

Fee Payment and Refund Policy

Purpose

To ensure that all new students are given appropriate information regarding the fee payment process

RTO 22215 has a fair and equitable refund policy and procedure that is compliant with the Standards for Registered Training Organisations (RTOs). This policy is provided to students prior to any contract being written, agreement signed OR prior to any payment of the course (whichever happens first).

RTO 22215 acknowledges that Government Legislation requires tuition fees and enrolment fees to be refunded in full if:

- The course does not start on the agreed starting date which is notified in the Offer Letter
- The course stops being provided after it starts and before it is completed
- The course is not provided fully to the student because the RTO has a sanction imposed by a government regulator

Refunds under the above conditions will be paid in full to the student within 28 days.

RTO 22215 may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, the RTO 22215 will not be liable to refund the money owed for the original enrolment.

In making a contract to enrol in a course(s) at the RTO 22215 the student acknowledges:

1. That the information provided by the student in their application is complete and correct.
2. Agrees to be bound by the RTO 22215 rules and regulations and any amendments made to the rules and regulations.
3. Agrees to undertake a testing requirement prior to any course entry, if deemed necessary by the RTO 22215.
4. Agrees to update the RTO 22215 on any change of contact details as soon as practicable.
5. Agrees to pay all fees required on or by the due date as notified in writing by RTO 22215 or as per the invoice
6. The RTO 22215 reserves the right to accept or reject any application for enrolment at its discretion.
7. The RTO 22215 reserves the right to cancel any course prior to the commencement date of the course should it deem it necessary and in that event, shall refund all payments received from the student.

8. Refunds are made in accordance with the policy below and full refunds of amounts owed to the student will be made within 28 days.

1. Refund Conditions

Enrolment Fee	
Withdrawal minimum 4 weeks of agreed start date.	100% (Full) Refund
Withdrawal minimum 4 weeks of agreed start date but with no attendance and no withdrawal form.	No Refund
Withdrawal after 4 weeks of the agreed start date	No Refund payable
Course withdrawal by RTO 22215	Full Refund payable including Enrolment Fee
RTO 22215 unable to deliver course	100% (Full) Refund

Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer prior to completing the qualification, provided the student has paid in full for the tuition related to the Units of Competence to be shown in the Statement of Attainment.

2. Application for refund

- If a student wishes to withdraw their enrolment, they are required to contact the Executive Officer.

3. Provider default.

In the unlikely event that RTO 22215 is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.

Alternatively, you may be offered enrolment in an alternative course by RTO 22215 at no extra cost to you.

You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

4. Student Fee Protection

RTO 22215 does not accept fees prior to the completion of the Pre Training Review. Once the Pre Training Review is completed successfully, a Statement of Fees is issued for payment to start the training and assessment services.

RTO 22215 will not seek payments greater than \$1500 per invoice for training and assessment services.

5. Student rights

“This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.”

Agreeing to the Refund policy does not remove the right of the student to take further action under Australia’s consumer protection laws or to pursue other legal remedies.

When giving a student a refund RTO 22215 will provide a written statement that explains how the amount has been calculated.

6. Recipient of refund

RTO 22215 will pay the refund to the person who enters into the contract with the Registered Training Provider, unless the person gives a written direction to RTO 22215 to pay the refund to someone else.

7. Provision of refund information to students

The refund policy will be given to students prior to enrolment (signing of contract) and made accessible on the RTO 22215 website. It will also be explained at induction and orientation so that it is clearly understood.

Course deferment, suspension of studies, or cancellation (Procedure for application for deferment is available from the Office.)

8. Grounds for deferment

RTO 22215 may grant deferral of commencement of studies or suspension of studies for students who request such a change to their enrolment status *on the grounds of compassionate or compelling circumstances*. These include but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided);
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists’ reports)
- where RTO 22215 was unable to offer a pre-requisite unit; or
- student failure to meet unit prerequisites,
- unavailability of units/subjects,
- non-payment of fees
- student behaviour

Please make written application for deferral to the Executive Officer for consideration.

Procedure

1. Student fees will be determined once their eligibility and course request is processed. The Statement of Fees will reflect the fees schedule published on the website and in compliance with any Ministerial Direction.
2. Enrolments are only accepted if received with full payment prior to the course commencing as specified in the course fees schedule.
3. Payments will be accepted by cash, cheque or bank transfer. A receipt will be issued once payment is received.
4. All payments for enrolment/materials fees by students must be made before the commencement of any course, unless RTO 22215 Executive Officer has approved an alternative payment process.