

THE RTO FEE MANAGEMENT, DEFERRAL AND REFUND PROCEDURE

1. PURPOSE

- 1.1. This procedure outlines The RTO's processes in place to ensure compliant handling of fees, deferrals and refunds.
- 1.2. The Fees, Deferral and Refund Procedure demonstrates how fees, deferrals, refunds and fee protection are applied to qualifications and units delivered by The RTO.

2. SCOPE

- 2.1. This Procedure applies to fees, charges, refunds and fee protection applicable to students and clients undertaking a Government Funded Training Contract or a Fee for Service arrangement, and all staff involved in fee processes.
- 2.2. This procedure may be applied to students funded under VET Student Loans and/or Smart and Skilled (NSW Department of Education and Training) funding arrangements.

3. FEES AND CHARGES

- 3.1. All fees are fair and equitable in relation to market pricing and have appropriate evidence to support the price, including but not limited to a comparison between; provider, date, source of information, course, units undertaken specifically in relation to elective units, intake/cohort options and price.
 - 3.1.1. Fees will be annually reviewed and adjusted as appropriate. All fees reviewed must go through a market pricing comparison and comply with all relevant legislation, Australian Competition and Consumer Commission (ACCC) and Standards for RTOs (2015).
 - 3.1.2. The CEO will have Board delegation to approve any proposals to set, review or discontinue fees. The RTO Director, or other staff upon delegation, will compile evidence of current market pricing. These price comparisons will then be put forward to the RTO Committee who will agree and present a recommendation to The College Management for endorsement/approval.
 - 3.1.3. The RTO will maintain currency of The RTO website to ensure all fees published are current and correct.
 - 3.1.4. Course fees, unless otherwise specified in the Letter of Offer, are to include the cost of all compulsory training and assessment materials, including course reading materials and certificate of completion.
 - 3.1.5. Where a course requires work placement, additional evidence to ensure placement, required by placement organisations may be required. The Student will be responsible for any additional costs, this may include Police Checks and Working with Children Checks (WWCC).

- 3.2. The Student or client must pay fees as specified in the Letter of Offer or invoice, agreement or other document containing information on payment terms.
 - 3.2.1. Where a Letter of Offer is issued, students and Clients are required to follow the instructions to the nominated online payment portal and follow the prompts to process their payment online.
 - 3.2.2. Where a course is priced \$1,500 or less, students and clients make a single payment prior to commencement of the qualification or unit. Where a course is priced \$1,501 or more, students and clients are required to make two payments, an initial payment of \$1,000 prior to the commencement of the qualification or unit. The second payment of the outstanding amount will be required to be paid 14 days after the commencement of the qualification or unit of competency.
 - 3.2.3. Where an invoice is issued, students and clients will have 14 days to make payment via the options provided on the invoice.
 - 3.2.4. Where courses may be eligible for government funding or access to student loans, students and clients will be given additional information from the loaning body. Ways to access this information will be detailed in the Letter of Offer.
 - 3.2.5. Students who fail to pay fees by the due date will be notified of their lack of payment via email. Students will be given the opportunity to respond to the notification and to rectify any missed payments. Failure to do this will result in exclusion unless alternative arrangements have been made.
- 3.3. Students who wish to transfer or defer their studies are required to fill out a Deferral Application Form. The Deferral form is submitted in writing to The RTO Director. Once it has been received, the student will receive email confirmation of receipt within two (2) business days.
 - 3.3.1. All Deferral applications will be reviewed by The RTO Director.
 - 3.3.2. Students will be notified of the outcome of their application within seven (7) business days from receipt.
 - 3.3.3. Upon successful transfer, students will be issued a new statement of Schedule of Fees. Students can apply to transfer studies, however, only remaining available scheduled fees will be available for this transfer.
- 3.4. Students deferring their studies can do so up to a period of 12 months. Studies may only be deferred one time.
 - 3.4.1. A student who defers will be able to transfer their scheduled fees to the deferred course offering. This includes any fees paid prior to the deferral which are retained by The RTO to be applied to the deferred offering, less the Administration Fee.
 - 3.4.2. Students wishing to return to studies after a deferral will need to state their intention to return to studies in writing via email to The RTO Director at least 14 days before recommencing studies.

