

1.03.843 FEES & REFUNDS

WHAT YOU NEED TO KNOW – KEY TAKE OUTS

- IRT Academy will adopt fair and compliant approaches to the charging of fees and processing of refund applications.

Always read this Policy in conjunction with the Related Procedures identified below.

Policy Principles	IRT Academy will adopt a fair and reasonable approach to charging fees and provision of refunds that is in accordance with applicable legislation.
Purpose	IRT Academy is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, student services and training and assessment services.
Risk Statement	IRT has zero appetite for risk of failing to comply with legislation.
Scope	Covers all IRT Academy students, employees and/or third parties acting on behalf of IRT Academy.
Related Procedure	IRT Academy Procedure Manual
Related Documents	<ul style="list-style-type: none"> • Student Handbook • Fees and Charges Schedule • Withdrawal/Refund Application Form • Fee Exemption Concession Application
Compliance Requirements	<ul style="list-style-type: none"> • National Vocational Education and Training Regulator Act 2011 • Standards for RTOs - Standard 5 and Standard 7
Policy Owner	Group Head IRT Academy
Effective Date	April 2021
Review Date	April 2024
Content Manager Reference Number	EDOC2021/0023973

1 AGED CARE QUALITY STANDARDS & RELEVANT LEGISLATION

This policy has been written to align with the Aged Care Quality Standards and other relevant legislation and regulation. The following table explains the link between this policy and the relevant external requirements.

Standard / Legislation	What this Means
Standards for RTOs 2015	To ensure the RTO meets the regulatory standards for RTO operation and related legislation (see above).

2 POLICY DETAILS

2.1 Fees Payable

Fees are payable when the student has received notification of enrolment.

Fees must be paid in full/or as per arranged and agreed to payment plan prior to course commencement IRT Academy. We will refuse entry to a course if the fee is not paid as required. Evidence of payment is required to be produced by the student for sighting by the IRT Academy Trainer/Assessor.

Fees will vary for different training programs.

For a full list of current fees and charges please refer to the IRT Academy Fees and Charges Schedule.

Any reason(s) for concession or exemption from fees must be noted on the student's file including completion of the Fee Exemption Concession Application.

2.2 Fees and Charges Schedule

The Group Head IRT Academy is responsible for approving the IRT Academy Fees and Charges Schedule(s).

As a minimum, the schedule of fees and charges is to include:

- The total amount of all fees including course fees, recognition of prior learning (RPL) fees, administration fees, material fees and any other charges for enrolling in a training program;
- 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 document or statement of results/transcript and the options available to students who are deemed not yet competent on completion of training and assessment;
- The IRT Academy refund policy;
- The nature of the guarantee given by IRT Academy to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study and;
- A statement advising that no cash payments will be accepted.

2.3 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, IRT Academy 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 the IRT Academy Fees and Charges Schedule.

2.4 Giving Notice of Enrolment Cancellation

A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. IRT Academy employees who are approached with initial notice of cancellation 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 Withdrawal/Refund Application Form. Student who may not be eligible but are requesting a refund should also be provided with the request form so the request can be properly considered by the Group Head IRT Academy.

2.5 Refunds

The following refund policy will apply:

- For students who choose to pay fees via the payment plan option, the refund policy below applies to the total cost of all instalments of the payment plan. This means that if only partial payment has been made, IRT Academy must recover the remainder of the course fees if the cancellation is made after a training program has commenced.
- Students who give notice to cancel their enrolment more than 10 days prior to the commencement of a program will be entitled to a full refund of fees paid.
- Students who give notice to cancel their enrolment less than 10 days prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by IRT Academy is required to cover the costs of staff and resources which will have already been committed based on the students initial intention to undertake the training.
- Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.
- A percentage of course costs may be refunded if the student applies for credit transfer or recognition of prior learning (RPL). Details provided upon application.
- Discretion may be exercised by the Group Head IRT Academy or delegated representative in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The Group Head IRT Academy may also authorise a refund of tuition fees if the circumstances require it.
- Where refunds are approved, the refund payment is to be paid to the student within 14 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.

Note: If for any reason IRT Academy is unable to fulfill its service agreement with a student, IRT Academy must refund the student's proportion of fees paid for services not delivered.

2.6 Protecting Fees Being Paid in Advance

IRT Academy acknowledges that it has a responsibility under the Standard for Registered Training Organisations 2015 Standard 7 Clause 7.3 to protect the fees paid by students in advance of their training and assessment services being delivered.

IRT Academy will maintain compliance with RTO Standards 2015 Standard 7.3 by not charging more than \$1500 in prepayment fees.

2.7 Keeping Students Informed

To ensure that students are well informed of the financial considerations of their enrolment, IRT Academy undertakes to provide the following fee information to each student prior to enrolment within the Fees and Charges Schedule and associated information in the IRT Academy Student Handbook:

- The total amount of all fees including course fees, administration fees, materials fees and any other charges;
- 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 IRT Academy to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- The consequences of withdrawing from a government funded program;
- The fees and charges for additional services, including such items as issuance of a replacement qualification document and the options available to students who are deemed not yet competent on completion of training and assessment; and
- The IRT Academy refund policy.

2.8 Student Complaints about Fees or Refunds

Students who are unhappy with the IRT Academy arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with the IRT Academy complaints policy and procedure.

In Practice Example:

Joe X is a student who has fully paid their course fees at enrolment. Due to unforeseen personal circumstances Joe needs to withdraw from the course and has applied for a refund 14 days before course commencement. IRT Academy refunds Joe his prepayment in full.

3 ROLES AND RESPONSIBILITIES

Role	Responsibility
Policy Owner – Group Head IRT Academy IRT Academy	<ul style="list-style-type: none"> Develop and monitor implementation of policy and associated procedures.
Subject Matter Expert – Legal Counsel	<ul style="list-style-type: none"> Provide expert advice as required.
Policy Implementation- all IRT Academy personnel	<ul style="list-style-type: none"> Implement policy and procedure

4 DEFINITIONS

In this Policy, words have the following meaning:

Term	Definition
RTO	Registered Training Organisation