

Fees and Refund Policy

Purpose

Skillinvest ensure all prospective and current Students are aware of the fees and charges associated with their enrolment into a Training Program. This policy outlines clear guidelines for fees and processing of refunds. Skillinvest ensures protection of all fees and aims to provide clear and accessible information to prospective Students about fees and charges prior to and throughout their enrolment. Each Training Program on our scope of registration has specific fees and charges.

Students who are engaged with a third party such as an employer or job service provider are responsible for informing them of the fees and refund information outlined in this policy.

Policy

Skillinvest is permitted to charge fees for services provided to Students undertaking a Training Program in accordance with the Standards for RTOs 2015 and State Funding Contracts. The fees are charged for the services provided such as training program materials, textbooks, Student services, delivery, and assessment services.

Fees and Charges

The General Manager Training or nominated delegate is responsible for approving the Indicative Fees and Charges for each of our Training Programs on scope. This information is documented on our Indicative Fees and Charges document and published on our website, including:

- The total amount of all fees including course fees
- Administration fees
- Material fees and any other charges for enrolling in a training program
- Payment terms, including the timing and amount of fees to be paid
- The fees and charges for additional services
- Replacement qualification parchment or statement of results
- Re-assessment fees

Payment of Fees

Once a prospective Student has enrolled into a Training Program, they are provided with a Statement of Fees and will be issued with an invoice that must be paid within 14 days unless an approved payment plan arrangement has been put in place.

Payment Plan

Applications for Payment Plans can be made after the enrolment is completed. The terms of the payment plan (period and amounts) will depend on the plan's size.

The following terms of the payment plan are required:

- To be set up by direct debit from a bank account or credit card
- Must be formally applied for on the Payment Plan Application form
- Signed by the Student and authorised by the RTO representative
- Must be for a minimum repayment of \$100 per fortnight, but the payment plan period cannot be longer

than the Student’s training program

- If the Student can demonstrate hardship, a reduced minimum fortnightly repayment can be approved by a Training Manager or Senior Manager
- Deductions will be in line with the Skillinvest Direct Debit Calendar

Protecting Prepaid Fees

Skillinvest implement fee protection measures to ensure prepaid fees are protected for all Students commencing into a Training Program. The Chief Executive Officer or nominated delegate is responsible for managing the fee protection measures that are in place at all times.

Student Enrolment Cancellation

A Student who wishes to cancel their enrolment must give notice in writing by completing the Enrolment Details Variation Form. Skillinvest Staff who are approached with an initial notice of cancellation are to ensure the Student understands their rights with regards to the refunding of fees. The Student is also advised of other options like suspending enrolment and re-commencing in another scheduled training program. This should occur in accordance with our Student Withdrawal Policy.

Students who provide written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Students who may not be eligible but are requesting a refund should also be provided with the refund request form so the request can be carefully considered by the General Manager Training or nominated delegate.

Refunds

The following refund policy will apply:

- Students who would like to apply for a refund must complete and submit the Refund Request Form
- The Refund Request Form must be submitted within 14 days of withdrawing from the Training Program
- The following refunds will be processed as per the below tables:

Full Training Programs	Percentage Refunded:	
	Tuition Fees	Additional Fees (if applicable)
Prior to Training Program Commencement Date	100% minus \$200 admin fee	0%*
After the Training Program Commencement Date	0%	0%
Short Course Training Programs	Tuition Fees	Additional Fees (if applicable)
Prior to Training Program Commencement Date with a minimum of five (5) business days or more in advance	100% minus \$100 admin fee	0%*
After the Training Program Commencement Date	0%	0%
*No refund will apply if the Student has been provided with the training program materials. If the Student has not received any training program materials, a full refund of the material fees will be processed.		

		Percentage Refunded:	
Skillinvest cancels the Training Program			
Prior to the Training Program Commencement Date	100%	100%	
After the Training Program Commencement Date	Pro-Rata calculated based on the Training/Assessment Delivered	0%	
<i>Additional Fees included: Student Services, Amenities, Textbooks, Training Materials.</i>			

Students may be given special consideration while applying for a refund if they can prove significant personal circumstances beyond control. This will be reviewed and approved by the General Manager Training.

Skillinvest will process and provide a refund to the Student upon receiving the Refund Request Form providing all requirements have been met. The refund will be paid via electronic funds transfer using the authorised bank account nominated by the Student. If the refund request is not approved, the Student has the right to appeal following our Complaints & Appeals Policy and Procedure.

Changes to agreed services

Skillinvest will advise the Student as soon as practicable of any changes to the agreement. This may include involvement of any new third-party arrangements, a change in ownership or changes to existing third-party arrangements.

References

Indicative Fees and Charges AD139 Payment Plan Application Form TR003 Student Enrolment Pack Enrolment Details Variation Form Refund Request Form Credit and Debt Collection Policy Financial Management Policy