

# Fees and Refund Policy

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## Preamble

This policy will provide guidelines and procedures to ensure ETAS (WA) Pty Ltd and all its subsidiaries and trading names (referred to as Schrole ETAS, Schrole DEVELOP, Schrole or ETAS Group) continues to meet the requirements of the National Vocational Education and Training – Standards for Registered Training Organisations 2015 in respect to collection of fees and providing a refund to individual learners.

## Scope

This policy covers all fees payable by individual learners for training services provided within Schrole DEVELOP’s scope of registration that are not publicly funded i.e. traineeships or Priority Industry Training (PIT) programs.

## Purpose and Policy Statement

The following reflects Schrole DEVELOP’s collection of fees and refund process:

To provide for appropriate handling of clients’ payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow clients the option to disengage from training.

## References and Legislation

- National Vocational Education and Training Regulator Act 2011
  - Standards for Registered Training Organisations 2015
    - Clause 5.3-5.4 Inform and Protect Learners
    - Clause 7.3 Protect Prepaid Fees by Learners
    - Schedule 6 Requirements for protecting fees prepaid by individual learners, or prospective learners, for services

## Related Documents

- Schrole DEVELOP Client Handbook
- Schrole DEVELOP Legislative Compliance Policy

## Procedure

Schrole DEVELOP collection of fees:

- a) All students seeking to enrol in a course at Schrole DEVELOP will be advised of fees and all charges associated with the course. This includes students enrolled directly or through a third party.
- b) Course fees payments or deposit up to \$1500 are required 7 working days prior to the commencement of the course. **At no time will Schrole DEVELOP invoice an individual learner more than \$1500 prior to the commencement of a course.**
- c) If full payment is not received prior to course commencement the client is required to pay the remainder of the fees at the completion of the course.
- d) If clients wish to transfer to another course, or recognition of prior learning is requested, then greater than 7 working days’ notice is to be given.

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Schrole DEVELOP refund process:

If clients wish to cancel their enrolment the following conditions apply:

- 7 days prior to course commencement, a full refund is issued
- 3 days prior to course commencement, then 50% of the course fees will be charged
- Less than 3 days' notice will result in the full course costs being charged and no refund issued

If a client commences a course, but does not complete the course, the full course fee is payable.

- i. Where circumstances warrant, an agreement may be made with the RTO Manager of Schrole DEVELOP for a reduced fee to be paid.
- ii. The maximum time within which a refund can be claimed will be at the sole discretion of the RTO Manager of Schrole DEVELOP.

If a client fails to turn up to class, no refund will be issued. Clients must give at least 7 days' notice for a full refund to be issued. If a client is sick on the day of their course and can support this with a medical certificate, then they can be transferred to an alternative date at no extra charge.

Clients who are deemed 'Not Yet Competent' at the completion of their course are not eligible for a refund. Clients will be given the opportunity to re-sit the course or assessment at no charge. This will be at the discretion of the RTO Manager of Schrole DEVELOP.

Schrole DEVELOP refund process due to RPL

If a client commences a course, then seeks to be considered for Recognition of Prior Learning (RPL), the following process will occur regarding refund process:

- a) The cost of RPL is 70% per unit for the RPL assessment, administration and reporting
- b) The difference between the full unit cost the RPL cost will be refunded to the student

Students are entitled to full refunds when:

- The course does not commence on the agreed day
- The course/module/unit of competency is cancelled
- A student is not given a place due to maximum numbers being reached

Where the client is entitled to a refund of fees under this policy, the refund will be paid within 5 working days of receiving a written request from the student and subsequent to all relevant details being supplied.

Refunds will only be made by direct deposit (electronic funds transfer) into a bank account nominated by the client, or, where fees were paid by credit card, by issuing a credit to that credit card. Refunds will be paid in Australian dollars.

Details of all refunds will be retained.

These details are documents in the terms and conditions of Quotations and Confirmation of Services (COS) and before payment is made for online enrolments.

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## Breaches of Policy

Any person who is found to have breached this policy or the legislation to which this policy applies will be disciplined and may be subject to further criminal prosecution.

Confirmed current as at: 13<sup>TH</sup> August 2020

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