





#### **4. PRINCIPLES - FEES**

- 4.1. The RTO ensures all fees are fair and equitable in relation to market pricing and follow appropriate government legislation and The Standards for RTOs (2015).
- 4.2. The RTO determines student tuition fees for each course in which students are enrolled and reserves the right to review and adjust fees.
- 4.3. Fees are payable by domestic and international students. Once a student accepts an offered place and pays fees, a binding agreement is created between the student and The RTO. On enrolment, the student or client becomes liable for payment of all fees.
- 4.4. The RTO publishes accurate and timely information on student fees for prospective and current students and clients on The RTO website. The RTO ensures that:
  - 4.4.1. Accurate and accessible information is readily available about all fees and charges, including tuition fees, invoice due dates and payment methods. The published fees include sufficient information to enable a pro-rata calculation of the fee for each unit in a qualification.
  - 4.4.2.



- 4.9. Fees paid by, or collected through, Third Party Providers and refunds processed through Third Party Providers, will be subject to policies and procedures of The RTO as well as all relevant legislation.
- 4.10. Failure to meet payment of the Schedule of Fees will result in the student being precluded from the remainder of the course.
- 4.11. In accordance with The Standards for RTOs (2015), clause 7.3:
  - 4.11.1. The RTO will not collect more than \$1,500 of any course fee prior to the commencement of a course.
  - 4.11.2. Where a course cost is greater than \$1,500, the payment of fees will be scheduled throughout the duration of the course.

## **5. PRINCIPLES – REFUNDS AND DEFFERALS**

- 5.1. In accordance with The Standards for RTOs (2015) Clause 5.3, refunds apply where:
  - 5.1.1. The RTO fails to provide a course of study, in which case a full refund must be provided.
  - 5.1.2. An offer of admission is withdrawn, in which case The RTO may retain an Administration Fee.
  - 5.1.3. A student notifies their intention to withdraw in writing seven (7) days prior to course commencement, in which case a refund, less an Administration Fee, of the course fee applies.
  - 5.1.4. A student in a VETSL arrangement withdraws before the census date.
  - 5.1.5. A student in a fee-for-service arrangement withdraws before the Census Date, in which case The RTO may retain an Administration Fee.
  - 5.1.6. A reduction in fees may apply if and when there is a change in government pricing.
  - 5.1.7. A student who transfers their enrolment into another course offering, who has not paid fees in full, will be able to defer fees to be in line with the new offering, should the Census Date not be passed.
- 5.2. The Census Date shall be calculated from the event whereby a minimum of 20% of the course material has been delivered to the student, via digital or other means, whereby the student has been able to engage with and consume said content OR where 20% of the course has been delivered according to the issued schedule.
- 5.3. The Administration Fee charged shall equal 15% of the total cost of the full course fee, or shall otherwise be calculated as a minimum of \$100.00 (where this is the higher amount) to a maximum of \$500 (where this is the lesser amount).
- 5.4. Refunds will not be provided after the Census Date.
- 5.5. Deferrals will not be provided after the Census Date.



- 5.6. Special consideration for refunds or deferrals may be given to students in extenuating circumstances or on compassionate grounds by way of a special application to The RTO Director. Requests must provide evidence of the exceptional circumstance concerning the





	<p>Education Services to Overseas Students Regulations 2001</p> <p>National Code of Practice for Registration Authorities Providers of Education and Training to Overseas Students 2007 (National Code 2007)</p> <p>Australian Quality Framework (AQF)</p>
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## **Summary of Changes from Previous Version**