

Fees and Refund Policy

Purpose

The following information will be provided to students about the RTO's Fees and Refund Policy. Fees are payable on all courses, details of which are contained in relevant course information pages on the website or directly from the RTO.

Policy

The policies related to fees and charges for Vocational Education and Training (VET) both domestic and international students. It applies to:

1. General VET Students (Domestic and International)

- Fee Publication: The RTO will publish all fees on its website, including tuition fees, student services fees, and other charges.
- Statement of Fees: Students will receive the details of the fees prior to enrolment, along with a list of required materials. Fees may increase annually.

2. International VET Students

- Letter of Offer: Includes indicative course fees, which may be subject to annual increases. A fee reminder is sent one month before the due date.
- Re-enrolment Fees: If an international student fails a VET unit, re-Enrolment will incur additional fees, calculated at the course rate for that year.
- No Liability for Agent Fees: The RTO does not accept responsibility for fees paid to education agents.

Procedure

The RTO:

- Accept fees only if the student has signed, or otherwise accepted, a written offer for course entry.
- has appropriate safeguards and fair options in place for any monies paid in advance;
- guarantees once you have commenced your training / assessment, you will be provided with every opportunity to complete the course.
- will, in the event that a course is cancelled, whilst in progress, due to circumstances beyond its control, provide the student with a refund of fees on hold or offer to transfer the student to another course.
- will refund a pro rata proportion of any money paid by you and not yet used for the delivery and assessment of the course, in the event we cancel or discontinue a course.
- Adjust course fees should Credit Transfers be granted.

Students who have any queries regarding eligibility for refunds should contact the CEO in the first instance.

Withdrawal and Refunds

If you withdraw from a course at least 28 calendar days prior to the commencement date, you will receive a full refund less any enrolment fees.

Should you withdraw within 28 calendar days of course commencement you will be liable for any enrolment fees and 50% of the course cost.

Should you withdraw from the course once commenced, you will forfeit all monies paid and be liable for the full course cost.

Fees in Advance

Following course commencement, the RTO may require payment of additional fees in advance from the student but only such that at any given time.

The RTO has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

Procedure - Refunds

To apply for a refund, a written claim must be submitted on the Refund Request Form to the CEO of the RTO. An application for a refund will be processed within 4 weeks after a claim has been received. Refunds are assessed on a case by case basis. Refunds will only be refunded to the person who entered into the contract with the RTO and will not be provided to a third party. All refunds are paid electronically, no refunds will be in cash. 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.

Please refer to the Complaints and Appeals Policy.

Delegated Authority

RTO Manager