

## RTO Fees and Refund Policy

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### Purpose

The purpose of this policy is to ensure:

- Students have access to clear and accurate information about fees and charges to make informed decisions about the services offered by Skillinvest Ltd.
- The Student's rights as a consumer are protected.
- The Student is informed about any changes to the services offered.
- The Student has access to a fair and reasonable refund arrangement.
- The amount a prospective or current student is required to pay in advance of services being delivered is not to exceed a total of \$1,500.00.

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

This policy outlines the financial standards of conduct at Skillinvest when dealing with students, employers or third parties as a Registered Training Organisation. It governs the charging of training program fees, the protection of payments and the conditions under which refunds may be issued.

### Fees and Charges

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

- Training Program fees
- Student Services and Amenities fees
- Material fees
- Administration fees
- Incidental fees
- Payment terms, including the timing and amount of fees to be paid
- Additional services
- Replacement qualification parchment or statement of results
- Reassessment fees

Skillinvest do not charge any fees in relation to obtaining a Student Identifier.

### 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.

If a Student is experiencing financial hardship, a reduced minimum repayment can be requested by emailing [accounts@skillinvest.com.au](mailto:accounts@skillinvest.com.au). Approval will be determined by the Skillinvest General Manager Training.

### Payment Plan

Applications for Payment Plans can be made after the enrolment is completed with a Skillinvest representative. Students can also contact the Accounts Department and request a Payment Plan by emailing [accounts@skillinvest.com.au](mailto:accounts@skillinvest.com.au). A form will be emailed to Students for completion and submission.

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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 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.

### Protecting Prepaid Fees

Skillinvest implement fee protection measures to ensure prepaid fees are protected for all Students commencing into a Training Program. Skillinvest holds an Unconditional Bank Guarantee to safeguard students in the event of it becoming insolvent and unable to return Tuition Fees that have been paid in advance. The Unconditional Bank Guarantee is held with a bank operating in Australia, to the appropriate level - being the total amount of prepaid fees in excess of \$1,500 per student held by Skillinvest at any time.

The Chief Executive Officer or nominated delegate is responsible for managing the fee protection measures that are in place at all times.

### Failure to Pay Fees

Training may be suspended if fees are not paid by the due date indicated on the invoice. Alternative payment arrangements may only be approved by the Skillinvest General Manager Training. Testamurs/Statement of Results will not be issued, and students will not be permitted to re-enrol or enrol in another training program until all outstanding amounts have been paid.

### Debt Collection

Skillinvest has a debt collection process which can include withdrawing Students from a training program, referring a debt to a collection agency and potentially recovering associated costs, which will affect future credit ratings. A 20% fee will be imposed in addition to the outstanding training program fees if payment is not received by the agreed due date.

### VET Student Loans (VSL)

Effective 1/06/2024, Skillinvest is an approved course provider under the VSL Act. Please refer to the [VET Student Loan Debt Information](#) as published on our website.

### Student Enrolment Cancellation

Students who wish to cancel their enrolment must provide written notice or discuss their intention with their Trainer/Assessor. When a student advises Skillinvest staff that they intend to cancel, staff must ensure the student understands their rights regarding fee refunds and is informed of alternative options such as suspending their enrolment or transferring to another scheduled training program. All cancellations must be managed in accordance with the RTO Withdrawal Policy.

### Refunds

Skillinvest will process refunds for students, employers, or third parties (as applicable) in line with the Fees and Refund Policy. Students who are not automatically eligible for a refund may still request one by contacting Skillinvest. These requests will be carefully reviewed by the General Manager Training or their nominated delegate. If a refund request is not approved, the Student has the right to appeal following our Complaints and Appeals Policy and Procedure. All students have the right to take action under Australia's consumer protection laws if they are not satisfied with the refund outcome.

Refund calculations will be based on any non-refundable fees as per the table below.

Where a Student is entitled to a refund, payment will be refunded to the nominated bank account that was used for the original payment method.

## RTO Fees and Refund Policy

	Refund Amount	
	Tuition Fees	Additional Fees (if applicable)
<b>Full Training Programs</b>		
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	
<b>Short Course Training Programs</b>		
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>		
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>		

### References

Outcome Standards for NVR RTOs 2025  
 TR002 Indicative Fees and Charges  
 Credit and Debt Collection Policy  
 Financial Management Policy  
 RTO Withdrawal Policy