

## Contents

Contents .....	1
Purpose .....	1
Definitions.....	1
Policy .....	1
1. Information about fees and charges .....	1
2. Course fee inclusions .....	2
3. Payments.....	2
4. Refunds for fee-for-service learners .....	3
5. Recording and payment of refunds .....	3
6. Publication .....	4
Procedures .....	4
1. Learner fees .....	4
2. Refunds .....	5
Document Control.....	5

## Purpose

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

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

**Fee Payer** means the nominated payer of a learner’s course fees, usually either the learner or the employer paying on behalf of the learner

**SRTOs** means the Standards for RTOs 2015 – refer definition of ‘Standards’

**Standards** means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from [www.asqa.gov.au](http://www.asqa.gov.au)

## Policy

### 1. Information about fees and charges

- Dymocks Training protects the fees that are paid in advance by learners by not requiring a learner to ever pay more than \$1,500 in advance for services not yet provided, either prior to course commencement or at any stage during their course.
  - Fees will be paid off during the course in instalments according to a set payment plan which meets these requirements
- Fee information relevant to a course is outlined in detailed in the *Student Agreement* and summarised on the *Course Outline* as well as the RTO’s website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- Fee information includes:
  - All costs for the course including any materials and resources fees

## SC5: Fees and Refunds Policy and Procedure

---

- Any other costs payable to the RTO including costs for recognition of prior learning if applicable
- Payment terms and conditions including deposits, refunds and payment plans if applicable
- The *Student Agreement* and the *Learner Handbook* which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the learner of their consumer rights. Learners are asked to sign the *Student Agreement* in acknowledgement of the terms and conditions of the enrolment and this policy.
- Where an employer is paying for a learner's course, an *Employer Agreement* will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.
- No cooling-off period applies as Dymocks Training does not use unsolicited consumer agreements (such as tele-marketing, door-to-door selling or direct approach marketing in a public places).

### 2. Course fee inclusions

- Course fees as applicable to each course are detailed on the *Student Agreement* and include:
  - All of the training and assessment as well as educational support services required for learners to achieve the qualification or course in which they are enrolling within the attempts allowed;
  - Where a learner fails to achieve a satisfactory outcome after three attempts at an assessment task, the learner will need to re-enrol into the unit or units in question and will be charged a pro-rata course fee based on the number of units required to be undertaken;
  - One copy of the required text books and learning materials for each learner unless otherwise stated on the Course Outline; and
  - Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion).
- Course fees do not include:
  - Any optional textbooks and materials that may be recommended but not required to complete a course;
  - Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the *Student Agreement*;
  - Stationery such as paper and pens or other personal use items such as computers or internet access that may be required to complete homework tasks;
  - Printing costs (if required); and
  - Re-issuance of AQF certification documents. Re-issuance or additional copies of these documents will attract a fee of \$50 per document plus the cost of postage if required.
- Dymocks Training cannot guarantee that learners will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

### 3. Payments

- Payments can be accepted by electronic transfer, cheque, money order or in person at Dymocks' head office.
- Learners who are experiencing difficulty in paying their fees are invited to call the Dymocks Training office to make alternative arrangements for payment during their period of difficulty.
- Debts will be referred to a debt collection agency where fees are more than 30 days past due.

## SC5: Fees and Refunds Policy and Procedure

---

- Dymocks Training reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Learners with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

### 4. Refunds for fee-for-service learners

- All course fees for fee-for-service learners include an Enrolment Fee (or non-refundable deposit) which will only be refunded where Dymocks Training is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- A learner not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the learner to a refund.
- RPL application fees are non-refundable.
- Learners who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the *Application for Refund Form*. The application must include the details and reason for the request. Learners who have not completed a *Withdrawal Form* are not eligible for consideration of a refund or reduction in fees.
- In the unlikely event that Dymocks Training or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the learner will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:
  - Where Dymocks Training or any third parties delivering training and assessment on its behalf ceases to operate;
  - Where Dymocks Training ceases to deliver the course in which a learner is enrolled and the agreement is terminated; and / or
  - Where Dymocks Training needs to make a change to the terms of the learner agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the learner to account for changes.

In any of the above situations, Dymocks Training will automatically conduct a refund assessment of all affected learners and issue the refunds due to the Fee Payer accordingly. In these cases, there is no need for a learner to make an individual application for a refund. Refunds will be issued within 28 business days. Dymocks Training does not currently have any third-party arrangements.

- The refund assessment will be based on reviewing the services and/or materials provided to the learner and the costs incurred by Dymocks Training in the provision such as:
  - Text books or other materials provided
  - Training provided received (e.g. number of meetings/classes/visits etc.)
  - Individual support provided by the trainer/assessor
  - Assessments marked or feedback provided (including RPL)
- The outcome of the refund assessment will be provided in writing to the learner's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following Dymocks' *Complaints and Appeals Policy and Procedure*.

