

FEES AND REFUNDS

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 will vary based on factors such as program duration, government subsidies, eligibility for concession under subsidised programs etc. Student fees are clearly detailed in program specific information provided at enquiry stage and available on the website.

Students participating in a Smart and Skilled subsidised program will be provided with a quote which details any student fee payable. Enrolment will proceed only on acceptance of the fee quote by the student.

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.

Student Fee Payment Schedule:

Student fees will be invoiced at various stages throughout the training term (the training term means the expected duration of enrolment for completion of learning and assessment and midpoint means the halfway point of the training term).

Students will be invoiced during the training term as follows:

Invoice 1 - 40% of the total student fee **on acceptance of enrolment**

Invoice 2 - 40% of the total student fee at the **midpoint of the** training term

Invoice 3 - 20% **one month prior to the completion** date of training term

Payment methods:

Cash, direct deposit, credit card (with the exception of American Express) or EFTPOS.

All payments must reference the student's full name for accurate tracking.

Payment Plans:

Payment plans can be established for weekly / fortnightly / monthly repayments. The payment plan instalments will be scheduled in a way that ensures full payment by the training term completion date.

To arrange a payment plan, students must contact ET Australia's Training Officer at the time of enrolment to discuss options and finalise the plan before course commencement.

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.

Failure to Pay:

Failure to pay invoices or adhere to a payment plan in a timely manner may result in:

- Suspension from the course until payment is made.
- Additional late payment fees.

ET Australia will not issue a qualification / statement of attainment until all agreed fees the student owes are paid.

Smart and Skilled Fee Administration:

For students enrolled in a Smart and Skilled subsidised program the Smart & Skilled Fee Administration Policy applies. 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.

Refund Policy

- **Cancellation before commencement:** Students who cancel their enrolment prior to the commencement of the training will be entitled to a refund of all payments made, minus a \$100 administrative fee.
- **Withdrawal after commencement (Invoice 1):** Once training has commenced, no refund will be provided for the first 40% (Invoice 1).
- **Withdrawal after midpoint (Invoice 2):** No refund will be provided for the second 40% (Invoice 2) after the midpoint of the training term.
- **Withdrawal within the final month (Invoice 3):** If withdrawal occurs in the final month of the training term, no refund will be provided for the final 20% (Invoice 3).

Exceptions:

Refunds or alternative payment arrangements will only be considered under exceptional circumstances such as, but not limited to:

- Medical conditions that prevent participation in the course (medical certificate required).
- Personal hardship or other extenuating circumstances, which will be reviewed on a case-by-case basis.

Students seeking a refund because of a medical condition or personal hardship, or other extenuating circumstances 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 disputing a fee or refund decision must submit their appeal in writing, following ET Australia'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.

This policy complies with Standards for RTOs 2015 Standard 5 (Clause 5.3)			
Amendment	Date	Change	Associated Documents
Revised policy to align with changes to S&S.	16/9/2024	Minor changes to be made to align to S&S contract and Payment Plan.	PAYMENT PLAN AGREEMENT Version 4.0 Sept 2024.docx
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
APPROVED BY:	Training College Manager		DATE: 6 Feb 2024