

Fees and Refunds Policy

Purpose:

The purpose of this policy is to guide Centre for Professional Learning and Education (CPLE) RTO 88148, in its approach to the receiving of student fees associated with training as well as the issuing of refunds to learners, where applicable.

Introduction:

The Centre for Professional Learning and Education (CPLE) is entitled to charge fees for services provided to students undertaking training and assessment that leads to a nationally recognised outcome. These charges are generally for items such as course materials, text books, student services, administration and training and assessment services.

This policy supports compliance within clauses 3.3, 5.3 & 7.3 of the Standards for Registered Training Organisations (RTOs) 2015

Authorisation:

This procedure shall be endorsed and issued under the authority of the Chief Executive Officer.

Policy

Fees payable

Fees are payable when a student has received confirmation of enrolment. The initial fee payment must be made within 14 days of receiving an invoice from CPLE. CPLE may discontinue training if fees are not paid in accordance with the agreed fee schedule. The current fees and charges for CPLE are published within the current fee schedule. Fees that are charged are determined by ACT Government regulations and are specific to the funding arrangement in which students choose to enrol. Fees are invoiced directly to a student and can be payable by the student or employer. Students are offered to pay fees through instalments by entering a payment plan with CPLE, with an option to select deductions from 3 different fee schedules. CPLE will withhold any qualification parchment or statement of results if fees are unpaid on completion or withdrawal from enrolment.

Document Type: POLICY	Doc Ref No: RTO-PRG-POL-008	Version No: 1
Date of Effect: 12 JUNE 2018	Due for Review: JUNE 2021	Page 1 of 7
MASTER DOCUMENT – UNCONTROLLED WHEN PRINTED UNLESS SIGNED IN RED		

Fees and Refunds Policy

Schedule of Fees and Charges

The Chief Executive Officer is responsible for approving the CPLE Fee Schedule. The fee schedule in addition to the Terms and Conditions for Enrolment and Re-enrolment, is to include the following information:

- 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 and any non-refundable deposit/administration fee;
- the nature of the guarantee given by CPLE to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc;
- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment.

Replacement of text and training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. Where a student has purchased a text or training workbooks and subsequently cancels his or her enrolment, CPLE will not refund monies for the text unless a written request for a refund is received and we are satisfied that the text is in as-new condition. For a full list of replacement charges please refer to CPLE Terms and Conditions for Enrolment and Re-enrolment.

Document Type: POLICY	Doc Ref No: RTO-PRG-POL-008	Version No: 1
Date of Effect: 12 JUNE 2018	Due for Review: JUNE 2021	Page 2 of 7
MASTER DOCUMENT – UNCONTROLLED WHEN PRINTED UNLESS SIGNED IN RED		

Fees and Refunds Policy

Giving notice of enrolment cancelation

A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. CPLE trainer/assessors who are approached with initial notice of cancelation are to ensure the student understands their rights with regards to the refunding of tuition fees. The student is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

Students who give 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 RTO Manager & Chief Executive Officer.

Refunds and statutory cooling off period

The following refund policy will apply:

- Students, who give notice to cancel their enrolment **10 business days** or more prior to the approval of their training contract, will be entitled to a full refund of fees paid. This policy complies with the Australian Consumer Law required **statutory cooling off period** for the sale of goods and services. It is a requirement under the Standards for Registered Training Organisations that an RTO must allow the minimum statutory cooling off period applicable for the jurisdiction in which they operate. Australian Consumer Law introduced in 2010 has made this consumer protection consistent in all States and Territories.
- Students who cancel their enrolment after a training program has commenced and have engaged in training and assessment will not be entitled to a refund of their fees. An exception to this policy is where CPLE fails to fulfil its service agreement and fees are refunded under our guarantee to clients.

Discretion may be exercised by the Chief Executive Officer in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. The Chief Executive Officer may authorise a refund of tuition fees if the circumstances require it.

Document Type: POLICY	Doc Ref No: RTO-PRG-POL-008	Version No: 1
Date of Effect: 12 JUNE 2018	Due for Review: JUNE 2021	Page 3 of 7
MASTER DOCUMENT – UNCONTROLLED WHEN PRINTED UNLESS SIGNED IN RED		

Fees and Refunds Policy

Where refunds are approved, the refund payment must be paid to the student within 30 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form

Our Guarantee to Clients

If for any reason CPLE is unable to fulfil its service agreement with a student, CPLE must issue a full refund for any services not provided. The basis for determining “services not provided” is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is terminated.

