



Fees & Refunds Policy

v2.2

Students & Clients

Australian Testing Services Pty Ltd
Registered Training Organisation 21642

Purpose

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

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

Definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

Policy

1. Course Fees

Fees (either a booking fee or the full amount) must be paid in advanced of the course to confirm the students place unless alternative arrangements are made with the Accounts/Office Manager (AOM). A client making a booking may confirm payment by providing a purchase order for the full amount of the course.

2. Protection of fees paid in advance

ATS protects the fees that are paid in advance by students.

ATS 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. The balance of fees will be paid off on the completion of a course according to a set payment plan.

3. Fees and refund information

Prospective and current students are advised of the fees associated with a course via either the monthly distribution of scheduled upcoming courses or via request. In compliance with Clause 5.3 of the Standards, this is provided prior to enrolment or commencement of training, whichever is first.

Fee information includes:

- All relevant fee information including fees that must be paid and payment terms.
- Deposits and refund information and conditions relating to these.
- The student's rights as a consumer including any cooling off period.

Students are allowed a 7-day cooling off period (unless the course falls within this period) from the receipt date of the Enrolment Form to withdraw from a course before any penalties apply.

Information relating to refunds is outlined in the Student Information Guide.

4. Inclusions in course fees

Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course in which they are enrolling.

Course fees include one copy of the required text books and learning resources for each student. If textbooks are lost and need to be replaced, the student will be required to cover the cost of the replacement materials - the cost is outlined in the Student Information Guide.

Course fees include the issuance of a Competence Card and Statement of Attainment and/or Record of Results (where applicable). For additional copies or re-issuing of any of these documents an additional fee is applicable. This fee is currently \$50 per request.

5. Late payments

Non-account students will be expected to pay course fees in advance for short courses. Where courses are in excess of \$1500, students will be required to pay a maximum of \$1500 in advance. Payment methods for the remaining balance will be agreed between ATS and the student in advance of any training.

Debts will be referred to a debt collection agency where fees are more than 30 days overdue. ATS reserves the right to suspend the provision of training and/or other services/ or the issue of certificates & qualifications until fees are brought up to date. Overdue balances will incur interest charges at a rate set by the Penalties Interest Act (Victoria) from the due date.

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.

6. Refunds

All course fees include a non-refundable deposit which is outlined on the Enrolment Form and Student Information Guide. The deposit is non-refundable except in the unlikely situation where ATS is required to cancel a course due to insufficient numbers or for other unforeseen circumstances. In this case, students will automatically receive a full refund of their deposit or offered a place on an alternative course (to be taken within the next 12 months).

Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to ATS in writing, outlining the details and reason for their request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.

Eligibility for a refund will be assessed based on the services provided to the student and the costs incurred by ATS in order to provide those services to the student.

The outcome of the refund assessment will be provided in writing to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice. Refund assessments can be appealed following our Complaints and Appeals Policy and Procedure.