

## **FEE ADMINISTRATION AND REFUND POLICY**

**RELEVANT STANDARD(S):** *Standards for Registered Training Organisations (RTOs) 2025, Standard 2.1 of Outcome Standards and clause 18 of Compliance Requirements*

### **PURPOSE**

Encourage Training College adheres to the relevant compliance and legislative frameworks such as the Standards for Registered Training Organisations (SRTOs 2025). As such, Encourage Training College will provide transparency in the application and administration of fees and charges including refund and will put in place a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate application and administration of fees and handling of client refunds.

### **POLICY PRINCIPLES**

Encourage Training College implements fair and reasonable refund practices and transparent and process for fee application and administration. Encourage Training College will ensure that:

1. prospective students are aware of its fee policies in order to make informed decisions about enrolment in a course;
2. its fee and refund policy is prominent and accessible to its staff, prospective students, and existing students;
3. it implements and maintains a process for fair and reasonable refund and fees paid; and
4. it provides refunds for fees and charges paid by clients, where training and assessment activities have not been delivered

### **Fee Administration Policy Principles**

#### ***Fee Information***

1. Encourage Training College will inform its prospective students and employers (if applicable) of the full and accurate course fees associated with the training and the refund policy before enrolment.
2. Encourage Training College will ensure that the fee and refund policy is accessible to its staff, prospective students and existing students. The fee information will include but will not be limited to the following information:
  - a. Breakdown of the course fee (if any)
  - b. Fee and Refund policy
  - c. Incidental fees
  - d. Compulsory fees
  - e. Additional charges or co-contributions

- f. Methods of fee collection
  - g. Process for recovery of outstanding student fees
3. For any incidental fees that may be applicable, Encourage Training College will inform the prospective student before enrolling that such fees are a charge for an essential good or service and that the student has a choice of acquiring this from a supplier other than Encourage Training College.

#### ***Fee Administration***

1. Encourage Training College will only charge fees for accredited training in accordance to the fee information published and provided to the prospective student and the Fee Administration and Refund policy.
2. Encourage Training College will retain accurate course fee payment, waiver, exemption or refund record for each student.
3. Encourage Training College will require payment prior commencement of training as well as pre-payment plans for students.
4. Encourage Training College will apply standard student fees for Fee-for-Service (FFS) students.
5. Encourage Training College will allow participant course fees to be paid on behalf of the student by their employer or another third party (if applicable).
6. Encourage Training College will maintain arrangements for the protection of any fees paid in advance in accordance with *clause 18 of Compliance Requirements* (Standards for RTOs 2025) and the ETC Fee Administration Policy.

#### ***Fee Payment Arrangements***

1. Encourage Training College ensures that its financial practices promote the protection of fees (paid in advance and exceeding \$1500) made by any student. Encourage Training College will only adhere to the accepted fee protection measure to protect fees in excess of the threshold fee amount of \$1,500 as stated in Schedule 6 of the Standards for RTOs.
2. Encourage Training College implements a fee payment plan and will only collect upon enrolment a non-refundable enrolment administration fee of \$250 and the first instalment of the tuition fee.
3. Tuition fees are broken into instalment payment plans to ensure students do not pre-pay fees over \$1,500. Schedule of the payment plans are outlined in the student enrolment forms.
4. Fees must be paid in full before certification will be issued.
5. If payment instalment / arrangements are in place, and a payment becomes overdue and remains unpaid for a period in excess of 14 days, Encourage Training College reserves the right to suspend the clients learning or assessments (or both) until all fee payments are up-to-date.
6. Flexible payment arrangements, such as instalments, credit card, and direct debit, cheques and EFT remittance are acceptable to accommodate the diverse financial situations of clients.

### ***Outstanding Student Fees***

1. Non-payment of fees by the due date for continuing enrolments will result in suspension of training. Encourage Training College will notify all parties in writing if suspension. Once payment has been finalised, parties will be notified of the recommencement of training.
2. Encourage Training College will charge a recommencement fee for any suspended training to cover administration cost.
3. Encourage Training College will not issue SOAs or Certificates if training fees are outstanding.
4. Encourage Training College will inform students of its process for the recovery of outstanding student fees prior to enrolment through the Fee Administration and Refund Policy.

### ***Refund Policy Principles***

1. Details of Encourage Training College Refund Policy are publicly available to prospective students and employers (if applicable), staff and existing students and employers (if applicable).
2. Encourage Training College will make students aware of the refund policy prior enrolment.
3. With regard to all withdrawal of training, Encourage Training College will first encourage a client to continue training or provide other options such as enrolling to another course date, prior to processing refund applications.
4. All refund requests made to Encourage Training College must be done in writing via the Refund Request Form. Encourage Training College will only acknowledge, and review requests based on information provided through the form. Exemptions are made to mitigating circumstances, provided there are supporting evidences.
5. No refunds will be issued for cancellations outside of the Refund Period.
6. For refund applications within the Refund Period, the Refund Request Form must be received by Encourage Training College, within the Refund Period. A refund of the course fee, less the applicable Administrative Fees will only be issued if all above criteria have been met and the student has no previous outstanding monies with the Encourage Training College.
7. Encourage Training College requires written notification of withdrawal from training; this may be via letter, email or the completion of the Withdrawal from Training Form. Refund will be assessed upon receipt of the request. Statement of fees that includes all fees applied and any fees refunded (if applicable) will be provided where a student withdraws from training.
8. Encourage Training College will process refund requests within 1 week from the day of receipt. The reimbursement procedure may take up to 4 weeks.

