

## Policy

# Fees Charges and Refunds

## Purpose and Scope

As a registered training organisation (RTO), The Centre is required to inform learners about fees, charges and refund requirements and The Centre's Policy. This policy meets the requirements of Condition 5 of the Australian Quality Training Framework (AQTF) and relevant funding and regulatory guidelines.

## Policy

### 1 Fee Structure

- 1.1 All fees are set at an individual course level, meet the current funding and eligibility requirement and are subject to change
- 1.2 The fee structure for each course or program is available to all students prior to enrolment, on The Centre's website.
- 1.3 Short course fees are listed on The Centre's website on the individual course page.

### 2 Charges

- 2.1 The Centre charges administrative fees to learners for the following services:
  - 2.1.1 Reprint of certification charge of \$20
  - 2.1.2 Reassessment of a unit of competency \$30
  - 2.1.3 Withdrawal from a course administration fee of \$30

### 3 Refund Policy

- 3.1 All refund or withdrawal requests must be made before the course commences. Learners must inform Customer Service of their withdrawal, within the timeframe listed below.
  - 3.1.1 Short Courses withdrawals must be received two (2) days prior to course commencement
  - 3.1.2 Certificate course withdrawals must be received two (2) weeks prior to course commencement.
- 3.2 Refunds are not available to learners who do not comply with the notification periods above or withdraw after a course commences.

<b>TOID: 4172</b>	Fees Charges and Refunds Policy	T&A006-1	V 2.3	Approval Date 11-2023	Page 1 of 3
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## Policy

- 3.3 Refunds will be provided if The Centre cancels a courses within the required timeframes.
- 3.4 Where The Centre cancels a course, the course fees may be credited to another course enrolment of equal or lesser value to be held at a later date.
- 3.5 All refunds require the approval of the relevant Manager and incur an administration fee.
- 3.6 Refunds will be processed within ten (10) business days

### 4 Collection of fees

- 4.1 The Centre utilises AQTF Condition 5 (option 3) when collecting fees.
- 4.2 The Centre will charge in advance no more than \$1,000 per learner before course commencement.
- 4.3 The Centre may require payment of additional fees in advance from a learner, but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500
- 4.4 Fees can be paid in person, or via banking transfer.
- 4.5 The Centre will not issue certification to learners who have outstanding fees. All fees must be paid before the commencement of short courses, or the conclusion of long courses.

### 5 Dispute resolution

- 5.1 Disputes in relation to fees and charges are handled through The Centre's Complaints and Appeals Policy found on The Centre's website

### 6 Continuous Improvement

- 6.1 The Centre reviews fees and charges from time to time
- 6.2 This policy is reviewed annually or as required

### Definitions

#### Short Course

Are defined as a course of one (1) or two (2) days in duration e.g. HLTAID011 Provide First Aid

#### Certificate Courses

Courses with a duration of more than one (1) or two (2) days, including Full Certificates and some skillsets.

<b>TOID: 4172</b>	Fees Charges and Refunds Policy	T&A006-1	V 2.3	Approval Date 11-2023	Page 2 of 3
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# Policy

## Skill Sets

Are courses with a vocational outcome that consist of one or more units of competency

## Full Course

Certificate level courses that are advertised as Code, Title e.g. CHC33021 Certificate III in Individual Support

## Certification

Issuing of a certificate that demonstrates the learner successfully completed a unit, skillset or qualification.

## Version Control

Procedure Operative From	1/2006	Date and Current Version	V2.3 11/2023
Responsible Officer	CEO	Procedure Approved By	Leadership

## References

Skills First Guidelines on Fees	
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## Related Policy

Finance Policy	Complaints and Appeals Policy
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## Related Procedures

Enrolment Procedure	Fee's Charges and Refunds Procedure
Cash Handling and Receipt of Money Procedure	Debt Collection Procedure

## Related Document, Forms or Guidelines

Learner Handbook	
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<b>TOID: 4172</b>	Fees Charges and Refunds Policy	T&A006-1	V 2.3	Approval Date 11-2023	Page 3 of 3
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