

STES

RTO Policy – Fees & Refunds

Purpose	The purpose of this policy is to ensure that STES has a fair and equitable fee structure and refund policy.
Inputs	<p>Standard 5 - Each learner is properly informed and protected</p> <p>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:</p> <ul style="list-style-type: none"> a) all relevant fee information including: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> i) arrangement is terminated early; or ii) the RTO fails to provide the agreed services. <p>Standard 7 - The RTO has effective governance and administration arrangements in place.</p> <p>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.</p> <p>Schedule 6.</p> <p>The RTO addresses learner fee protection by implementing one or more of the following arrangements:</p> <ol style="list-style-type: none"> 1. The RTO holds an unconditional financial guarantee from a bank operating in Australia where: <ul style="list-style-type: none"> a) the guarantee is for an amount no less than the total amount of prepaid fees held by the RTO in excess of the threshold prepaid fee amount for each learner for services to be provided by the RTO to those learners; and b) all establishment and ongoing maintenance costs for the bank guarantee are met by the RTO.

2. The RTO holds current membership of a Tuition Assurance Scheme approved by its VET Regulator which, if the RTO is unable to provide services for which the learner has prepaid, must ensure:

- a) the learner will be placed into an equivalent course such that:
 - the new location is geographically close to where the learner had been enrolled; and
 - the learner receives the full services for which they have prepaid at no additional cost to the learner; or
- b) if an equivalent course cannot be found, the learner is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.

3. Any other fee protection measure approved by the VET Regulator.

Policy

Fee information

The following fee information is to be provided to each client or student prior to their enrolment:

- The total amount of all fees including course fees, administration fees, materials fees and any other charges
- Payment terms, (Include the timing and amount of fees to be paid and any non-refundable deposit/administration fees)
 - STES will not issue certificates to students until payment of all fees has been received.
- The fees and charges for additional services. (Including issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment)
- How to request a refund, and
- Conditions under which a refund would be provided.

Clients or students must be provided with a receipt for all fees paid.

STES guarantee to complete the training and assessment once the student has commenced study in their chosen qualification or course.

Accepting fees in advance

STES will not require a prospective or current learner to prepay fees in excess of a total of \$1,500.

STES only charges the client or student once the student has completed the course.

Refunds

Each client or student must also be informed of our refund policy prior to their enrolment, which is:

All cancellation of attendance at a nominated course must be received in writing.

Reimbursement

The liability for airfares and accommodation is with the client under all circumstances. Airfares and accommodation prepaid and held by STES will be invoiced to client in full, separate to course cancellation fees listed above.



Reference Documentation

Other reference documentation which relates to this P&P includes:

- TAC Policies & Guidelines
 - Protection of Fees Paid in Advance
 - Principles for alternative fee protection measures for protecting student fees in advance