



THE RTO FEE MANAGEMENT, DEFERRAL AND REFUND PROCEDURE

1. PURPOSE

- 1.1. This procedure outlines The RTO's processes in place to ensure compliant handling of fees, deferrals and refunds.
- 1.2. The Fees, Deferral and Refund Procedure demonstrates how fees, deferrals, refunds and fee protection are applied to qualifications and units delivered by The RTO.

2. SCOPE

- 2.1. This Procedure applies to fees, charges, refunds and fee protection applicable to students and clients undertaking a Government Funded Training Contract or a Fee for Service arrangement, and all staff involved in fee processes.
- 2.2. This procedure will be a market pricing comparison and comply with all relevant legislation, Australian Competition and Consumer Commission (ACCC) and Standards for RTOs (2015).
 - 3.1.2. The CEO will have Board delegation to approve any proposals to set, review or discontinue. The RTO will maintain currency of The RTO website to ensure all fees published are current and correct.
 - 3.1.4. Course fees, unless otherwise specified in the Letter of Offer, are to include the cost of all compulsory training and assessment materials, including course reading materials and certificate of completion.
 - 3.1.5. Where a course requires work placement, additional evidence to ensure placement, required by placement organisations may be required. The Student will be responsible for any additional costs, this may include Police Checks and Working with Children Checks (WWCC).



- 3.2. The Student or client must pay fees as specified in the Letter of Offer or invoice, agreement or other document containing information on payment terms.**
- 3.2.1. Where a Letter of Offer is issued, students and Clients are required to follow the instructions to the nominated online payment portal and follow the prompts to process their payment online.**
- 3.2.2. Where a course is priced \$1,500 or less, students and clients make a single payment prior to commencement of the qualification or unit. Where a course is priced \$1,501 or more, students and clients are required to make two payments, an initial payment of \$1,000 prior to the commencement of the qualification or unit. The second**



- 3.4.3. Students who wish to return will be advised of the next course commencement date and information for upcoming course options. The student's return to study is contingent upon the course being offered.
- 3.4.4. Students wishing to return to studies after a deferment will have the unused portion of their fees from their original enrolment, less an Administration Fee applied as a



3.9.1.



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STATUS AND DETAILS

Status	Current
Version	1
Effective Date	23 March 2022
Review Date	23 March 2025
Approval Policy	The College Senior Management Team
Governing Authority	Western Sydney University Enterprises Board
Endorsed by	The RTO Committee
Unit Responsible	The Registered Training Organisation
Enquiries Contact	The College RTO