

**SOUTHERN TRAINING ORGANISATION PTY LTD  
RTO 91378**

**POLICY TITLE: Fees and Refund**

**POLICY NUMBER: 021**

**POLICY AUTHOR: John Waites**

**POLICY REVISED: 22<sup>nd</sup> January 2018**

**POLICY EFFECTIVE FROM: 1<sup>st</sup> February 2018**

**PURPOSE OF POLICY: To ensure that *Southern Training Organisation Pty Ltd* has in place a fair and equitable procedure for refund of fees and that clients are informed of these.**

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**Relationship to Standards for Registered Training Organisations (2015)**

This policy and procedure is designed to put in place systems and procedures to the management of Southern Training Organisation Pty Ltd as required by Standards 5.3 and 7.3 of the Standards for Registered Training Organisations (2015).

**Standard 5. Each learner is properly informed and protected.**

- 5.3. *Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:*
- a) *all relevant fee information including:*
    - i) *fees that must be paid to the RTO; and*
    - ii) *payment terms and conditions including deposits and refunds;*
  - b) *the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;*
  - c) *the learner's right to obtain a refund for services not provided by the RTO in the event the:*
    - i) *arrangement is terminated early; or*
    - ii) *the RTO fails to provide the agreed services.*

**Standard 7. The RTO has effective governance and administration arrangements in place.**

- 7.3. *Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.*

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## RTO 91378

### Scope

This policy sets out the circumstances under which students may claim a refund and the associated procedures for handling refunds.

### Processes

#### 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
- the course is rescheduled to a time and location that is unsuitable for the student.
- a student is not given a place due to the class being full.

No refund is available where cancellation is made less than five (5) working days prior to the commencement of a course, or to Participants who leave before finishing the course.

Registrations cancelled less than five (5) working days of a course commencement or failure to notify STO of non-attendance will result in the full training fee being charged. Substitute student may be accepted.

Refunds will be considered on a pro-rata basis for Participants who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting Medical Certificate is supplied to us.

However, should Participants wish to finalise incomplete units of competency in a future course the original fee can be used as a credit towards that course within six months of initial payment.

In all other cases, refunds are at the discretion of management and may be negotiated on an individual case-by-case basis.

#### Procedures for applying for refunds

An application for refund of course fees under any other circumstance must be made in writing to us using Southern Training Organisation Pty Ltd's 'Application for Refund of Course Fees' form.

The CEO will consider each application and advise the student in writing within 20 working days of receiving the application. The decision as to whether the student will receive a refund or partial refund will be made based on the grounds for refunds specified above.

#### Payment of Refunds

Southern Training Organisation Pty Ltd will pay the refund to the same person or body from whom the payment was received on behalf of the student. Payment of refunds will normally be paid by direct deposit.

#### Complaints

In the event that the student is unhappy with the outcome of their application for a refund, the student may lodge a complaint under Southern Training Organisation Pty Ltd's Complaints Policy and Procedures. The existence of this policy and complaints processes does not stop students taking action under Australia's consumer protection laws.

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**NOTE:**

**Fees collected in advance from individual students**

Where Southern Training Organisation Pty Ltd intends to collect training and / or assessment fees in advance from a student, or a student wishes to pay training and / or assessment fees in advance, Southern Training Organisation Pty Ltd **will not accept payment of more than \$1500 from that student prior to the commencement of the course.**

Following commencement of the course, Southern Training Organisation Pty Ltd may require the payment of additional fees in advance but only such that at any given time, the total amount required to be paid which is attributable to training, assessment or other services yet to be delivered to the student does not exceed \$1500.

**Fees collected in advance from Employers**

Where Southern Training Organisation Pty Ltd intends to collect training and / or assessment fees in advance from an employer who has arranged for a number of their employees to undertake training and / or assessment, Southern Training Organisation Pty Ltd **will not accept payment of more than \$1500 per student from that employer prior to the commencement of the course.**

Following commencement of the course, Southern Training Organisation Pty Ltd may require the payment of additional fees in advance but only such that at any given time, the total amount required to be paid which is attributable to training, assessment or other services yet to be delivered to each student does not exceed \$1500.

**Approved:**

**Date:**