### 5. Recording and payment of refunds

- Refunds will only be paid to the person or organisation that made the original payment.

## SC5: Fees and Refunds Policy and Procedure

- Refund assessments can be appealed following Dymocks' *Complaints and Appeals Policy and Procedure*.
- Records of refund assessments and issuance of refunds will be stored securely on the learner's file and in Dymocks' accounts keeping system.

### 6. Publication

- Dymocks Training will publish in a prominent place on its website the following:
  - Costs for fee for service programs.
  - This *Fees and Refunds Policy and Procedure*.

## Procedures

### 1. Learner fees

Refer

- SRTOs: Clauses 5.3, 7.3

Procedure	Responsibility
<p><b>A. Deposit invoices</b></p> <ul style="list-style-type: none"> <li>• All fee-payers should pay their deposit/enrolment fee upon enrolment, preferably prior to course commencement. Raise an invoice for the amount in line with the payment schedule for the relevant course.</li> <li>• Fee-payers have 14 days to pay an invoice.</li> <li>• Keep a copy of the invoice on the learner's file.</li> </ul>	Administration Officer / Accounts Team
<p><b>B. Fee instalment invoices – fee-for-service learners</b></p> <ul style="list-style-type: none"> <li>• Charge fee instalments in line with the relevant payment schedule for the course, outlined on the Learner or Employer Agreement.</li> <li>• Fee-payers have 14 days to pay an invoice.</li> <li>• Keep a copy of the invoice on the learner's file.</li> </ul>	Administration Officer / Accounts Team
<p><b>C. Receiving payments</b></p> <ul style="list-style-type: none"> <li>• Payments may be made by cash, direct bank transfer, cheque or money order.</li> <li>• Record payments against the relevant invoice on the financial management system.</li> <li>• Provide the learner with a receipt.</li> </ul>	Administration Officer / Accounts Team
<p><b>D. Managing overdue fees</b></p> <ul style="list-style-type: none"> <li>• Send out statements monthly to learners to show outstanding fees.</li> <li>• Call learners where payments are more than 14 days overdue.</li> <li>• Any learner with an invoice over 30 days past due should be referred to the debt collection agency.</li> </ul>	Administration Officer / Accounts Team

## SC5: Fees and Refunds Policy and Procedure

Procedure	Responsibility
<ul style="list-style-type: none"> <li>Refer to the Training Manager about suspending training until fees are brought up to date. If training is suspended send a letter to the learner advising of suspension until payment is made. Advise Trainer/Assessor.</li> <li>Where fees continue to be unpaid, refer to Training Manager to consider withdrawal.</li> </ul>	Training Manager

### 2. Refunds

Refer SRTOs: Clauses 5.3, 7.3

Procedure	Responsibility
<p><b>A. Processing refunds – fee-for-service learners</b></p> <ul style="list-style-type: none"> <li>If a course is cancelled by Dymocks Training: <ul style="list-style-type: none"> <li>Learners who have enrolled and paid their deposit/enrolment fee should be automatically issued a refund.</li> <li>Notify them in writing and issue refund.</li> <li>Record on file.</li> </ul> </li> <li>Learners who withdraw from their course will be automatically assessed for their eligibility for a refund.</li> <li>To make an assessment of a refund due, consider the services the learner has received. Consider the following: <ul style="list-style-type: none"> <li>Deposit/enrolment fee is non-refundable – this covers administration time for enrolment and induction process (including LLN)</li> <li>Text books or other materials provided</li> <li>Training provided received (e.g. number of meetings/classes/visits etc.)</li> <li>Individual support provided by the trainer/assessor</li> <li>Assessments marked or feedback provided (including RPL)</li> </ul> </li> <li>Consider the costs incurred by Dymocks Training as per above, plus the fees paid by the learner to calculate a suitable refund. Refund assessments are to be approved by CEO.</li> <li>Notify the fee payer in writing of the outcome of the refund assessment and make payment of refund where applicable.</li> <li>Keep a copy of the refund assessment on the learner's file.</li> </ul>	Administration Officer / Accounts Team

### Document Control

Document No. & Name:	SC5 - Fees and Refunds P&P V2.3
Quality Area:	Students and Clients
Author:	RTO Advice Group Pty Ltd
Status:	Approved
Approved By:	Mark Buckland
Approval Date:	12 October 2024

## SC5: Fees and Refunds Policy and Procedure

---

Review Date:	12 October 2025
Standards (SRTOs):	Clause 5.3; 7.3; Schedule 6.