

THE RTO FEE MANAGEMENT, DEFERRAL AND REFUND POLICY

1. PURPOSE AND SCOPE

- 1.1. The purpose of this Policy is to ensure that The RTO appropriately and fairly determines and administers student fees, deferrals and refunds across a variety of funding arrangements.
- 1.2. The Policy applies to all fees, charges, refunds and fee protection for qualifications and units delivered by The RTO.
- 1.3. This Policy applies to fees, deferrals, refunds and fee protection applicable to students and clients undertaking a Government Funded Training Contract, a Fee for Service arrangement or a Partner Agreement.

2. DEFINITIONS

- 2.1. For the purposes of this Policy, and associated Procedures, the following definitions apply:
 - 2.1.1. AQF – the Australian Qualifications Framework.
 - 2.1.2. ASQA – Australian Skills Quality Authority, the national VET regulator for RTOs.
 - 2.1.3. RTO – Registered Training Organisation.
 - 2.1.4. VET – Vocational Education and Training.
 - 2.1.5. VETSL – Vocational Education and Training Student Loan.
 - 2.1.6. The Board – Western Sydney University Enterprises Board.
 - 2.1.7. The College – Western Sydney University Enterprises Pty Limited trading as Western Sydney University The College.
 - 2.1.8. The College Management – Senior Management Team.
 - 2.1.9. The University – Western Sydney University.

3. POLICY STATEMENT

- 3.1. The RTO provides a fair, equitable and transparent approach to determining and administering fees, deferrals and refunds to all students and clients in accordance with the Standards for RTOs (2015).
- 3.2. The RTO sets fees in accordance with market conditions and the relevant legislation regulated and administered by the Australian Competition and Consumer Commission (ACCC).

4. PRINCIPLES - FEES

- 4.1. The RTO ensures all fees are fair and equitable in relation to market pricing and follow appropriate government legislation and The Standards for RTOs (2015).
- 4.2. The RTO determines student tuition fees for each course in which students are enrolled and reserves the right to review and adjust fees.
- 4.3. Fees are payable by domestic and international students. Once a student accepts an offered place and pays fees, a binding agreement is created between the student and The RTO. On enrolment, the student or client becomes liable for payment of all fees.
- 4.4. The RTO publishes accurate and timely information on student fees for prospective and current students and clients on The RTO website. The RTO ensures that:
 - 4.4.1. Accurate and accessible information is readily available about all fees and charges, including tuition fees, invoice due dates and payment methods. The published fees include sufficient information to enable a pro-rata calculation of the fee for each unit in a qualification.
 - 4.4.2. Fees are clearly stated on the Letter of Offer for students and in the contract for clients.
 - 4.4.3. Fees and charges that are not included in the approved (Schedule of Fees) issued to all students and clients are not levied against students.
 - 4.4.4. Processes are in place for managing student grievances, disputes and administrative errors in relation to student fees and refunds.
- 4.5. Students or clients must pay fees by the due date, or clear any outstanding debts, to be entitled to services, including certification documentation, and privileges of The RTO. Hence, students are responsible for ensuring that:
 - 4.5.1. Their enrolment record is correct.
 - 4.5.2. Their personal contact details are accurate.
 - 4.5.3. Correspondence related to student fees and due dates for payment are read and acted upon in accordance with the relevant timelines.
 - 4.5.4. Fees are paid by the due date.
- 4.6. Unless otherwise specified, course fees include the cost of all compulsory training and assessment materials, including course reading materials and certification.
- 4.7. Fees are paid by the student as specified in the Letter of Offer or client as specified in their invoice or other document containing information on payment terms. This applies to all funding arrangements.
- 4.8. Some courses may be eligible for government funding or access to student loans. Where this is the case, students will be notified and provided with the relevant rules and procedures.

- 4.9. Fees paid by, or collected through, Third Party Providers and refunds processed through Third Party Providers, will be subject to policies and procedures of The RTO as well as all relevant legislation.
- 4.10. Failure to meet payment of the Schedule of Fees will result in the student being precluded from the remainder of the course.
- 4.11. In accordance with The Standards for RTOs (2015), clause 7.3:
 - 4.11.1. The RTO will not collect more than \$1,500 of any course fee prior to the commencement of a course.
 - 4.11.2. Where a course cost is greater than \$1,500, the payment of fees will be scheduled throughout the duration of the course.

