

Fee Administration and Refund Policy

Purpose

The purpose of this policy is to provide for the appropriate application and administration of fees and handling of client refunds.

The policy is also to ensure that METEX Solutions Pty Ltd adheres to the relevant compliance and legislative frameworks such as the Standards for Registered Training Organisations (RTOs) 2025.

As such, METEX Solutions Pty Ltd will provide transparency in the application and administration of fees and charges including refund and will put in place a fair and reasonable refund process according to Australia's consumer protection laws.

Scope

The scope of this policy applies to:

- How fees will be collected for training services
- How refunds to learners will be managed

Relevant Standards

National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 – Standards 2.1

National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 – Clause 18. Prepaid fee protection measures

Policy Principles

Policy Intent

Overview

METEX Solutions Pty Ltd implements fair and reasonable refund practices and transparent processes for fee application and administration. METEX Solutions Pty Ltd will ensure that:

- prospective students are aware of its fee policies to make informed decisions about enrolment in a course
- the fee and refund policy are prominent and accessible to its staff, prospective students, and existing students
- it implements and maintains a process for fair and reasonable refunds and fees paid
- it provides refunds for fees and charges paid by clients, where training and assessment activities have not been delivered

Fee Administration Policy Principles

Fee Information

METEX Solutions Pty Ltd will inform its prospective students and employers (if applicable) of the full and accurate course fees associated with the training and the refund policy before enrolment.

METEX Solutions Pty Ltd will ensure that the fee and refund policy is accessible to its staff, prospective students and existing students. The fee information will include but will not be limited to the following information:

- Breakdown of the course fee (if any)
- Fee and Refund policy
- Incidental fees
- Compulsory fees
- Additional charges or co-contributions
- Methods of fee collection
- Process for recovery of outstanding student fees

For any incidental fees that may be applicable, METEX Solutions Pty Ltd will inform the prospective student before enrolling that such fees are a charge for an essential good or service and that the student has a choice of acquiring this from a supplier other than METEX Solutions Pty Ltd.

Fee Administration

METEX Solutions Pty Ltd will only charge fees for accredited training in accordance with the fee information published and provided to the prospective student and the Fee Administration and Refund Policy.

METEX Solutions Pty Ltd will retain accurate course fee payment, waiver, exemption or refund records for each student.

METEX Solutions Pty Ltd will require payment prior to commencement of training as well as pre-payment plans for students.

METEX Solutions Pty Ltd will apply standard student fees for Fee-for-Service (FFS) students.

METEX Solutions Pty Ltd will allow participant course fees to be paid on behalf of the student by their employer or another third party (if applicable).

METEX Solutions Pty Ltd will maintain arrangements for the protection of any fees paid in advance in accordance with Compliance Requirements s.18 and s.19.

Fee Payment Arrangements

METEX Solutions Pty Ltd ensures that its financial practices promote the protection of fees (paid in advance and exceeding \$1,500) made by any student. METEX Solutions Pty Ltd will only adhere to the accepted fee protection measure to protect fees more than the threshold fee amount of \$1,500 as stated in Compliance Requirement s.19 – Accountability (Prepaid Fee Protection Measures) Standards for RTOs 2025.

METEX Solutions Pty Ltd implements a fee payment plan and will only collect upon enrolment a non-refundable enrolment administration fee of 25% of the full course fee payable (non-discounted) or a minimum of \$250 (whichever is greater) included in the first instalment of the tuition fee.

Tuition fees are broken into instalment payment plans to ensure students do not pre-pay fees over \$1,500. The schedule of the payment plans is outlined in the student enrolment forms.

Fees must be paid in full before certification will be issued.

If payment instalments/arrangements are in place, and payment becomes overdue and remains unpaid for a period more than 14 days, METEX Solutions Pty Ltd reserves the right to suspend the student's learning or assessments (or both) until all fee payments are up to date.

Flexible payment arrangements, such as instalments, credit cards, direct debit, cheques and EFT remittances are acceptable to accommodate the diverse financial situations of clients.

Outstanding Student Fees

Non-payment of fees by the due date for continuing enrolments will result in suspension of training. METEX Solutions Pty Ltd will notify all parties in writing if suspension. Once payment has been finalised, parties will be notified of the recommencement of training.

METEX Solutions Pty Ltd will not issue SOAs or Certificates if training fees are outstanding.

METEX Solutions Pty Ltd will inform students of its process for the recovery of outstanding student fees prior to enrolment through its Fee Administration and Refund Policy.

Refund Policy Principles

Details of METEX Solutions Pty Ltd's Refund Policy is publicly available to prospective students and employers (if applicable), staff and existing students and employers (if applicable).

METEX Solutions Pty Ltd will make students aware of the refund policy prior to enrolment.

