

## **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.

Skillinvest ensure refunds are processed for students/employers or third party (as applicable) in line with the Refund Policy. Students who may not be eligible for a refund in line with this policy can request for a refund by contacting Skillinvest and the request will be carefully considered by the General Manager Training or nominated delegate.

### Refunds

The following refund policy will apply:

- Students/Employers or Third Party (as applicable) will automatically be provided with a refund in line with this Policy
  - Students who may not be eligible for a refund can request for this to be considered by contacting Skillinvest
- The following refunds will be processed as per the below tables:

	Refund Amount	
Full Training Programs	Tuition Fees	Additional Fees (if applicable)
Prior to Training Program Commencement Date	Full Refund minus \$300 admin fee	Refund of Additional Fees will be determined by the General Manager - RTO under individual circumstances
After the Training Program Commencement Date	Refund for Units not commenced minus \$300 admin fee	
Short Course Training Programs	Tuition Fees	Additional Fees (if applicable)
Prior to Training Program Commencement Date	Full Refund minus \$100 admin fee	Full Refund
After the Training Program Commencement Date	No Refund	No Refund

<b>Skillinvest cancels the Training Program</b>	<b>Tuition Fees</b>	<b>Additional Fees (if applicable)</b>
Prior to the Training Program Commencement Date	Full Refund	
After the Training Program Commencement Date	Refund for Units not commenced	Refund of Additional Fees will be determined by the General Manager - RTO under individual circumstances
<i>Additional Fees may include: Student Services, Amenities, Textbooks, Training Materials, Project Costs.</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. If the refund request is not approved, the Student has the right to appeal following our Complaints & Appeals Policy and Procedure.

Skillinvest will process and provide a refund to the Student/Employer or Third Party (as applicable) in line with the Refund Policy providing all requirements have been met. The refund will be paid via electronic funds transfer using the authorised bank account nominated by the Student/Employer (as applicable).

### **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 Credit and Debt Collection Policy Financial Management Policy