

Fees and Refunds Policy and Procedure

1. Quality Statement

We are committed to providing fair and transparent financial practices in line with the Standards for RTOs 2015. This policy outlines CERT's procedures for charging, protecting, and refunding course and related fees. It applies to all current and prospective students and ensures compliance with financial integrity requirements and national data reporting obligations.

2. Quality Standards

2.1 External Standards

- Standards for RTOs 2015 Clause 5.3 – Pre-enrolment Disclosure & Clause 7.3 – Fee Protection Mechanism
- Fee protection requirements under Standards for RTOs 2015: no more than \$1500 to be collected prior to course commencement
- National VET Data Policy
- Australian Consumer Law

2.2 Internal Standards

- Fees charged are disclosed pre-enrolment.
- Refunds are processed fairly, and any disputes are managed under the RTO's Complaints and Appeals Policy.

3. Quality Principles

CERT ensures students are informed of all fees and charges before enrolment. Refunds are available under fair conditions, and procedures are in place to safeguard student payments.

Notifying Fees and Charges

- Students and/or employers are informed of fees, resource costs, and available concessions prior to or at enrolment.
- Information is provided in course guides, quotes, website listings, and pre-course invoices.

Administration and Resource Charges

- May include non-refundable fees, textbooks, photocopying, reissuance of transcripts, etc.
- Additional charges apply for late or dishonoured payments.
- Receipts are issued for all payments.

Payment Arrangements

- Payment methods include EFTPOS, direct deposit, and credit card, invoicing.
- Instalment plans are available by agreement.
- CERT may only pay fees on behalf of a student in specific cases

Policy Name and Code	Fees & Refunds Policy and Procedure V1.0-25)		
Last reviewed	07-May-2025	Policy Owner	RTO Manager
Next Review	07-May-2027	Page Number	1 of 3
Tags	eligibility, payment, student, regulation, approval, cancel, refund		

Non-payment of Fees

- Consequences include suspension, withholding results, cancellation of enrolment, and exclusion from future enrolments.
- Outstanding fees after 90 days may be referred to debt collectors.

Fee Assurance

- CERT does not collect more than \$1500 before course commencement.
- Subsequent instalments must not exceed \$1500 at any given time before services are delivered.

Cancellations

- Students may cancel their enrolment by providing written notice.
- If cancellation is received **five (5) business days or more prior to course commencement**, a credit or refund may apply, less any non-refundable administration fees.
- If cancellation is received **less than five (5) business days before course commencement**, no refund will be provided, though a course credit may be considered.
- No refunds will be given after the course has commenced unless extenuating or compassionate circumstances apply.
- CERT may cancel a student's enrolment due to misconduct, non-payment, or non-attendance, as per relevant policies.

Refunds for Programs

Students may receive a refund if:

- They overpay.
- CERT cancels the course.
- They have medical or hardship circumstances (assessed case-by-case).

Refunds are not available when:

- The student withdraws less than 5 business days before the course.
- The course has already started.

Approving Refunds

- Refunds require approval from the State Manager.
- Exceptions are considered on compassionate or extenuating grounds.

Credits and Transfers

- Late cancellations may be offered credit in lieu of refund.
- One transfer per enrolment is allowed unless CERT cancels the course.

4. Roles and Responsibilities

State Manager – Approves all refunds; oversees compliance with fee protection rules.

RTO Manager or Delegate – Assesses extenuating circumstances; approves compassionate exceptions.

Training Coordinator – Issues receipts, manages invoicing, processes payments.

Training Coordinator – Refer students to administration as needed.

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5. Procedure

Fees & Refunds Procedure V1.0 25 (FR-PD-V25.1)

6. Related Documents and Tools

- Complaints Handling Policy and Procedure
- Financial Management Policy and Procedure
- Enrolments Policy and Procedure
- GBM-FR-001 Refund Request FORM V1.0-25

7. Feedback

Learners and staff may submit feedback on this policy via CERT's Quality Improvement Portal.

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