

RTO Fee Refund Policy

Purpose

The Australian College of the Arts Pty Ltd (Collarts) undertakes the following policy in regards to fee refunds for students enrolled in Collarts VET programs in accordance with college rules and the *Standards for Registered Training Organisations (RTO's) 2015*.

Scope

This policy sets out the circumstances under which students may claim a refund and the associated procedures for handling refunds and applicable all students enrolled with Collarts as an RTO including courses provided by organisations auspiced by Collarts.

Related Policies

This policy should be read in conjunction with the following college policies:

- Complaints & Appeals Policy
- Skills Recognition Policy

All college policies referenced in this document can be found in the Student Handbook which can be accessed via the *Student Resources* section of the VETIS MyCollarts Portal at <https://collarts.edu.au/vetis> or *VETIS Resources* section of the college website.

Key Definitions

For the purpose of this policy, **Students** are defined as follows:

1. Learners enrolled and receiving VET training and assessment through an approved Auspiced Provider. These students may apply and are refunded through the approved Auspiced Provider.
2. Learners enrolled and receiving VET training and or assessment by an employee of Collarts (primarily through RPL). These students may apply and are refunded directly by Collarts

Collarts VET Fees & Charges

Collarts or its Auspiced Partners will not require any prospective or current students to prepay fees in excess of a total of \$1,500.

1. Students receiving VET training and assessment through Auspiced Providers

Students enrolled and receiving VET training and assessment through an approved Auspiced Provider may apply and are refunded through the Auspiced Provider.

In this instance, Collarts does not receive any fees directly from Students and charges the Auspiced Provider as follows:

Instalment 1: Annual Auspicing Fee, invoiced on registration for the academic year

Instalment 2: Student Material Fee, invoiced at Census Date after student enrolment confirmation

These fees are published in the Memorandum of Understanding and are subject to change in future years. Auspiced providers may set their own fee structure and must operate in accordance with the *Standards for Registered Training Organisations (RTO's) 2015* (5.3 & 7.3).

2. Students receiving VET training and assessment directly through Collarts

Students enrolled and receiving VET training and assessment by an employee of Collarts may apply and are refunded directly by Collarts.

Students are invoiced for 50% of the course fees on enrolment, with the balance to be paid on the completion of assessment and prior to issuance of the Qualification Certificate or Statement of Attainment.

The RTO shall only collect fees once an applicant's enrolment has been confirmed, at which time the course will have been deemed to have commenced. Where a course is conducted under auspicing arrangements, then enrolment shall be confirmed via a signed *Student Enrolment Confirmation Report*. For all other courses, a letter of enrolment shall be provided to the Student.

Grounds for Refunds

Students will receive a full refund of fees paid and there will be no administration charge in the following circumstances:

- the course is cancelled prior to commencement
- the course is rescheduled to a time and location that is unsuitable for the Learner.

Once the course has commenced, refunds shall only be made if the RTO is not able to continue to offer training and assessment services for that course. In these circumstances, refunds shall be calculated as follows:

Course Fee – [(Course Duration Months-Time Elapsed Months)/Course Duration x Course Fee]

For example, where six months of a twelve month course has elapsed, with a course fee of \$2000 then:

$\$2,000 - [(12-6)/12 \times 2200] = \$1,000$ Refund

• *Time Elapsed Months* shall include months from the month on the date in the Letter of Enrolment, up to the month when training and assessment services ceased.

If a student discontinues a course, is suspended or dismissed because of unsatisfactory conduct or attitude, or for failure to follow the rules and regulations, or for excessive absenteeism, then no refund will be given on the fee. No refund can be made once the Census Date has passed.

Procedures for Applying for Refunds

To apply for a refund, the individual is to contact the Registrar to obtain the Fee Refund/Withdrawal Application Form by telephone 1300 818 777 or email at registrar@collarts.edu.au.

Applications will be considered, and applicant advised in writing, within 20 working days of the RTO receiving the application. The decision as to whether the Learner will receive a refund or partial refund will be made based on the grounds for refunds specified above.

Payment of Refunds

The RTO will pay the refund to the same person or body from whom the payment was received on behalf of the Learner. This includes credit cards so where credit cards are used for payment, the RTO will refund that credit card.

Complaints & Advice

Complaints relating to fee refunds are to be lodged in accordance with Collarts **Complaints & Appeals Policy** which can be accessed via the VETIS Portal at <https://collarts.edu.au/vetis> or the *VETIS* section of the college website. Queries about fee refunds should be directed to the Collarts Registrar who can be contacted on 1300 818 777 or via email to registrar@collarts.edu.au.