5. PRINCIPLES – REFUNDS AND DEFFERALS

- 5.1. In accordance with The Standards for RTOs (2015) Clause 5.3, refunds apply where:
 - 5.1.1. The RTO fails to provide a course of study, in which case a full refund must be provided.
 - 5.1.2. An offer of admission is withdrawn, in which case The RTO may retain an Administration Fee.
 - 5.1.3. A student notifies their intention to withdraw in writing seven (7) days prior to course commencement, in which case a refund, less an Administration Fee, of the course fee applies.
 - 5.1.4. A student in a VETSL arrangement withdraws before the census date.
 - 5.1.5. A student in a fee-for-service arrangement withdraws before the Census Date, in which case The RTO may retain an Administration Fee.
 - 5.1.6. A reduction in fees may apply if and when there is a change in government pricing.
 - 5.1.7. A student who transfers their enrolment into another course offering, who has not paid fees in full, will be able to defer fees to be in line with the new offering, should the Census Date not been passed.
- 5.2. The Census Date shall be calculated from the event whereby a minimum of 20% of the course material has been delivered to the student, via digital or other means, whereby the student has been able to engage with and consume said content OR where 20% of the course has been delivered according to the issued schedule.
- 5.3. The Administration Fee charged shall equal 15% of the total cost of the full course fee, or shall otherwise be calculated as a minimum of \$100.00 (where this is the higher amount) to a maximum of \$500 (where this is the lesser amount).
- 5.4. Refunds will not be provided after the Census Date.
- 5.5. Deferrals will not be provided after the Census Date.

- 5.6. Special consideration for refunds or deferrals may be given to students in extenuating circumstances or on compassionate grounds by way of a special application to The RTO Director. Requests must provide evidence of the exceptional circumstance concerning the request for refund or deferral and include documentary evidence, such as detailed medical certificates or a statutory declaration demonstrating a disruption to studies.
- 5.7. In cases where a student has been suspended or excluded due to misconduct, the student will not be eligible to apply for a refund of fees by demonstrating that special circumstances apply.
- 5.8. Where a student is being investigated for misconduct, refunds (where applicable) will not be made, pending the outcome of the investigation.
- 5.9. Administration or transaction fees charged by a financial institution are not refunded unless the refund arises from a decision or action by The RTO.
- 5.10. No deferral shall be approved, subject to the student having been already approved for a deferral once previously.
- 5.11. This Policy, and the availability of a complaints and appeals process, does not remove the right of a student to take action under Australia's Consumer Protection Laws.

6. ROLES AND RESPONSIBILITIES

- 6.1. The College Senior Management Team approves any proposals to set, review or discontinue fees. The CEO will have the right to accept any proposals to set, review or discontinue fees.
- 6.2. The RTO Director is responsible for the application of this Policy and may delegate all or part of their powers to a staff member of The RTO.
- 6.3. The RTO Director, or delegate, is responsible for:
 - 6.3.1. Determining the method by which fees for courses will be assessed.
 - 6.3.2. Determining the course fees for consideration by the RTO Committee.
 - 6.3.3. Ensuring that the outcome of each decision to determine course fees is recorded in a systematic manner in The RTO Operations Meeting minutes.

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STATUS AND DETAILS

Status	Current		
Version	1		
Effective Date	14 March 2022		
Review Date	14 March 2025		
Approval Policy	The College Senior Management Team		
Governing Authority	Western Sydney University Enterprises Board		
Endorsed by	The RTO Committee		
Unit Responsible	The Registered Training Organisation		
Enquiries Contact	The College RTO E: rto@westernsydney.edu.au		
Available On	SharePoint	<input type="checkbox"/>	Website <input checked="" type="checkbox"/>
Procedure Code	POL_OPS_001		
Procedure Category	Operations		
Related Documents, including Legislation/Policies/Procedures	The RTO Admissions Policy The RTO Admissions Procedure The RTO Assessment Policy The RTO Assessment Procedure The RTO Complaints and Appeals Policy The RTO Complaints and Appeals Procedure The RTO Records Policy The RTO Records Procedure The RTO Trainer Management Policy The RTO Trainer Management Procedure The RTO Third Party Agreements Policy The RTO Third Party Agreements Procedure Education Services to Overseas Students Act 2000		

	Education Services to Overseas Students Regulations 2001 National Code of Practice for Registration Authorities Providers of Education and Training to Overseas Students 2007 (National Code 2007) Australian Quality Framework (AQF)
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Summary of Changes from Previous Version