

## ***FEES & REFUND***

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*Approved by: Laura Mabikafola  
General Manager*

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## Documents

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Application for Refund Form FM056

Complaint & Appeals Report Form FM011

Complaint Appeal Register FM014

## References

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Appeals Policy POL002

Complaints Policy POL020

[Privacy Act 1988](https://www.oaic.gov.au/privacy-law/privacy-act/) (<https://www.oaic.gov.au/privacy-law/privacy-act/>)

Issuance of Certification Policy POL009

[Quality VET Framework](https://www.asqa.gov.au/vet-registration/understand-requirements-registration/vet-quality-framework) (<https://www.asqa.gov.au/vet-registration/understand-requirements-registration/vet-quality-framework>)

Standards for Registered Training Organisations (RTOs) 2015 Cth. [USERS GUIDE](https://www.asqa.gov.au/standards)  
(<https://www.asqa.gov.au/standards>)

[National Vocational Education and Training Regulator Act 2011](https://www.legislation.gov.au/Details/C2017C00245)  
(<https://www.legislation.gov.au/Details/C2017C00245>)

[Clause 7.3—Protecting pre-paid fees by students](#)

<https://www.legislation.sa.gov.au/LZ/C/A/TRAINING%20AND%20SKILLS%20DEVELOPMENT%20ACT%202008/CURRENT/2008.30.UN.PDF>

[Competition and Consumer Act 2010](#)

## Purpose

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The purpose of this policy is to ensure that students and staff are aware of the way in which student fees are charged and refunds are handled.

## Scope

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This policy covers all fees paid by students.

This policy does not cover Enterprise Training agreements.

## Definitions

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Enterprise Training : training and assessment delivered under a commercial contract with an entity for their employees, volunteers and other stakeholders.

## Policy

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It is the policy of Skills Lab to have fair and reasonable financial dealings with all clients and students.

It is the policy of Skills Lab not to require or accept more than \$1500.00 in prepaid fees at any time from a student.

## Procedure

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### Fees Management

#### *Enterprise Clients*

Fees will be negotiated in a separate Memorandum of Understanding with individual enterprises.

#### *Self Funded Students*

A course deposit must be paid by a student following acceptance of a student's application for a course.

The course deposit will not exceed \$1500 and must be paid at least 7 days before the student's commencement of the course.

Fees (including the course deposit) and payment terms shall be specified in the course information package provided to students prior to enrolment and is dependent upon issues such as (but not limited to):

- total course cost; and
- course duration.

Default of payment will result in the student being suspended from the next unit(s) until they negotiate and comply with a payment plan acceptable to Skills Lab. Certificates or Statements of Attainment may be withheld at Skills Lab's discretion until full payment has been made.

In special circumstances and where appropriate evidence is provided, Skills Lab may negotiate a flexible payment option for students in need. A payment plan will be documented and invoice provided to the student.

## Payment Facilities

Payment of course fees may be made by credit card, electronic funds transfer and/or direct debit arrangements.

Formal acknowledgement of receipt of payment will be provided to the student within 14 days of funds clearing.

## Refunds

### *Student withdrawals*

A student must advise Skills Lab in writing as soon as possible if he or she intends to withdraw from a course.

If a student provides Skills Lab with written notice of withdrawal from a course:

- within 24 hours of enrolment, Skills Lab will reimburse the amount paid in advance by the student for that course plus the Administration Fee;
- more than 7 days prior to commencement of the course, Skills Lab will reimburse the amount paid in advance by the student for that course;
- between 1 and 7 days' prior to commencement of the course, Skills Lab will reimburse 50% of the amount paid in advance by the student for that course; and
- less than 24 hours before commencement of the course, Skills Lab will not reimburse any part of the fee paid in advance for that course. However, Skills Lab will hold a position for the student in a future course for a period of 12 months from the initial course date (subject to availability).

If a student withdraws from a course and has received a discount for enrolling in multiple courses, the fee for each course will revert to the standard rate and the balance, minus any discount, will be reimbursed to the student.

### *Special Circumstances*

Circumstances such as illness and traumatic events will be considered as exceptional circumstances for refund purposes. Students will be required to provide evidence to support claims of exceptional circumstance e.g. illness (doctor's certificate) or family crisis.

Request for refunds must be made in writing using the Skills Lab *Application for Refund Form FM136* which is available on-line or from Skills Lab.

All applications must be made to Skills Lab within 14 days from the date the student notified Skills Lab of his or her intention to withdraw from the course. Refunds will not be given if no application for a refund has been made in accordance with this policy.

Approved refunds will be made:

- after the student's fees have been cleared through Skills Lab's bank account;
- only to the person or entity who made the original payment; and
- within 28 days of receipt of the application for a refund.

A refund statement will be provided to the student.

### ***Skills Lab Cancellation***

Skills Lab may cancel a course due to low registrations or other unforeseen events.

Skills Lab will provide reasonable notice of cancellation due to low registration or other unforeseen event and will endeavour to offer the student a transfer to another course within 8 weeks. If Skills Lab cannot offer a transfer to another course within the eight week period, Skills Lab will refund all fees paid by the student.

## **Replacement Parchments/Testamurs**

A fee of \$20.00 for a duplicate original parchment and \$10.00 for certified copies of parchment applies. Please refer to Skills Lab *Issuance of Parchments and Testamurs Policy POL009*.

Please note that parchment requests made more than 3 years after completion of the course may entail a higher cost.

## **Priority of Places**

Priority for a place within Skills Lab's courses will be given to those who have made payment in accordance with this policy.

## **Internal Refund Procedure**

1. All applications for a refund must be approved by the General Manager before processing.
2. Where a refund is approved by the General Manager:
  - administrative staff will calculate and document the payment;
  - General Manager will check and authorise the payment; and
  - administrative staff process the payment (EFT or Cheque).

## Responsibilities

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### General Manager

It is the responsibility of the General Manager to ensure:

- that student fees paid in advance are protected;
- all stakeholders including students are aware of and understand this policy;
- the policy is made available to potential students pre-enrolment, is reiterated at induction and included as a minimum in the Student Handbook; and
- Skills Lab operates in a fair and equitable manner in relation to all financial dealings with students and others.

### Staff & Stakeholders

It is the responsibility of Skills Lab staff to ensure that students are treated in a fair and reasonable manner in regards to financial dealings.

### Students

It is the responsibility of students to ensure that they comply with the requirements of this policy.

## STANDARDS

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### Standards for Registered Training Organisations 2015

Made under the National Vocational Education and Training Regulator Act 2011:

#### Standard 5 – Inform and Protect Learners

##### Clause 5.3: *Fee & Refund Information Prior To Enrolment*

Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment of the commencement of training and assessment, whichever comes first, specifying:

- all relevant fee information including:

- fees that must be paid to the RTO, and
- payment terms and conditions including deposits and refunds,
- the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies, and
- the learner's right to obtain a refund for services not provided by the RTO in the event the:
  - arrangement is terminated early, or
  - the RTO fails to provide the agreed services.

## **Standard 7 – The RTO has effective governance and administration arrangements in place**

### ***Clause 7.3 Protect Prepaid Fees by Learners***

Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.