



# SC5: Fees and Refunds Policy & Procedures

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## Purpose

The purpose of this policy and procedure is to outline VETiS Consulting Services Pty Ltd's approach to managing fees and refunds and to demonstrate how fees paid in advance are protected by VETiS Consulting Services Pty Ltd.

This complies with Clauses 5.3, 7.3 and Schedule 6 of the Standards.

## Policy

### 1. Information about fees and charges

- VETiS Consulting Services Pty Ltd protects the fees that are paid in advance by students.
  - VETiS Consulting Services Pty Ltd does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.
- Fee information relevant to a course is outlined in detail on the Website and Enrolment Form and summarised on the Course Outline which can be downloaded from the website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- Fee information includes:
  - All costs for the course including any materials fees or levies
  - Payment terms
- The Student Handbook which is provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are asked to sign the Enrolment Form (if manual) or tick the box they understand if electronic in acknowledgement of the terms and conditions of the enrolment and this policy.
- Where an employer is paying for a student's course, an Invoice will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.

### 2. Course fee inclusions

- Course and tuition fees include:
  - All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. However, in the case of re-assessment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, an additional fee may apply for additional training and re-assessment. This fee is outlined on the Student Enrolment Form.
  - Course fees do not include required text books and learning materials. These are at an additional cost, as outlined on the Course Outline. Textbooks can either be purchased from VETiS Consulting Services Pty Ltd or external textbook providers as indicated on the Student Enrolment Form.
  - 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). Re-issuance or additional copies of these documents will attract a fee of \$100 per document.
- Course and tuition fees do not include:
  - Any optional textbooks and materials that may be recommended but not required to complete a course.

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- Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement.
- Stationery such as paper and pens.
- Uniform (if required for placement).
- Re-assessment if required, as outlined above.
- Re-issuance of AQF certification documents – a cost of \$100 per document applies.
- Direct debit setup, transaction and dishonour fees (where applicable).
- Credit card payment surcharges.
- VETiS Consulting Services Pty Ltd cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

### 3. Payments

- Payments can be accepted by EFTPOS, electronic transfer, credit card, money order or direct debit.
- Credit card payments incur a surcharge of 2% per transaction.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Debts will be referred to a debt collection agency where fees are more than 40 days past due.
- VETiS Consulting Services Pty Ltd reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

### 4. Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our *Complaints and Appeals Policy and Procedure*.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

### Fee for Service Students

1. All course fees for fee-for-service students include a non-refundable deposit of \$500 which is detailed on the Web Site. The deposit is non-refundable, except in the circumstances detailed below.
2. A full refund of any fees paid (including the deposit) will apply where a student withdraws or cancels their course in writing within the cooling off period. The cooling off period is 14 days and applies from the date of first enrolment or sign-up.
3. A full refund of any fees paid (including the deposit) will apply if VETiS Consulting Services Pty Ltd is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
4. In the unlikely event that VETiS Consulting Services Pty Ltd or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:
  - Where VETiS Consulting Services Pty Ltd or any third parties delivering training and assessment on its behalf ceases to operate.

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- Where VETiS Consulting Services Pty Ltd ceases to deliver the course in which a student is enrolled and the agreement is terminated.
- Where VETiS Consulting Services Pty Ltd needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.

In any of the above situations, VETiS Consulting Services Pty Ltd will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 30 business days.

5. 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.
6. RPL application fees are non-refundable.
7. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.
8. In other circumstances, a student will request a refund of course fees by emailing the Managing Director at the email [consultants@vetisconsulting.net.au](mailto:consultants@vetisconsulting.net.au) and putting in REFUND in the subject line with reasons for the refund.
9. The outcome of the refund assessment will be provided in writing to the student's registered address within 30 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our *Complaints and Appeals Policy and Procedure*.
10. The refund assessment will be based on reviewing the services provided to the student and the costs incurred by VETiS Consulting Services Pty Ltd to provide those services.

### Refunds to Third Parties

5. Refunds will not be provided to any Third Parties under auspicing agreements if a student withdraws after the stated period of 4 weeks of commencing a course.
6. Additional enrolments after 30 April each year will incur the normal qualification and per student fee.

### Refunds to Businesses for Employee Enrolments

1. No refunds are applicable to businesses for employees who not turn up for a course in which they have been booked.
2. No refunds are applicable to businesses for employees who were nominated to attend a course if the business cancels the nomination with 3 working days of the course commencing.

### 7. Publication

- VETiS Consulting Services Pty Ltd will publish in a prominent place on its website the following:
  - Costs for fee for service programs.
  - This Fees and Refunds Policy.

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