- 3.4.3. Students who wish to return will be advised of the next course commencement date and information for upcoming course options. The student's return to study is contingent upon the course being offered.
- 3.4.4. Students wishing to return to studies after a deferment will have the unused portion of their fees from their original enrolment, less an Administration Fee applied as a credit to their new enrolment.
- 3.4.5. Any shortfall in course and/or Administration fees owing upon the student's return to study, will be recorded in the form of an invoice, to be paid by the student prior to commencement.
- 3.4.6. Students who do not return to studies within 12 months of deferral will be withdrawn and all paid fees may be retained by The RTO, unless the student is able to demonstrate extenuating circumstances including illness or force majeure.
- 3.5. The Administration Fee 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).
- 3.6. 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.
- 3.7. No deferral will be approved, subject to the Census Date having been passed and as defined in the RTO Fees and Refund Policy, unless the student is able to provide documented evidence of extenuating circumstances.
- 3.8. Students can withdraw without penalty at any time after all course fees have been paid. Students who withdraw without completion and have completed at least one unit will receive a Statement of Attainment. Students who withdraw without completion and have not completed some units may receive a Statement of Attendance, if appropriate.
 - 3.8.1. Fee for service students can withdraw without penalty one week prior to the commencement of the course. Students withdrawing after this date will be required to pay all course fees due.
 - 3.8.2. Government funded and loan students can withdraw without penalty within 14 days of commencement of studies. Students withdrawing after this date will be required to pay all course fees due.
 - 3.8.3. Students seeking to withdraw submit an Intention to Withdraw Application form in writing. Once it has been received by The RTO, the student will receive confirmation of receipt within 10 business days. Students will be notified of the outcome of their application within seven business days, from confirmation of receipt.
- 3.9. Refunds will be offered/accepted if they comply with The RTO Fee Management, Deferral and Refund Policy.

- 3.9.1. Students who are seeking a refund for reasons other than those previously noted. If The RTO fails to provide a course of study, any fees paid are refunded to the student within ten (10) business days from cancellation.
- 3.10. All refunds are calculated by the Student Administration Officer and assessed for approval by The RTO Director before they can be processed by the Finance Department.
- 3.11. No refund shall be paid after the Census Date has past and as defined in *The RTO Fee Management, Deferral and Refund Policy*.
- 3.12. In certain circumstances The RTO Director may consider a formal request by a student for a refund due to extenuating circumstances which will be considered at the sole discretion of the RTO Director. For the extenuating circumstances to be considered, the student must supply supporting documentation, including for example but not limited to; a medical certificate from a registered medical practitioner with sufficient details, statement from a counsellor, employer or evidence of impacts of fire emergency/natural disaster and accompanied by a signed Statutory Declaration.
- 3.13. All evidence of a refund of fees must be saved against student file in Student Management System (SMS).
- 3.14. Should a student not be able to make payment, the University Finance Department will engage to collect the debt.

4. DECISIONS, NOTIFICATION AND RECORD KEEPING

- 4.1. All fees are recommended by The RTO Committee and presented to The College Management for endorsement/approval. The CEO will have the right to accept any proposals to set, review or discontinue fees.
 - 4.1.1. All refunds must be approved by The RTO Director.
 - 4.1.2. Students have access to fees information prior to admission into The RTO. The Letter of Offer includes a formal schedule of fees with payment instructions.
 - 4.1.3. Clients agree to the fees prior to contract agreement with The RTO. Upon signing the contract/agreement Clients will receive an invoice.
- 4.2. All evidence of market pricing and price comparisons will be kept and saved to the relevant course on the local share drive, listing the date and location they were sourced from.

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STATUS AND DETAILS

Status	Current		
Version	1		
Effective Date	23 March 2022		
Review Date	23 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	PRO_OPS_001		
Procedure Category	Operations		
Parent Policy	The RTO Fee Management, Deferral and Refund Policy		
Related Documents, including Legislation/Policies/Procedures	<p>The RTO Admissions Policy</p> <p>The RTO Admissions Procedure</p> <p>The RTO Student Complaints and Appeals Policy</p> <p>The RTO Students Complaints and Appeals Procedure</p> <p>The RTO Recognition of Prior Learning and Credit Transfer Policy</p> <p>The RTO Recognition of Prior Learning and Credit Transfer Procedure</p> <p>Refund Application</p> <p>The Standards RTO (2015)</p>		

Summary of Changes from Previous Version