9. Encourage Training College will charge an Administration Fee of \$250 to cover administration costs.
10. All refunds will be paid to the person or organisation that originally paid the fees.
11. Encourage Training College does not provide refund where:
  - a. A client has commenced their course/unit
  - b. There are changes to work hours
  - c. Moving interstate
  - d. Student leaves before full course completion and does not complete qualification after assessment
  - e. Recognition resources and services have been supplied to the client.
12. Encourage Training College may provide consideration for refund for students who have commenced training with the discretion of the CEO/Manager.
13. Encourage Training College does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
14. Encourage Training College provides a full refund to all clients, should there be a need for Encourage Training College to cancel a course. In the first instance Encourage Training College will (where possible) provide an opportunity for the client to attend another scheduled course. If Encourage Training College cancels a course, clients do not have to apply for a refund; Encourage Training College will process the refunds automatically.
15. Refunds for cancellation of enrolments and other conditions are granted based on the refunds table in the annex of this policy.

## **MONITORING AND IMPROVEMENT**

The Encourage Training College Administration Coordinator is responsible for ensuring compliance with this policy. The Administration Team of Encourage Training College will process refund requests.

Encourage Training College's CEO and/or Administration Coordinator is responsible for all continuous improvement processes in relation to the fee administration and refund policy and procedure and ensuring all staff, including those from the third-party providers are complying with the provisions of this policy.

## ANNEX A

### Encourage Training College Refunds Table

1. Encourage Training College refunds for enrolments are subject to the following refund formula.
2. "Refund Period" – 7 calendar days from the enrolment date

Refund Type	Description	Notification Requirements	Non-refundable fee	Refund
Enrolment cancellation / withdrawal from training within the "refund period"	-For all individual units NOT commenced and -For all individual units commenced	-In writing, within the refund period	\$250 administration and processing fee	-Full refund less the administration and processing fee -Future payments maybe cancelled for students under payment plans
Withdrawal from Course beyond the refund period "Withdrawal outside the refund period"	Withdrawal from Training - for all individual units commenced/attended/ completed from within the qualification /Accredited course	-In writing, any day beyond the "refund period"	\$250 administration and processing fees as per refund policy mentioned on <b>ANNEX B</b>	-No refund or -In some cases, upon the discretion of the RTO, the calculated refund less the administration and processing fee
RPL / Credit Transfer	Where recognition of prior learning and/or credit transfer has been granted after enrolment	N/A	\$250 administration and processing fee as per refund policy on <b>ANNEX B</b>	-No refund
Course Cancellation	Cancellation of a course by Encourage Training College (for any reason)	N/A	\$250 administration and processing fee	Full refund or enrolment to a different qualification
Withdrawal – "not of their own accord"	Where training ceased due to RTO closure	N/A	\$250 administration and processing fee	Full refund or referral to a different service provider

**ANNEX B**  
**Processing Fee Table**

Stage of Enrolment	Non-refundable fee	Refund
Stage 1- Course enrolment fee	\$250.00	A full refund less the non-refundable fee
Stage 2- Manual handling Training	\$150.00	A full refund less all previous stages non-refundable fee up to this stage Completion certificate can be provided on request
Stage 3- First Aid CPR Training	\$150.00	A full refund less all previous stages non-refundable fee up to this stage Completion certificate can be provided on request
Stage 4- Medication Training	\$150.00	A full refund less all previous stages non-refundable fee up to this stage Completion certificate can be provided on request
Stage 5- Placement Completion	\$500.00	A full refund less all previous stages non-refundable fee up to this stage Completion certificate can be provided on request

## VERSION CONTROL

Version Control Table			
Date	Summary of Modifications	Modified by	Version
29/4/2019	Document Creation	360RTO	v. 1.0
09/12/2019	Policy customization Updated address and phone number	ETC	v.1.1
14/07/2020	Email address and phone number updated	360RTO	v.1.2
15/12/2023	Minor updates	ETC	v.1.3
01/07/2025	Update reference for Standards for RTO 2015 with Standards for RTOs 2025 Font Changed Updated header and footer Email address and phone number updated Refund amount updated as per updated policy Annex A updated Annex B added Updated Payment Methods	ETC	V1.4
08/12/2025	Refund amount for First Aid & CPR as per updated refund policy	ETC	V1.5