

PP32 – Fee management and refund policy

1. Purpose

This policy ensures that AEATS manages fees, prepaid fee protection, and refund processes in a fair, transparent, and compliant manner. It meets the obligations under Clause 18 and Clause 2.1 of the Standards for RTOs 2025. It ensures that fees are charged fairly, transparently, and that appropriate safeguards are in place for any prepaid amounts exceeding \$1,500.

2. Scope

This policy applies to all prospective and current students, including trainees and apprentices, and to all AEATS staff involved in course delivery, enrolment, finance, and student support.

3. Definitions

Term	Definition
Prepaid Fees	Fees collected in advance before services (training, assessment) are delivered.
Threshold Prepaid Fee	The maximum amount AEATS will collect in advance is: \$1,500.
Undelivered Services	Training, assessment, or materials that the student has paid for but not yet received or commenced.
Australian Consumer Law (ACL)	The Australian Consumer Law (ACL) is a national law that protects the rights of consumers—including students enrolling in courses with Registered Training Organisations (RTOs).

4. Legislative References

- Standards for RTOs 2025 – Compliance Standards Section 18 and section 20 and outcome standard Clause 2.1
- National Vocational Education and Training Regulator Act 2011
- Financial Viability Risk Assessment Requirements
- Acts Interpretation Act 1901 (re: definition of "person")
- Data Provision Requirements 2023

5. Policy Statement

Information about fees and charges

- Australian Employment & Training Services protects the fees that are paid in advance by students.
 - Australian Employment & Training Services does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.
 - Fee information relevant to a course is outlined in detail on the Australian Employment & Training Services website, summarised in the Course Guide as well as detailed in the Tuition Fee Payment Plan Application form. In line with Section 18 & 20 of the Compliance Standards and Outcome Standard 2.1, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- Fee information includes:
 - All costs for the course including all materials fees
 - Payment terms
- The Student Handbook which is provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students acknowledge this policy and those found within the Student Handbook as part of the enrolment process.
- Where an employer is paying for a student's course, an *Employer Fee Agreement* will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.
- Students have the right to a 'cooling off period' if they signed up to a course via direct marketing (e.g. responded to a Facebook advertisement). The cooling off period is from the date they signed their Enrolment form to the end of the second day in class or end of second scheduled training session. To exercise this right, the student may notify Australian Employment & Training Services via email notify our office in writing. Australian Employment & Training Services will refund any payments received within the cooling-off period where the period is applicable.

Course fee inclusions & exclusions

- Course and tuition fees include:
 - All of the training and assessment items required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
- Course and tuition fees exclude:
 - In the case of re-assessment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, an additional fee may apply for additional training and re-assessment. This additional re-assessment fee will be dependant on the unit required.
 - Copies of relevant text books are available in the classroom for student use, however, they remain the property of Australian Employment & Training

Services. Please speak with your Trainer should you wish to purchase a copy to keep.

- Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion) are included in the course fee. Re-issuance or additional copies of these documents will attract a fee of \$25.00 per document.
- AEATS does not require the purchase of a Uniform: However, students attending Practical Placement are expected to wear work appropriate attire that meets the standards of their chosen industry. *(For example: Child care/Aged or Disability Care students should wear black trousers/ black T-shirt and comfortable black shoes).*
- Australian Employment & Training Services cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

Payments

- Payments can be accepted by direct electronic transfer, credit or direct debit.
- Credit card payments may incur a surcharge of 1.5% per transaction.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Australian Employment & Training Services reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

Refunds

- All Students who would like to request a refund must do so by completing the *Refund Application Form*.
- A full refund of any fees paid will apply where a student withdraws or cancels their course in writing within the cooling off period. The cooling off period is from the date they signed their Enrolment form to the end of the second day in class or end of second scheduled training session.
- A full refund of any fees paid will apply if Australian Employment & Training Services is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
 - In the unlikely event that Australian Employment & Training Services or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:
 - Where Australian Employment & Training Services or any third parties delivering training and assessment on its behalf ceases to operate.
 - Where Australian Employment & Training Services ceases to deliver the course in which a student is enrolled and the agreement is terminated.

