

## Fees, Charges and Refunds Policy

P & N Thomas Pty Ltd ta ACE Training – RTO: 21716

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Purpose:	The purpose of this policy is to ensure that employers and students are adequately informed of course fees, ancillary charges, and their rights regarding refunds.
Scope:	This policy applies to all ACE Training staff, contractors, any applicable third parties and students, and covers all units and qualifications within the scope of ACE Training's registration.
Responsibilities:	The CEO is ultimately accountable for adherence to this policy.
Standards:	This policy contributes to compliance with clauses 3.5, 5.3, 6.3 & 7.3.
Policies:	This policy is supported by the <i>Marketing and Advertising</i> and <i>Complaints and Appeals</i> Policy.
Procedures:	This policy is supported by the <i>Course Information Procedure</i> , <i>Fees, Charges and Refunds</i> and <i>Complaints and Appeals</i> procedures.
Tools:	This policy is supported by <i>Schedule of Fees</i> , <i>Refund Application Form</i> , <i>Complaint and Appeals Application Form</i> and <i>Student Handbook</i> .

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### Definitions

**Fee Payer** means the nominated payer of a student's course fees, usually either the student or the employer paying on behalf of the student.

### Policy Statement

1. Whilst ACE Training maintains strict and prudent financial management practices to ensure any prepaid fees received from a Fee Payer are protected, ACE Training will not require a Fee Payer to pay prepaid fees more than \$1,500 at any given time, with the exception of Heavy Vehicle courses where full fee applies.
2. ACE Training will publish and have accessible on a prominent place on its website or within its Student Handbook:
  - i) A complete and transparent listing of ACE Training's fees including associated terms and conditions known as the *Schedule of Fees*;
  - ii) Relevant fee information for individual courses within each course outline;
  - iii) Details of this policy; and
  - iv) Student consumer and refund rights including the method for requesting a refund known as the *Refund Application Form*.
3. ACE Training will ensure that prospective Students are informed of all fees and charges associated with their course and individual circumstances prior to enrolment including any additional costs the students are likely to incur.
4. Should ACE Training not be able deliver a course or any portion of the course, enrolled students will be automatically refunded for portions of the course where training services were not provided. Note this only applies in the extreme event ACE Training ceases to operate or ceases to deliver a course.
5. A student is entitled to any statutory cooling-off periods after enrolment to withdraw from a course entitling them to a full refund if no training has commenced.

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6. Regarding course fees:
  - i) A student enrolment is deemed incomplete until the course fee deposit (or the required prepaid instalment) is paid in full and acknowledged as received by ACE Training;
  - ii) A student will not receive a testamur (certificate) or statement of attainment until all course fees are paid in full and acknowledged as received by ACE Training;
  - iii) Includes all training and assessment and educational student support, up to three attempts at an assessment, all course materials, and the 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); and
  - iv) Does not include optional or recommended textbooks and materials, replacement course materials (if applicable), personal use items such as computers and stationery, re-issuance of certification documentation or any re-enrolment required due to failed completion of units.
7. Regarding credit transfer applications:
  - i) ACE Training does not charge any fees associated with application and assessment of credit transfers and if deemed eligible, a student's course fees will be reduced accordingly.
8. Regarding recognised prior learning (RPL) applications:
  - i) RPL applications if received and approved by ACE Training will incur an application fee and assessment fee per unit which are non-refundable as set out in the *Schedule of Fees*.
9. Regarding Refunds:
  - i) Refunds will only occur in the instance that ACE Training withdraws or cancels a scheduled course, where the student formally withdraws 5 days prior to the course commencement or where fees need to be adjusted to reflect any CT or RPL credits if processed after enrolment;
  - ii) A refund request from a Fee Payer must be provided to ACE Training for assessment using the *Refund Application Form*;
  - iii) ACE Training must be in receipt of a written notification from a student of their intention to withdraw from a course prior to processing of any associated eligible refunds using the *Student Withdrawal Form*;
  - iv) ACE Training will not provide a refund to a student who has commenced a unit or course. Eligible refunds will be reduced by an amount of \$150 representing ACE Training's enrolment cancellation fee which is a reimbursement for administration costs;
  - v) ACE Training will not provide a refund for recognition of prior learning assessments after enrolment, where recognition resources and services have been supplied to the student;
  - vi) If ACE Training cancels a course, students will not have to apply for a refund, ACE Training will automatically process refunds and obtain fee payer deposit details (if necessary);

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- vii) 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;
  - viii) The outcome of a *Refund Application Form* and eligible refund payments will be made within 10 days of a received application;
  - ix) All Fee Payers have the right to dispute and appeal to a refund decision made by ACE Training through the *Student Complaint and Appeals Procedures*; and
  - x) ACE Training's CEO has full discretion on fee payer refund eligibility especially in unique and unforeseen circumstances.
10. All documentation in relation to this policy such as student invoices and *Refund Application Forms* will be retained on a student's file.
11. A student not associated with a company is required to pay the full fee at the time of booking. For eligible companies; ACE Training's payment terms are strictly 30 calendar days from the issue date of an invoice.

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