Limiting fees being paid in advance

CPLE acknowledges that it has a responsibility under the Standards for Registered Training Organisations to limit the fees paid by students in advance of their training and assessment services being delivered.

To meet our responsibilities CPLE may accept payment of no more than \$1,500 from each student prior to the commencement of the course. This requirement applies regardless of the payment for the fees are being made directly or through a third party.

Following the course commencement, CPLE may require payments of additional fees in scheduled payments in advance from the student but only such that at any given time, the amount required to be paid in advance is consistent with the portion of training being delivered.

Payment of GST

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for ‘professional or trade course’ is a GST-free education course. ATO reference: <http://law.ato.gov.au/atolaw/view.htm?docid=GST/GSTR20031/NAT/ATO/00001>

Where a student is enrolled in a course which is offering units of competency or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course.

Document Type: POLICY	Doc Ref No: RTO-PRG-POL-008	Version No: 1
Date of Effect: 12 JUNE 2018	Due for Review: JUNE 2021	Page 4 of 7
MASTER DOCUMENT – UNCONTROLLED WHEN PRINTED UNLESS SIGNED IN RED		

Fees and Refunds Policy

Miscellaneous Charges

CPLE will levy some miscellaneous charges for services. These may include:

- Re-issuing a certificate after it has been initially issued to a student.
- Replacing issued learning materials which the student has lost or damaged
- Re-assessment services
- First Aid training and assessment
- Additional support services

These miscellaneous charges are to be clearly specified in the CPLE fee schedule as well as within the Terms and Conditions for Enrolment and Re-enrolment. It is to be made clear if these services will include GST. All miscellaneous charges are to be based on a cost recovery basis and are not intended to be a source of profit.

Student complaints about fees or refunds

Students who are unhappy with CPLE arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with the Registered Training Organisation Appeals Procedure.

Definitions:

Enrolment	A student is considered to be enrolled in a program upon the signing of a CPLE Enrolment form and a Terms and Conditions for Enrolment and Re-enrolment form/
GST	Goods and Services Tax
RTO	Registered Training Organisation
CPLE	Centre for Professional Learning and Education (RTO 88148)

Document Type: POLICY	Doc Ref No: RTO-PRG-POL-008	Version No: 1
Date of Effect: 12 JUNE 2018	Due for Review: JUNE 2021	Page 5 of 7
MASTER DOCUMENT – UNCONTROLLED WHEN PRINTED UNLESS SIGNED IN RED		

Fees and Refunds Policy

Responsibilities:

Chief Executive Officer

- To make refund decisions for learners based on the rights of students in relation to the requirements of this policy

RTO Manager

- To uphold the rights of students in relation to the requirements of this policy
- To liaise with the Chief Executive Officer in communicating cases whereby students may be eligible for a refund as per the conditions of this policy

CPLE Administration

- To collate Refund Request Form submitted to CPLE by students
- To liaise with the RTO Manager upon the submission of completed Refund Request Forms
- To process eligible student refunds as per the conditions of this policy

Attachments & Forms:

Refund Request Form

Related Documents:

CPLE Fee Structure

CPLE Terms and Conditions of Enrolment and Re-enrolment

RTO-PRO-PRO-004

Registered Training Organisation Appeals Procedure

References:

- ISO 9001:2008 Clause
- Standards for Registered Training Organisations (SRTTO) 2015
- Section 38-85 GSTR 2003/1 Goods and Services Tax Australian Consumer Law: Goods and Services

Document Type: POLICY	Doc Ref No: RTO-PRG-POL-008	Version No: 1
Date of Effect: 12 JUNE 2018	Due for Review: JUNE 2021	Page 6 of 7
MASTER DOCUMENT – UNCONTROLLED WHEN PRINTED UNLESS SIGNED IN RED		

Fees and Refunds Policy

Document Contact:

Manager, Quality Assurance
 P: (02) 6293 6500
 E: quality@commsatwork.org

Review Specifications:

OFFICE USE ONLY

Written/reviewed by: Carla Scalia Authorised for release by: Lee Maiden
 Version number: 1 Signature of authorising person: Text

VERSION HISTORY

Version	Date of effect	Brief summary of change
V1	12.06.2018	Initial Document

Document Type: POLICY	Doc Ref No: RTO-PRG-POL-008	Version No: 1
Date of Effect: 12 JUNE 2018	Due for Review: JUNE 2021	Page 7 of 7
MASTER DOCUMENT – UNCONTROLLED WHEN PRINTED UNLESS SIGNED IN RED		