

## Registered Training Organisation Policy – Fees and Refunds

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This policy aims to ensure that all St Joseph's College, the 'College' course fees, including those paid in advance, are protected and subject to appropriate auditing processes.

### Fees

Course fees will be set and reviewed by the College Principal in consultation with the RTO Management Group and College Business Manager.

The College will inform potential course applicants of course fees prior to commencement of studies. All advertised fees will be fully inclusive i.e. tuition, materials, resources and GST. As a school based RTO, parents/guardians are responsible for the payment of all fees and charges associated with each course, including VET courses. In Term 4 of each school year parents/guardians of St Joseph's College students who enrol in VET courses, receive a detailed fee invoice from the College which itemises such fees and charges applicable to the following year. This information will also be made available via the St Joseph's College website. External students will receive a detailed fee schedule at enrolment. The relevant home school will be invoiced for external students.

In Term 1 of the school year, the College Accounts Department will be notified by the RTO Administrative Officer of external students enrolled in VET courses. The Accounts Department will generate an invoice of VET training fees and charges, and the invoice will be forwarded by email to the Home School responsible for payment. Payment of fees can be made by cash, cheque, money order or credit card, in person, by mail or telephone.

NB Where course fees are greater than \$1,000.00, parents/guardians will be required to pay no more than \$1,000.00 prior to course commencement, and no more than \$1,500.00 in one instalment thereafter.

### Refunds

St Joseph's College is committed to a refund process which is prompt, accessible and easily understood by students, parents/guardians and other clients.

### *Course cancellation by St Joseph's College*

In the event of a training course being cancelled by the College, all students enrolled in the course will be transferred to a later course. In an event that the College cannot offer a later course, monies paid will be offered.

### *Course cancellation due to COVID-19*

In the event of a training course being cancelled due to a state or federal government COVID-19 direction causing a short term closure of the College, then students will commence or recommence VET studies on the rescheduled date. The rescheduled date will be communicated to all students in writing.

NB Refunds will not be granted in the event of a state or federal governments direction to close the College due to COVID-19.

### *Cease to operate as an RTO*

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In the event that St Joseph's College ceases to operate as a Registered Training Organisation, St Joseph's College will:

- Issue students with a Statement of Attainment for all satisfactorily completed units of competency;
- Refund the portion of the course which has not been delivered. The refund amount will be calculated proportionally based on the units of competency/modules that have not been delivered; and
- To the best of our ability, refer you to another suitable Registered Training Organisation with the same qualification on their scope of registration.

Course withdrawal: Any student withdrawing from a VET course must notify the College in writing. Following receipt of written notification refunds of monies paid will be granted as follows:

- Prior to or within 4 weeks of course commencement – full refund will be granted, less \$50.00 administration fee.
- After 4 weeks of course commencement – no refund.

### Documentation Modification

The College will maintain a history of updates to this policy.

Date		Comment
January, 2014	V1.0	Developed by the RTO Management Team.
February, 2018	V1.0	Reviewed by RTO Management Team - No Change.
February, 2020	V1.0	Reviewed by RTO Management Team - No Change.