students are aware of its application and that staff implement its requirements.

1. Notification of Fees and Charges

- 1.1 Fees and charges are advised to the student prior to enrolment through the appropriate documentation and publications. Payment arrangements are aligned to courses and may vary depending upon factors such as length of course or student cohort.
- 1.2 Course fees are non-transferable to other students or other RTOs.

2. Fees and Charges

- 2.1 **Course Fees**
(See course fees published on the website for up to date fees: www.nationaltraining.edu.au)
- 2.2 **RPL Fees**
(Are the same as FFS full course fees as published on the website: www.nationaltraining.edu.au. Please note: In the event the course fee is on special, this discount fee, **does not** apply to RPL Students)
- 2.3 **Additional Copies**
Certificates/Statements of Attainment (Per certificate) \$50.00

3. Refunds

- 3.1 If a student withdraws from a course, within seven (7) days from enrolment date, a refund of Course fees will apply, minus an administration fee which is \$550.00.
- 3.2 If a student withdraws from a course, post the seven days from enrolment, all course fees remain payable and are non-refundable and non-transferable.
- 3.3 In the event a student defers their course, all remaining fees must be paid prior to deferment will be granted.

Course Fees and Refund Policy & Procedure

- 3.4 If a course is cancelled by National Training at any time prior to course commencement, National Training will refund all course fees.
- 3.5 If a course is cancelled by National Training at any time during the period of a student's enrolment, National Training will refund the remaining course fees that have not been used pro rate.
- 3.6 National Training may grant refunds in other circumstances at the discretion of the CEO in cases of special consideration, all refunds will incur a \$550.00 Administration fee.
Note: Special considerations, do not extend to change in employment, change in circumstances or financial hardship.

4. Payment arrangements

- 4.1 National Training requires all fees, to be paid by the specified due dates on the tax invoice and paid in Australian dollars.
- 4.2 In the event the student is making payments via debit success (Direct debit) first payment will be deducted on the enrolment date.

5. Debt recovery

- 5.1 Fair and adequate recovery procedures are in place to manage the collection and recovery of monies.
- 5.2 Should a student default on direct debit payments, all costs associated with debt recovery, will be at the cost of the student.

6. Requests for refund of fees

- 6.1 Within (7) days of enrolment, all applications for refund of course fees in accordance with this Policy must be made in writing on the 'Application for Refund' form is available from National Training Website.
- 6.2 In cases of special consideration, you must lodge the 'Application of Refund Form' stating the reason/s why you believe special consideration should be considered and relevant supporting documentation such as Medical certificate.
- 6.3 In the event of an application is approved, National Training will pay the approved refund amount within 4 weeks of receiving the written request. (minus the \$550.00 administration fee)
- 6.4 Payments of any outstanding debts to National Training must be made before a refund will be processed.
- 6.5 Refund applications will not be processed where the signature on the Application for Refund does not match the Student's signature or signature of the original payee or their authorised representative.
- 6.6 All refunds will be recorded on the Refund Log (register) and Application for Refund Forms will be retained on student files.

7. Approvals

- 7.1 All refunds must be approved by the Chief Executive Officer or authorised delegate.

Course Fees and Refund Policy & Procedure

7.2 Exemptions to the refund conditions may occur where the student has extenuating circumstances or compassionate grounds as determined by the Chief Executive Officer.

7.3 Compassionate ground may include Eg: medical conditions prohibiting continuing studies with supporting medical report.

8. Appealing refund decisions

8.1 Students are referred to the Complaints and Appeals Policy and Procedure available from our website if they wish to appeal the Refund.

8.2 This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection law.

9. Non – payment of fees

In the event course fees are outstanding for any reason prior to completion of the course, all fees must be paid in full to avoid the following:

- a) Suspension from attending/participating in the course.
- b) Loss of access to enrolment record information and academic transcripts.
- c) Inability to graduate and receive your certificate.
- d) Cancellation of the enrolment.
- e) Report of a breach of a Training Contract (Trainees and Apprentices).

Supporting Documents

NT documentation which supports the implementation of this policy & procedure includes:

- Refund Log (Register)
- Refund Application Form

Document History

Revision	Date	Description of modifications
1.0	August 2014	Original
1.1	March 2015	Updated to include standards for RTO's 2015
1.1	Feb 2016	Annual Review (No change) Note: Funding provisions to be removed in next review.
1.2	May 2016	Special review at CEO request Removal of government funding requirements.
1.3	September 2016	Updated to include 7 days' full refund period.
1.4	November 2016	Updated to remove enrolment fee and face to face cancellation fee
1.5	March 2017	Annual Review – Provided further articulation re: RPL fees are based on full FFS Course fee and no further discount applies.
1.6	October 2017	Update of cancellation fee to \$550.00

Document Details

Document Name: Fees and Refund Policy & Procedure
Department: Finance
Approved: CEO
Review Date: March 2018
Policy Drivers: 5.3
Circulation: All Staff & Students
Location: Dropbox