

FEE ADMINISTRATION AND REFUND POLICY

RELEVANT STANDARD(S): *Standards for Registered Training Organisations (RTOs) 2015 Standard 5.3, 7.3*

PURPOSE

Trade Skills Australia adheres to the relevant compliance and legislative frameworks such as the Standards for Registered Training Organisations (SRTOs 2015). As such, **Trade Skills Australia** will provide transparency in the application and administration of fees and charges including refund and will put in place a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate application and administration of fees and handling of client refunds.

POLICY PRINCIPLES

Trade Skills Australia implements fair and reasonable, refund practices, and transparent and process for fee application and administration. **Trade Skills Australia** will ensure that:

1. prospective candidates are aware of its fee policies in order to make informed decisions about enrolment in a course;
2. its fee and refund policy are prominent and accessible to its staff, prospective candidates, and existing candidates;
3. it implements and maintains a process for fair and reasonable no refunds and fees paid; and
4. that no refunds, except for special conditions (extenuating circumstances as stated in the refund policy and/or course or RTO cancellation), are clearly stated to candidates once the assessor has started processing their submitted evidence after the initial 50% of the full price has been paid.

Fee Administration Policy Principles

Fee Information

1. **Trade Skills Australia** will inform its prospective candidates and employers (if applicable) of the full and accurate course fees associated with the training and the refund policy before enrolment.
2. **Trade Skills Australia** will ensure that the fee and refund policy is accessible to its staff, prospective candidates and existing candidates. The fee information will include but will not be limited to the following information:
 - a. Breakdown of the course fee (if any)
 - b. Fee and Refund policy
 - c. Incidental fees
 - d. Compulsory fees

- e. Additional charges or co-contributions
 - f. Methods of fee collection
 - g. Process for recovery of outstanding candidate fees
3. For any incidental fees that may be applicable, **Trade Skills Australia** will inform the prospective candidate before enrolling that such fees are a charge for an essential good or service and that the candidate has a choice of acquiring this from a supplier other than **Trade Skills Australia**.

Fee Administration

1. **Trade Skills Australia** will only charge fees qualifications on its scope of registration in accordance to the fee information published and provided to the prospective candidate and the Fee Administration and Refund policy.
2. **Trade Skills Australia** will retain accurate course fee payment, waiver, and special consideration record for each candidate.
3. **Trade Skills Australia** will require 50% of the payment prior commencement of processing of evidences and technical assessment.
4. **Trade Skills Australia** will allow course fees to be paid on behalf of the candidate by their employer or another third party (if applicable).
5. **Trade Skills Australia** will maintain arrangements for the protection of any fees paid in advance in accordance with 7.3 of the Standards for RTOs 2015 and the NSW Fee Administration Policy.

Fee Payment Arrangements

1. **Trade Skills Australia** ensures that its financial practices promote the protection of fees (paid in advance and exceeding \$1500) made by any candidate. **Trade Skills Australia** will only adhere to the accepted fee protection measure to protect fees in excess of the threshold fee amount of \$1,500 as stated in Schedule 6 of the Standards for RTOs.
2. **Trade Skills Australia** implements a fee payment plan and will only collect upon enrolment a non-refundable 50% deposit enrolment fee depending on the course (not amounting to more than the \$1,500 pre-paid threshold fee) as the first instalment of the tuition fee.
3. Tuition fees are broken into instalment payment plans to ensure candidates do not pre-pay fees over \$1,500. Schedule of the payment plans are outlined in the candidate enrolment forms.
4. Fees must be paid in full before certification will be issued.
5. If payment instalment / arrangements are in place, and a payment becomes overdue and remains unpaid for a period in excess of 14 days, **Trade Skills Australia** reserves the right to not commence or suspend the RPL assessment process and/or issuance of certification documentation until all fee payments are up-to-date.

6. Flexible payment arrangements, such as credit card, direct debit, cheques and EFT remittance are acceptable to accommodate the diverse financial situations of clients.

Outstanding Candidate Fees

1. **Trade Skills Australia** will not issue SOAs or Certificates if training fees are outstanding.
2. **Trade Skills Australia** will inform candidates of its process for the recovery of outstanding candidate fees prior to enrolment through the Fee Administration and Refund Policy.

Refund Policy Principles

1. Details of **Trade Skills Australia** Refund Policy are publicly available to prospective candidates and employers (if applicable), staff and existing candidates and employers (if applicable).
2. **Trade Skills Australia** will make candidates aware of the refund policy prior enrolment.
3. Regarding all withdrawal of pursuing an RPL Certification, **Trade Skills Australia** will encourage a client to continue since there will be unlimited tries to fulfil all requirements provided the assessor can authenticate the submitted evidence and there will be no refunds
4. No refunds will be issued for cancellations upon enrolment.
5. **Trade Skills Australia** may provide consideration for refund for candidates who have commenced RPL processing with the discretion of the Assessment Manager due to extenuating circumstances.
6. **Trade Skills Australia** does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
7. **Trade Skills Australia** provides a full refund to all clients, should there be a need for **Trade Skills Australia** to cancel a course. In the first instance **Trade Skills Australia** will (where possible) provide an opportunity for the client to attend another scheduled course. If **Trade Skills Australia** cancels a course, clients do not have to apply for a refund; **Trade Skills Australia** will process the refunds automatically.
8. **Trade Skills Australia** will not offer refunds for candidates to a superseded course but will strive to attain the certification in the given time for transition.

MONITORING AND IMPROVEMENT

The **Trade Skills Australia** Administration Coordinator is responsible for ensuring compliance with this policy. The Administration Team of **Trade Skills Australia** will process refund requests.

Trade Skills Australia's Operations Manager & Assessment Manager are responsible for all continuous improvement processes in relation to the fee administration and refund policy and procedure and ensuring all staff, including those from the third party providers are complying with the provisions of this policy.

VERSION CONTROL

Version Control Table			
Date	Summary of Modifications	Modified by	Version
22/09/2019	Document Creation	360RTO	v. 1.0
15/09/2020	Document Update	360RTO	v.1.1