Regarding all withdrawal of training, METEX Solutions Pty Ltd will first encourage a client to continue training or provide other options such as enrolling to another course date, prior to processing refund applications.

METEX Solutions Pty Ltd will process refund requests within 1 week from the day of receipt. The reimbursement procedure for approved refunds may take up to 4 weeks.

Refunds for cancellation of enrolments and other conditions are granted based on the refunds table in the annex of this policy.

Refund Application Process

All refund requests must be done in writing via the Refund Request Form. METEX Solutions Pty Ltd will only acknowledge, and review requests based on information provided through the form. Exemptions are made to mitigating circumstances, provided there is supporting evidence.

No refunds will be issued for cancellations outside of the Refund Period.

For refund applications within the Refund Period, the Refund Request Form must be received by METEX Solutions Pty Ltd within the Refund Period. A refund of the course fee, less the applicable Administrative Fees, will only be issued if all above criteria have been met and the student has no previous outstanding monies with the METEX Solutions Pty Ltd.

METEX Solutions Pty Ltd Cancelled Course Refunds

METEX Solutions Pty Ltd provides a full refund to all clients, should there be a need for METEX Solutions Pty Ltd to cancel a course.

In the first instance METEX Solutions Pty Ltd will (where possible) provide an opportunity for the client to attend another scheduled course.

If METEX Solutions Pty Ltd cancels a course, clients do not have to apply for a refund; METEX Solutions Pty Ltd will process the refunds automatically.

When Metex Solutions Pty Ltd will not provide a refund

METEX Solutions Pty Ltd does not provide refund where:

- a) A client has commenced their course/unit
- b) There are changes to work hours
- c) Moving interstate
- d) Student leaves before full course completion and does not complete qualification after assessment

Recognition resources and services have been supplied to the client.



NOTE: METEX Solutions Pty Ltd may provide consideration for refund for students who have commenced training with the discretion of the CEO.

Learner requesting Withdrawal from Training

METEX Solutions Pty Ltd requires written notification of withdrawal from training; this may be via letter, email or the completion of the Withdrawal from Training Form. Refund will be assessed upon receipt of the request. Statement of fees that includes all fees applied and any fees refunded (if applicable) will be provided where a student withdraws from training.

A non-refundable administration fee of 25% of the full course fee payable (non-discounted) or a minimum of \$250 (whichever is greater) will be subtracted from any refund granted under the terms and conditions outlined in this policy.

All refunds will be paid to the person or organisation that originally paid the fees.

METEX Solutions Pty Ltd does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.

Monitoring and Improvement

Responsibility to Ensure Compliance

METEX Solutions Pty Ltd.'s CEO is responsible for ensuring compliance with this policy, and Student Services will process refund requests.

METEX Solutions Pty Ltd.'s CEO is responsible for all continuous improvement processes in relation to the fee administration and refund policy and procedure and ensuring all staff, including those from the third-party providers are complying with the provisions of this policy.

Annex

Refunds Table

1. METEX SOLUTIONS PTY LTD Refunds for enrolments are subject to the following refund formula.

“Refund Period” – 7 calendar days of the enrolment application date

| Refund Type | Description | Notification Requirements | Non-refundable fee | Refund |
|--|--|--|---|---|
| Enrolment cancellation / withdrawal from training within the “refund period” | <ul style="list-style-type: none"> - For all individual units NOT commenced and - For all individual units commenced | - In writing, within the refund period | 25% of the full course fee payable (non-discounted) or a minimum of \$250 (whichever is greater) administration and processing fee | <ul style="list-style-type: none"> - Full refund less the administration and processing fee - Future payments may be cancelled for students under payment plans |
| Withdrawal from Course beyond the refund period / “Withdrawal outside the refund period” | Withdrawal from Training - for all individual units commenced / attended / completed from within the course | - In writing, any day beyond the “refund period” | 25% of the full course fee payable (non-discounted) or a minimum of \$250 (whichever is greater) administration and processing fee | <ul style="list-style-type: none"> - No refund or - In some cases, upon the discretion of the RTO, the calculated refund less the administration and processing fee |
| RPL / Credit Transfer | Where recognition of prior learning and/or credit transfer has been granted after enrolment | N/A | N/A | No refund |
| Course Cancellation | Cancellation of a course by the RTO (for any reason) | N/A | N/A | Full refund or enrolment to a different qualification |
| Withdrawal – “not of their own accord” | Where training ceased due to RTO closure | N/A | 25% of the full course fee payable (non-discounted) or a minimum of \$250 (whichever is greater) administration and processing fee | Full refund or referral to a different service provider |

RTO INFORMATION

| RTO INFORMATION | |
|------------------|---|
| Document Name | Fee Administration and Refund Policy v2 |
| RTO/Company Name | METEX SOLUTIONS PTY LTD |
| ABN | 92 673 531 390 |
| RTO Code | #46448 |
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