

# FEES AND REFUNDS

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## ***Policy Statement***

ET Australia Training College is committed to providing transparent and fair fee structures for students undertaking study with our Registered Training Organisation. This policy outlines the principles and procedures governing the payment and administration of student fees incurred for the provision of training and assessment services.

This policy is applicable to students undertaking training that is subsidised under a government contractual arrangement and to students paying commercial fees.

## ***Scope***

This policy applies to all students enrolled in courses offered by ET Australia Training College where a student fee is payable.

## ***Fee Payment***

### **Fee Information:**

Students are advised of student fees payable prior to enrolment. Student fees may vary and are dependent on factors such as program duration, government subsidies, concession eligibility for subsidised programs etc. Student fees are detailed in the program specific information sheet that is provided at enquiry stage, and fee information is also available on the website.

Fees for students seeking Recognition will be calculated on a case by case basis, the calculated fee information will be provided to the student prior to enrolment.

### **Upfront Payment:**

Students are required to pay any applicable student fees at time of enrolment / prior to commencement of training. Failure to make this upfront payment will result in cancellation of enrolment.

Payment plans can be established for students who cannot pay their student fees in full at time of enrolment, or whose student fees are in excess of \$1,500.

Payment methods accepted include cash, direct deposit, credit card (with the exception of American Express) or EFTPOS.

### **Maximum Advance Fee:**

In accordance with regulatory requirements ET Australia Training College will not collect fees from students in advance of \$1,500. In these cases a payment plan will be established outlining the schedule of fees payable.

### **Payment Plans:**

Payment plans can be established for weekly / fortnightly / monthly repayments with the last payment to be made within the training term. The first payment instalment must be paid on enrolment or upon commencement of training, failure to make this payment will result in cancellation of the student's enrolment.

### **Fee Schedules:**

ET Australia Training College will provide a clear fee schedule outlining all costs associated with the course, including tuition fees, materials, and any other applicable charges.

**Fee Recovery:**

ET Australia Training College will send two reminders when fees are 7+ days overdue. If a payment is 30+ days overdue ET Australia will send a final reminder and will withhold all services until the fee is paid. Failure to pay the fee within 5 days of the final reminder may result in cancellation of enrolment.

**Smart and Skilled Fee Administration:**

The Smart & Skilled Fee Administration Policy is applicable for any student enrolled in a Smart and Skilled subsidised training program. This information can be accessed on the Smart & Skilled website <https://smartandskilled.nsw.gov.au/for-training-providers/prices-fees-and-loadings>

**Fee for Replacement Certificate:**

ET Australia has a process in place to replace certification documentation if the original has been lost / misplaced / damaged. A fee of \$30 applies which must be paid prior to processing the application for the replacement certificate.

**Fee Review:**

The RTO reserves the right to review and adjust course fees, giving students reasonable notice of any changes.

***Fee Refunds*****Withdrawal Before Course Commencement:**

Students who withdraw 7+ days before the program commencement date are eligible for a full refund of student fees.

Students who withdraw within 7 days prior to commencement of training will be provided with a refund of student fees paid **less** a \$100 administration fee.

**Withdrawal After Course Commencement:**

Refunds for students who withdraw after the course commencement date will be assessed on a pro-rata basis, taking into account the portion of the training commenced.

**Refund Requests:**

Students seeking a refund must submit a written request via the ET Australia Refund Application Form within 30 days from withdrawing from a program.

The request must include supporting documentation justifying the request.

**Consumer Protection Refunds:**

ET Australia agrees to refund, within 30 days;

- a. all fees paid **less** a \$100 administration charge, where, by reason or reasons beyond the student's control, including Acts of God, Acts of Government authorities, civil strike and riots, the student is prevented from attending the program.
- b. all fees where ET Australia cancels the program or where the commencement of the program is postponed for more than four weeks.

**Refund Processing:**

Refunds will be processed within 30 days upon approval of the request.

Refunds will be made using direct deposit and will be paid to the individual or organisation who paid the fees.

## ***Fee Disputes***

### **Dispute Resolution:**

Students who wish to dispute a fee or refund decision must follow the RTO's formal complaints and appeals process.

## ***Record Keeping***

### **Documentation:**

ET Australia will maintain accurate and up-to-date records of all fee transactions and refund requests.

### **Confidentiality:**

All financial information related to fees and refunds will be treated confidentially and in accordance with privacy regulations.

## ***Review and Amendments***

### **Regular Review:**

This policy will be reviewed regularly to ensure its effectiveness and compliance with ASQA regulations.

### **Amendments:**

Any amendments to this policy will be communicated to all students and staff in a timely manner.

<b>This policy complies with Standards for RTOs 2015 Standard 5 (Clause 5.3)</b>			
<b><i>Amendment</i></b>	<b><i>Date</i></b>	<b><i>Change</i></b>	<b><i>Associated Documents</i></b>
Revised policy	13/12/2024	Policy was re-written.	Withdrawal Form and Refund Application Form 2019 Payment Plan
			LINKED TO Fees & Refunds P&P on website V5.0_6 Feb 2024
<b>APPROVED BY:</b>	Training College Manager		<b>DATE: 6 Feb 2024</b>