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1 PURPOSE

- 1.1 The purpose of this policy is to outline National First Aid’s approach to managing fees and refunds and to demonstrate how fees paid in advance are protected by National First Aid. This complies with Clauses 5.3, 7.3 and Schedule 6 of the Standards.

2 DEFINITIONS

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO’s registering body

Course means any nationally-recognized qualification, unit of competency, skill set or short course in which a student is enrolled with the RTO.

Services means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support

Standards means the Standards for Registered Training Organisation’s (RTOs) 2018 of the VET Quality Framework which can be accessed from www.asqa.gov.au

3 POLICY STATEMENT

Protection of fees paid in advance

- 3.1 In National First Aid protects the fees that are paid in advance by students.
- 3.2 Fee protection is ensured through:
- National First Aid does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.

Fees and refund information

- 3.3 Fee information relevant to a course is outlined and summarised on the RTO's website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- 3.4 The Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are required to sign the Participant Enrolment Form in acknowledgement of the terms and conditions of the enrolment and this policy.
- 3.5 Where an employer is paying for a student's course, a confirmation will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.

Course fee inclusions

- 3.6 Tuition fees include:
- i. All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
 - ii. learning materials for each student
 - iii. Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion).
- 3.7 Non tuition fees include:
- iv. Additional fees that apply for re-assessment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task.
 - v. Re-issuance or additional copies of certification documents will attract a fee of \$100 per document.
 - vi. Fees for deferral of study, late payment of tuition fees, or other circumstances in which additional fees may apply.
- 3.8 Otherwise course fees (tuition or non-tuition) do not include:
- vii. Any optional textbooks and materials that may be recommended but not required to complete a course.
 - viii. Reassessment if required, as outlined above.
 - ix. Re-issuance of AQF certification documents
 - x. Direct debit setup, transaction and dishonour fees (where applicable)
 - xi. Credit card payment surcharges
- 3.9 National First Aid cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

Payments

- 3.10 Payments can be accepted by cash, credit card, electronic transfer.
- 3.11 Debts will be referred to a debt collection agency where fees are more than 40 days past due.
- 3.12 National First Aid reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

Refunds

- A full refund of fees paid will apply where a student withdraws or cancels their course in writing at least four (4) working days prior to the date of commencement by making an application for a refund using the *Application for Refund Form*. The application must include the details and reason for the request.
- No refunds will be issued for withdrawal requests received after this time.
- Students wishing to transfer to a future start date of the same course will be accepted if a request is received at least four (4) working days prior to the date of course commencement and providing a suitable future course offering is available.
- A full refund of any fees paid (including the deposit) will apply if National First Aid is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
 - In the unlikely event that National First Aid or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:
 - Where National First Aid or any third parties delivering training and assessment on its behalf ceases to operate.
 - Where National First Aid ceases to deliver the course in which a student is enrolled, and the agreement is terminated.
 - Where National First Aid needs to make a change to the terms of the student enrolment (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.
- In any of the above situations, National First Aid will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.
- Refund decisions can be appealed following our *Complaints and Appeals Policy and Procedure*.
- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
- RPL application fees are non-refundable.

Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our *Complaints and Appeals Policy and Procedure*.
- Records of refund assessments and issuance of refunds will be stored securely on our accounts keeping system.

Publication

- National First Aid will publish in a prominent place on its website the following:
 - All tuition and non-tuition fees (as shown on Course Outlines).
 - This Fees and Refunds Policy.

4 APPROVAL AND REVIEW DETAILS

Document No. & Name:	SM4 Fees and Refund Policy
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Status:	Approved
Approved by:	Compliance Manager
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