

RTO FEES and REFUND POLICY

Summary

CERES RTO is committed to ensuring our Fees and Refunds Policy and Procedures are transparent as well as fulfilling all necessary requirements of the VET regulatory framework.

This policy outlines the guiding principles and scope of CERES Fees and Refunds Policy and associated procedures.

Purpose

The purpose of this policy is to ensure:

- There are clear guidelines for the development, review and implementation of Fees and Refunds policy and procedures.
- That CERES RTO complies with all relevant regulatory requirements.
- That CERES RTO ensures transparency for learners/clients.

Policy

FEES

Course fees will be calculated and charged based on realistic costs with Tuition, Materials and Amenities amounts clearly delineated.

All interested individuals or organisations/schools will be provided with advice as to course costs prior to enrolment in the course information provided.

School Groups and VETIS Students

Learners enrolling through schools will have their fees charged directly to schools via invoice as agreed in the Purchasing Contract.

Individual enrolments

Individual learners will be charged fees directly unless an agency or other body has provided a written undertaking to pay on behalf of an individual.

All individual students must pay:

- Fees, up to \$1000, be paid ONE week prior to commencement of the course.
- The balance of fees owing, above \$1000, is payable by the end of the 2nd week of the course.

Payment Plans

Individual students experiencing hardship may elect to pay in instalments of up to 4 payments. In order to do this, you must complete a Student Payment Plan form. The 1st payment on a payment plan is the deposit required to secure a place in the course. At all times payments must be in advance of fees owing. Please see below re non- financial students. Monies paid under a Payment Plan will be considered to cover materials, amenities and tuition in that order.

Late/Unpaid Fees

CERES has the right to demand payment of either late fees or fees not fully paid. CERES reserves the right to legally obtain the balance of any unpaid fees and any relevant costs associated with doing

so. Student qualifications/Statements of Attainment will not be issued until all fees have been paid in full.

Duplicate and Replacement Certificates and Statements of Attainment

Students requesting a duplicate Certificate or Statement of Attainment after the initial issue will be required to pay an appropriate fee.

REFUNDS

CERES will refund monies paid for programs and services according to the procedures and circumstances outlined below.

If CERES cancels a course prior to commencement all student/school fees paid in advance will be fully refunded.

If CERES cancels a course at any time once a course has commenced, CERES will refund the full tuition fee, the pro rata portion of any student amenities fees, and fees for materials that have not been used prior to the date of cancellation. CERES will also endeavor to identify in consultation and agreement with individual students/schools alternate training options such as

- (a) Inviting another Training Provider to finish delivering the course on-site in lieu of CERES, or
- (b) Transferring students to other suitable Training Providers

In the event that an individual student/school withdraws they will be refunded full course fees less an administration fee of 10% if they place their application in writing to the VET Co-ordinator and:

- withdraw less than 1 week prior to the commencement of the course or
- withdraw up to 3 weeks after the commencement of the course, or
- are prevented from attending the course by reasons beyond their control (a medical certificate is required as evidence for an individual or a minimum of 2 weeks written notice from an organisation)
- Enrolment through a 3rd party may follow differing guidelines

Any withdrawals outside of the above criteria will not be entitled to a refund.

All applied for refunds will be issued within 30 days of approval.

Relevant Legislation and Regulations

State:

- *VRQA Guidelines*

Commonwealth:

- *AQTF Essential Conditions and Standards for Registered Training Organisations*