

## Fees and Refunds Policy & Procedure

### Compliance Focus

Standards for RTOs 2015 – 5.3 & 5.4

### Policy Overview

This policy ensures that all prospective students are aware of the fees and charges associated with enrolment in a Training Program. This policy also provides the guidelines for the eligibility and assessment of refunds.

We must ensure the protection of all fees and aim to provide clear and accessible information to prospective students about fees and charges prior to and throughout their enrolment. Each qualification, unit of competency, Skill Set or accredited course offered has a specific course fee. The course fee is the maximum fee that may be charged to the student for their chosen training program.

Students who are engaged with a third party such as an employer or job service provider are responsible for informing them of the fees and refund information outlined in this policy.

### Policy

The Chief Executive Officer or nominated delegate is responsible for approving the Fees and Charges. As a minimum the Fees and charges are to include the following and be published on our website:

- The total amount of all fees including course fees
- Administration fees
- Material fees and any other charges for enrolling in a training program
- Payment terms, including the timing and amount of fees to be paid
- The fees and charges for additional services
- Replacement qualification parchment or statement of results
- Re-assessment fees

Once a prospective student has enrolled into a Training Program, they are provided with a Statement of Fees and upon acceptance they're required to pay the fees prior to the commencing of the training program unless an authorised payment plan arrangement has been put in place. Care Academy will not hold a deposit of more than \$1,500 (prepaid threshold) may be collected from each individual student prior to the commencement of the Training Program.

### Giving notice of enrolment cancellation

A student who wishes to cancel their enrolment must give notice in writing by completing the Student Withdrawal Form. Our staff who are approached with initial notice of cancellation are to ensure the student understands their rights with regards to the refunding of fees. The student is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program. This should occur in accordance with our Student Withdrawal Policy.

Students who provide written notice to cancel their enrolment and who are eligible for a refund are to be provided with a "Refund Request Form." Students who may not be eligible but are requesting a refund should also be provided with the refund request form so the request can be properly considered by the Chief Executive Officer or nominated delegate.

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Policies & Procedures	1.0	03/2023	03/2024	Chief Operating Officer	Chief Executive Officer

## Refunds

The following refund policy will apply:

- Students who would like to apply for a refund must complete and submit the Refund Request Form
- The following refunds will be processed as per the below table:

Example Scenarios of Student Refunds	Percentage Refunded:	
	Tuition Fees	Additional Fees (if applicable)
<b>Student withdraws from the Training Program and submits the Refund Request Form</b>		
With a minimum of ten (10) business days or more prior to the Training Program Commencement Date	100%	100%
Within ten (10) business days of the Training Program Commencement Date	50%	0%
After the Training Program Commencement Date	0%	0%
<i>*Students may be given special consideration while applying for a refund if they can prove significant personal circumstances beyond control. This will be reviewed and approved by the Chief Executive Officer or Nominated Delegate.</i>		
<b>Care Academy cancels the Training Program</b>		
Prior to the Training Program Commencement Date	100%	100%
After the Training Program Commencement Date	Pro-Rata calculated based on the Training/Assessment Delivered	0%
<i>*Additional Fees included (not limited to): Student Services, Amenities, Textbooks, Training Materials.</i>		

Care Academy will process and provide a refund to the student within 14 days of receiving the Refund Request Form providing all requirements are successfully met. The refund will be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form. If the refund request is not approved, the student has the right to appeal following our Complaints & Appeals Policy and Procedure.

## Changes to agreed services

We will advise the student as soon as practical of any changes to the agreement this may include involvement of any new third-party arrangements or a change in ownership or changes to existing third party arrangements.

## Document reference:

- Refund Request Form
- Schedule of Fees and Charges
- Enrolment Form/Statement of Fees
- Withdrawal Form
- Payment Plan Arrangement

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