- Where Australian Employment & Training Services needs to make a change to the terms of a student's enrolment (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.
- In any of the above situations, Australian Employment & Training Services will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund.
- Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the *Refund Application Form*. The application must include the details and reason for the request. Students who have not completed a *Withdrawal Form* and a *Feedback Form* are not eligible for consideration of a refund or reduction in fees.
- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by Australian Employment & Training Services to provide those services.
- The outcome of the refund assessment will be provided in writing to the student's provided email address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our *Complaints and Appeals Policy and Procedure*.
- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
- RPL application fees are non-refundable.

Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our *Complaints and Appeals Policy and Procedure*.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

Publication

- Australian Employment & Training Services will publish in a prominent place on its website the following:
 - Costs for programs Course Guides)
 - This Fees and Refunds Policy.

6. Prepaid Fee Protection Measures

AEATS will never collect more than \$1,500 in prepaid fees per student per course, unless it has one of the following protection arrangements in place:

(a) Unconditional Financial Guarantee

- *The RTO holds an agreement with a bank in Australia to cover all prepaid fees over \$1,500.*
- *This guarantee:*
 - *Must always equal the total of all excess prepaid fees held.*
 - *Is paid for by the RTO (not the student).*
- *Example: If 3 students each pay \$2,000 upfront, the RTO must guarantee the extra \$500 × 3 = \$1,500.*

(b) Tuition Assurance Scheme Membership

- *The RTO maintains current membership with a government-approved tuition assurance operator.*
- *This ensures:*
 - *The student is transferred to an equivalent course at no extra cost; or*
 - *The excess prepaid fees are refunded if no alternative course is available.*

(c) Other VET Regulator-Approved Fee Protection

- *The RTO may use an alternative fee protection method, if it has been approved by the National VET Regulator.*

7. Schedule of Fees and Charges

Fee Type	Amount	Notes
Tuition Fees	Varies per course	Refer to the course guide on our website.
RPL Assessment (Funded)	Varies per State	Please discuss with enrolment officer
RPL Assessment (FFS)	\$250 application fee \$90 per unit	If eligible and sufficient evidence provided
Credit Transfer	No charge	Verified transcript required
Reassessment Fee (FFS)	\$250 per assessment	After third failed attempt
Reassessment Fee (Funded)	Varies per State	Please discuss with enrolment officer
Certificate Reissue	\$25.00	PDF via email

9. Fee Transparency and Communication

To meet Clause 2.1, AEATS ensures:

- All students receive the Student Handbook, website information and pre-enrolment information outlining:
 - Course code and title, delivery method, start dates, and requirements.
 - All fees, charges, payment terms, and refund conditions.
 - Additional costs: textbooks, uniforms, materials, placement (if applicable).
- No hidden costs will be applied after enrolment.
- All changes to course structure, location, fees, or requirements will be communicated as soon as practicable.

10. Procedure – Step-by-Step

Step	Action	Responsible
1	Provide all fee and refund information before enrolment via the course guide, the student handbook and the website.	Enrolment Officer
2	Do not collect over \$1,500 upfront unless protection measure is in place	Business Manager/ Enrolment Officer
3	Issue invoice and receipt, record in SMS	Business Manager
4	Monitor prepaid fee status monthly	Business Manager
5	Ensure bank guarantee covers excess prepaid funds	Managing Director
6	Process and document refund applications	Business Manager
7	Maintain records of all transactions and refund evidence	Business Manager
8	Provide refund decision in writing within 20 working days	Business Manager
9	Report unresolved refund disputes to Managing Director for escalation	Business Manager

13. Related Documents

- Refund Request Form
- Student Handbook
- AEATS website
- Course Guide
- PP30-Marketing and Advertising Policy
- PP31-Enrolment Policy