

Fees & Refunds Procedure

Fee Disclosure and Enrolment

Prior to enrolment, students are provided with a written summary of:

- Total course cost
- Funding/subsidy details
- Payment plan options (if available)
- Refund policy and process
- For **Smart and Skilled (NSW)** students:
 - Fees are calculated using the NSW Fee Calculator
 - Fee exemptions/concessions are validated using proof of eligibility
 - Student declaration and consent form must be signed
- For **Skills SA** and **Skills Assure (QLD)** students:
 - Co-contribution fees are disclosed as per program guidelines
 - Fee waivers (if any) are documented and approved

2. Fee Payment

Students may be asked to pay upfront or through scheduled instalments.

No more than **\$1,500** is accepted prior to course commencement unless protected by:

Approved trust account, insurance, or

Funded contract fee protections

All payments are receipted and recorded in the student management system (SMS).

3. Refunds

Refunds will be issued in the following situations:

| Situation | Refund Entitlement |
|--|--|
| Student withdraws before course start | Full refund (less admin fee if applicable) |
| Student withdraws after course start | Pro-rata refund (if applicable) based on participation |
| RTO cancels course | Full refund |
| Student is deemed ineligible for funding after enrolment | Full refund of fees paid |
| Fee paid in error | Full refund |

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|-----------------------------|--|---------------------|--|
| Policy Name and Code | Fees & Refunds Procedure V1.1 25 (FR-PD-V25.1) | | |
| Effective Date | 07-May-2025 | Policy Owner | National RTO Manager and/or State Training Managers |
| Last reviewed | 07-May-2025 | Page Number | 1 of 2 |
| Next Review | 07-May-2027 | Tags | Support, Fee, Refund, Enrolment, regulation, approval, payment |

- Requests must be submitted in writing (email or form)
- Refunds are processed within **14 business days** of approval
- Smart and Skilled refunds are reported via eReporting system

4. Hardship and Special Circumstances

Students experiencing financial difficulty may apply for:

Payment deferral

Fee reduction or waiver (if contractually permitted)

Supporting documentation may be required

Applications are assessed case-by-case and outcomes are documented

5. Record Keeping

All transactions, waivers, refunds and communications are retained in the SMS

Copies of financial records are stored securely and retained for **7 years**

Refund decisions are reviewed annually for consistency and fairness

6. Review and Compliance

This procedure is reviewed annually or upon change to:

National RTO Standards

State-based funding contracts

RTO's scope of registration or operational practices

7. Appeals

Students who are dissatisfied with a fee or refund decision may lodge an appeal in accordance with the RTO's **Complaints and Appeals Policy and Procedure**.

- Appeals must be submitted in writing within **10 business days** of receiving the refund outcome.
- All appeals are reviewed by a senior staff member not involved in the original decision.
- Students will receive a written response within **10 business days** of the appeal being lodged.
- If the student remains dissatisfied, they may escalate the matter to an external agency such as:
 - **NSW:** Training Services NSW — 13 28 11 / smartandskilled.enquiries@det.nsw.edu.au
 - **SA:** Skills SA — skills@sa.gov.au / 1800 673 097
 - **QLD:** Skills Assure via DESBT — training@desbt.qld.gov.au / 1300 369 935

All appeal outcomes are documented, and records are maintained in accordance with the RTO's recordkeeping obligations.

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