Policy
This policy applies to fees, charges and refunds applicable to the provision of training.

All students are treated fairly and with integrity when charged fees or applying for refunds.

Purpose
The purpose of this policy and procedure is for National Training (NT) to define the fees and refund processes for students in accordance with Standards for RTO’s 2015.

Scope
This policy applies to all Fee-for-Service students enrolled at National Training.

Responsibility
The Chief Executive Officer or delegate is responsible for this policy/procedure and to ensure that all staff and students are aware of its application and that staff implement its requirements.

1. Notification of Fees and Charges

1.1 Fees and charges are advised to the student prior to enrolment through the appropriate documentation and publications. Payment arrangements are aligned to courses and may vary depending upon factors such as length of course or student cohort.

1.2 Course enrolment fees are non-transferable to other students or other RTOs.

2. Fees and Charges

2.1 Course Fees
*(See course fees published on the website for up to date fees: [www.nationaltraining.edu.au](http://www.nationaltraining.edu.au))*

2.2 RPL Fees
*(Are the same as course fees as published on the website: [www.nationaltraining.edu.au](http://www.nationaltraining.edu.au))*

2.3 Additional Copies
Certificates/Statements of Attainment (Per certificate) $50.00

3. Refunds

3.1 If a student withdraws from a course, at any time within seven (7) days from enrolment date a full refund applies.
Course Fees and Refund Policy & Procedure

3.2 If a student withdraws from a course, at any time after commencement of the course, all tuition fees are non-refundable and non-transferable.

3.3 In the event a student defers their course, all fees remain payable as per the original Statement of Fees.

3.4 If a course is cancelled by National Training at any time prior to course commencement, National Training will refund all fees and charges.

3.5 If a course is cancelled by National Training at any time during the period of a person’s enrolment, National Training will refund the remaining tuition fees that have not been used prior to the date of cancellation.

3.6 National Training may grant refunds in other circumstances at the discretion of the CEO in cases of special circumstances, all refunds will incur a $250.00 cancellation fee.

4. Payment arrangements

4.1 National Training requires all fees, to be paid by the specified due dates on the tax invoice and paid in Australian dollars.

5. Debt recovery

5.1 Fair and adequate recovery procedures are in place to manage the collection and recovery of monies.

6. Requests for refund of fees

6.1 Application for a refund of tuition fees in accordance with this Policy must be made in writing on the ‘Application for Refund’ form available from National Training Website.

6.2 You must state reasons for refund, relevant details are to be supported by relevant documentation where appropriate.

6.3 National Training will pay the approved refund amount within 4 weeks of receiving the written request.

6.4 Payments of any outstanding debts to National Training must be made before a refund will be processed.

6.5 Refund applications will not be processed where the signature on the Application for Refund does not match the Student’s signature or signature of the original payee or their authorised representative.
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6.6 All refunds will be recorded on the Refund Log (register) and Application for Refund Forms will be retained on student files.

7. Approvals

7.1 All refunds must be approved by the Chief Executive Officer or authorised delegate.

7.2 Exemptions to the refund conditions may occur where the student has extenuating circumstances or compassionate grounds as determined by the Chief Executive Officer.

7.3 Compassionate ground may include Eg: medical conditions prohibiting continuing studies with supporting medical report.

8. Appealing refund decisions

8.1 Students are referred to the Complaints, Grievances and Appeals Policy and Procedure available from our website if they wish to appeal the Refund.

8.2 This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection law.

Supporting Documents
NT documentation which supports the implementation of this policy & procedure includes:

- Refund Log (Register)
- Refund Application Form

Document History

<table>
<thead>
<tr>
<th>Revision</th>
<th>Date</th>
<th>Description of modifications</th>
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<tbody>
<tr>
<td>1.0</td>
<td>August 2014</td>
<td>Original</td>
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<tr>
<td>1.1</td>
<td>March 2015</td>
<td>Updated to include standards for RTO’s 2015</td>
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<tr>
<td>1.1</td>
<td>Feb 2016</td>
<td>Annual Review (No change)</td>
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<tr>
<td></td>
<td></td>
<td>Note: Funding provisions to be removed in next review.</td>
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<tr>
<td>1.2</td>
<td>May 2016</td>
<td>Special review at CEO request</td>
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<tr>
<td></td>
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<td>Removal of government funding requirements.</td>
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<tr>
<td>1.3</td>
<td>September 2016</td>
<td>Updated to include 7 days’ full refund period.</td>
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<td></td>
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<td>Updated to remove enrolment fee and face to face cancellation fee</td>
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Document Details

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