

## SC5: Fees and Refunds Policy & Procedures

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### Purpose

The purpose of this policy and procedure is to outline Australian Employment & Training Services' approach to managing fees and refunds and to demonstrate how fees paid in advance are protected by Australian Employment & Training Services.

This complies with Clauses 5.3, 7.3 and Schedule 6 of the Standards.

### Definitions

**ASQA** means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

**Fee Payer** means the nominated payer of a student's course fees, usually either the student or the employer paying on behalf of the student

**SRTOs** means the Standards for RTOs 2015 – refer definition of 'Standards'

**Standards** means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from [www.asqa.gov.au](http://www.asqa.gov.au)

### Policy

#### 1. 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 \$1000 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 compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.

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- 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.

### 2. 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..
  - Uniform (*if required for placement*).
- 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.

### 3. 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.

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- 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.

### 4. 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 students 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*.

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- 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.

### 5. 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.

### 6. Publication

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