

Purpose:

The purpose of this policy is to provide staff and clients the specifics in relation to refunds and charges for those students who have elected to pay fees upfront. This includes those:

- accessing funding through the Skills First Program
- electing to pay full fee-for-service

Students accessing VET Student Loans should refer to P126A Refund – VET Student Loans for further information

Students who have extended access with VET FEE-HELP should refer to P126 Refund – VET-FEE HELP for further information.

Policy:

Definition

Tuition Fees	<p>Tuition fees are inclusive of the following:</p> <ul style="list-style-type: none"> ▪ Tuition ▪ #Resources (where applicable) ▪ Amenities ▪ Administration costs <p><i># Note: Resources for HLT54115 Diploma of Nursing are not part of the tuition fee and must be purchased direct by the student</i></p>
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Student seeking refund

If a student is seeking a refund from a training program, the individual has up to 30 days after the commencement of training to apply. All withdrawal notifications must be provided in writing to Skills Training Australia eg in the form of a letter, email or fax.

Should a student withdraw prior to 30 days, *a full refund of the tuition fees apply.

*Note 1: study materials provided to the student must be returned to Skills Training Australia in order for the full refund to apply.

Should the materials not be returned:

- The cost of the materials will be deducted from the refund
- If the cost of the materials exceeds the tuition fee then no refund applies

**Note 2: study materials for HLT54115 Diploma of Nursing remain the property of the student.

Should a student withdraw **after** 30 days of the commencement of training, no refund of tuition fees apply.

Course Cancellation

If Skills Training Australia cancels a scheduled course prior to the commencement of any scheduled training services, the full tuition fee will be refunded.

In the unlikely event that Skills Training Australia is unable to provide the agreed services or the arrangement is terminated early, any fees paid for the remaining tuition yet to be delivered will be refunded to the individual.

Note 3: every effort will be made to offer and place the student into an alternative study mode or program. The student is not obligated to accept any alternative offers from Skills Training Australia and may request to receive a refund instead.

RTO Closure

Skills Training Australia will refund any fees paid to a student for the remaining tuition yet to be delivered should the RTO close. If a student has yet to commence at the time of closure, a full refund applies.

Skills Training Australia Rights

Skills Training Australia reserves the right to grant refunds in other circumstances if it sees fit.

Approval Authority:

This Policy is approved by Skills Training Australia Management as indicated and the control copy is one that is maintained within the Quality Management System and as such all hard copies need to be verified.

Documents Referenced:

- Standards for Registered Training Organisations 2015
- 2018-19 VET Funding Contract
- P126 Student Refunds – VET FEE-HELP
- P126A Student Refunds – VET Student Loans