

Fees and Refund Policy & Procedure

Policy Version 2.2

Policy

This policy applies to fees, charges and refunds applicable to the provision of training.

All students are treated fairly and with integrity when charged fees or applying for refunds.

At National Training, we strive to provide a seamless and risk-free enrolment process for our students. To ensure your satisfaction, we offer a three-day cooling-off period following payment, during which you may withdraw from your course and receive a complete refund of all fees paid.

Key points of our refund policy:

Cooling-off Period: You have three days from the date of payment to decide if our course meets your needs. If you choose to withdraw during this period, you are eligible for a full refund of all fees paid.

Refund Process: To initiate a refund, please contact our student services team within the three-day cooling-off period. You may reach us by phone, email, or in person at our office. Our team will guide you through the refund process and ensure a prompt resolution.

Refund Eligibility: Refunds are only applicable if the withdrawal occurs within the three-day cooling-off period. After this period, our standard refund policy applies, which is outlined in our terms and conditions and set out in the procedure below.

Payment Method: Refunds will be processed using the same method of payment used for the original transaction. Please allow a reasonable timeframe for the refund to be reflected in your account.

Exceptions: This refund policy does not apply to courses or services that have been fully or partially completed.

At National Training, we are committed to your satisfaction and strive to make your learning experience as smooth as possible. If you have any questions or require further assistance regarding refunds, please don't hesitate to contact us.

Purpose

The purpose of this policy and procedure is for National Training (NT) to define the fees and refund processes for students in accordance with Standards for RTO's 2015.

Scope

This policy applies to all Fee-for-Service students enrolled at National Training.

Responsibility

The Chief Executive Officer or delegate is responsible for this policy/procedure and to ensure that all staff and students are aware of its application and that staff implement its requirements.

1. Notification of Fees and Charges

- 1.1 Fees and charges are advised to the student prior to enrolment through the appropriate documentation and publications. Payment arrangements are aligned to courses and may vary depending upon factors such as length of course or student cohort.
- 1.2 Course fees are non-transferable to other students or other RTOs.

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2. Fees and Charges

2.1 Course Fees

(See course fees published on the website for up-to-date fees: www.nationaltraining.edu.au)

2.2 RPL Fees

(Are the same as FFS full course fees as published on the website: www.nationaltraining.edu.au. Please note: In the event the course fee is on special, this discount fee, **does not** apply to RPL Students)

2.3 Course Extension Fees

Student(s) who fail to complete their course in required timeframe, or no work has been completed for the previous twelve (12) months, will be subject to withdrawal due to cessation of studies. Student(s) wishing to extend their enrolment for a further six (6) months, may request an extension at a cost of \$400.00. Extension of studies will only be considered if the qualification is not subject to transition. This fee may be waived under unique and compelling circumstances, at the discretion of the CEO.

2.4 Additional Certificate Copies

Certificates/Statements of Attainment (per certificate) \$50.00

3. Refunds

3.1 If a student withdraws from a course, within three (3) days from enrolment date, a full refund will be paid to the student on request.

3.2 If a student withdraws from a course, post the three (3) days from enrolment, all course fees including: tuition fee of \$1,500.00 and administration/ material fees remain payable and are non-refundable and non-transferable.

3.3 In the event a student defers their course, all remaining fees must be paid prior to deferment will be granted.

3.4 If a course is cancelled by National Training at any time prior to course commencement, National Training will refund all course fees.

3.5 If a course is cancelled by National Training at any time during the period of a student's enrolment, National Training will refund the remaining course fees that have not been used pro rate.

3.6 National Training may grant refunds in other circumstances at the discretion of the CEO in cases of special consideration.

Note: Special considerations, do not extend to change in employment, change in circumstances or financial hardship.

4. Payment Arrangements

4.1 National Training requires all fees, to be paid by the specified due dates on the tax invoice and paid in Australian dollars.

5. Debt Recovery

5.1 Fair and adequate recovery procedures are in place to manage the collection and recovery of monies.

5.2 Should a student default on direct debit payments, all costs associated with debit recovery, will be at the cost of the student.

6. Requests for Refund of Fees

6.1 Within (3) days of enrolment, all applications for refund in accordance with this policy must be made in writing via email to student support.

6.2 In cases of special consideration, request for refund via email to student support stating the reason/s why you believe special consideration should be considered and relevant supporting documentation such as medical certificate.

6.3 In the event of the request is approved, National Training will pay the approved requested amount within four (4) weeks of receiving the written request.

6.4 Payments of any outstanding debts to National Training must be made before a refund will be processed.

6.5 Refunds will not be processed where the request for refund does not match the student's details or their authorised representative.

6.6 All refunds will be recorded in Job ready – Student Management System (SMS).

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7. Approvals

- 7.1 All refunds must be approved by the Chief Executive Officer or authorised delegate.
- 7.2 Exemptions to the refund conditions may occur where the student has extenuating circumstances or compassionate grounds as determined by the Chief Executive Officer.
- 7.3 Compassionate ground may include Eg: medical conditions prohibiting continuing studies with supporting medical report.

8. Appealing Refund Decisions

- 8.1 Students are referred to the Complaints and Appeals Policy and Procedure available from our website if they wish to appeal a Refund decision.
- 8.2 This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection law.

9. Non –Payment of Fees

In the event course fees are outstanding for any reason prior to completion of the course, all fees must be paid in full to avoid the following:

- a) Suspension of access/participation in the course.
- b) Loss of access to enrolment record information and academic transcripts.
- c) Inability to graduate and receive your certificate.
- d) Cancellation of the enrolment.
- e) Report of a breach of a Training Contract (Trainees and Apprentices).

Document History

Revision	Date	Description of modifications
1.0	August 2014	Original
1.1	March 2015	Updated to include standards for RTO's 2015
1.1	Feb 2016	Annual Review (No change) Note: Funding provisions to be removed in next review.
1.2	May 2016	Special review at CEO request Removal of government funding requirements.
1.3	September 2016	Updated to include 7 days' full refund period.
1.4	November 2016	Updated to remove enrolment fee and face to face cancelation fee
1.5	March 2017	Annual Review – Provided further articulation re: RPL fees are based on full FFS Course fee and no further discount applies.
1.6	October 2017	Update of cancellation fee to \$550.00
1.7	January 2018	Annual Review – Formatting
1.8	June 2018	Update of Cancellation fee to \$250.00
1.9	January 2019	Annual Review – Clarity on Maximum tuition fees paid in advance is \$1,500.00. Administration fee will vary depending on course and payment method
2.0	January 2020	Annual Review – removal of lodgement of Refund application, replaced with written request via email to student support.
2.0	January 2021	Annual Review – No Change
2.1	May 2022	Annual Review – updated fee (2.3) to reflect the same wording in the terms and conditions student agrees to on enrolment. Updated Direct Success to Zip Money. Cooling off period of three (3) days.
2.2	March 2024	Updated: Removal of admin fee and Zip Pay - at CEO request.

Document Details

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