



**PP03 Fees, Charges, Refunds &  
Cancellation  
Policy and Procedure**

## **Purpose**

The purpose of this policy is to ensure that students and other paying stakeholders receive clear information regarding fees, refunds and cancellations.

## **ASQA Standards**

This policy relates to the ASQA standards as follows:

- Clause 5.3 in relation to providing students with information about fees prior to enrolment or commencement of training and assessment (whichever comes first)

## **Aim**

This policy ensures that Competitive Solutions Australia Pty Ltd. will be transparent about the fees, charges, refunds and cancellations relating to each qualification on its scope of registration by providing information about:

- Fees that must be paid to the RTO
- Payment terms and conditions including deposits and refunds
- The learners rights as a consumer including the statutory cooling-off period (where applicable)
- The learners rights to obtain a refund for services not provided by the RTO in the event the:
  - Arrangement is terminated early
  - The RTO fails to provide the agreed services

## **Responsibilities**

Quality and Compliance Manager

### Policy

#### Fees and Charges

Competitive Solutions Australia Pty Ltd. protects the fees that are paid in advance by students.

Competitive Solutions Australia Pty Ltd. does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course.

Information about fees and charges relevant to each course is outlined in the Course Outline as well as the on our website ([www.csolutions.edu.au](http://www.csolutions.edu.au)).

In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first. Information about fees and charges includes:

- All costs for the course including any materials fees
- Payment terms and conditions including refunds and deposits

The Student Handbook which is provided prior to enrolment, includes PP03 Fees, Charges, Refunds and Cancellation Policy and Procedure and informs the student of their consumer rights.

Students have the right to a 'cooling off period' if they signed up to a course as a result of telemarketing or door-to-door sales. The cooling off period is 7 days from the date they signed their Enrolment Form. Students are asked to contact our office in writing within 7 days from the date of enrolment should they wish to enact their cooling off period rights.

#### Course Fees/Charges

##### Course fee/charges inclusions:

- All of the training and assessment required for students to achieve the qualification in which they are enrolling in. Additionally, fees apply where re-assessment is required at a cost of \$200.00 per unit.
- One copy of the required textbook and learning materials for each student unless otherwise stated on the Course Outline.

##### Course fee/charges exclusions:

- Any optional textbooks and materials that may be recommended but not required to complete a course.
- Stationery such as paper and pens.
- Re-assessment if required, as outlined above.
- Re-issuance of AQF certification documents - a cost of \$50 per document applies.

Competitive Solutions Australia Pty Ltd. Ltd cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

## **Refunds**

All course fees include a non-refundable enrolment fee which is detailed on the Course Outline. The enrolment fee is non-refundable, except in the circumstances detailed below:

1. A full refund of any fees paid (including the enrolment fee) will apply where a student withdraws or cancels their course in writing within the cooling off period (where applicable). The cooling off period is 7 days from the date of enrolment.
2. A full refund of any fees paid (including the enrolment fee) will apply if Competitive Solutions Australia Pty Ltd. is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.

A refund of fees paid may also apply in the following circumstances:

- Where Competitive Solutions Australia Pty Ltd. (or any related third parties delivering training and assessment) ceases to operate, a partial refund may apply. The refund will be for any fees paid for training that is not able to be delivered.
- Where Competitive Solutions Australia Pty Ltd. ceases to deliver the course in which a student is enrolled, and the agreement is terminated, a partial refund may apply. The refund will be for any fees paid for training that is not able to be delivered.
- In the unlikely event that Competitive Solutions Australia Pty Ltd. is unable to deliver the course as promised, the student will be issued with a refund for any portion of the course that was not provided. The refund will be a pro-rated amount per unit that was not able to be delivered.

Competitive Solutions Australia Pty Ltd. will process refunds within 28 business days where any of the above circumstances have occurred.

Students 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 SD27 Withdrawal Form. This form must be completed in order to be considered for a refund or reduction in fees. Where employers have been responsible for the payment of student fees, they are able to apply for a refund or reduction in fees following the same application process.

Competitive Solutions Australia Pty Ltd. will advise students or employers within 28 business days about the outcome of their refund application. Refund decisions can be appealed through the PP02 Complaints and Appeals Policy and Procedure.

A student who has not achieved competence in their qualification or unit/s in which they enrolled due to exhausting their assessment attempts do not qualify for a refund.

RPL application fees are non-refundable.

Fees may be reduced according to the following principles if training and/or assessment is cancelled.

If Competitive Solutions Australia Pty Ltd. is required to cancel a course due to insufficient numbers or for other unforeseen circumstances, the course fees will no longer be required to be paid by either the student or employer.

If a student wishes to cancel their enrolment, they will be provided with SD27 Withdrawal Form to complete and return to Competitive Solutions Australia Pty Ltd. either via their trainer and assessor or send to:

**Competitive Solutions Australia Pty Ltd.**

Unit 24, 107-113 Heatherdale Rd, Ringwood, VIC 3134

Email: [contact@csolutions.edu.au](mailto:contact@csolutions.edu.au)

If the student was enrolled through their employer and has left the workplace, the trainer and assessor can complete the SD27 Withdrawal Form on their behalf.

**Fees, Refunds and Cancellation Procedure**

*Standard 5: Clause 5.3 of the Standards for RTO's 2015*

PROCEDURE	RESPONSIBILITY
<b>Course Fees and Charges</b>	
<ul style="list-style-type: none"> <li>▪ Where the employer is responsible for course fees and charges, Competitive Solutions Australia Pty Ltd. will invoice the employer upon confirmation of student enrolments.</li> <li>▪ Where the student is responsible for course fees and charges, Competitive Solutions Australia Pty Ltd. will invoice the student upon confirmation of student enrolment.</li> <li>▪ Payment terms are 30 days from the date of invoice.</li> <li>▪ Competitive Solutions Australia Pty Ltd. will ensure that students will not be invoiced for more than \$1500 in advance.</li> <li>▪ Where an employer engages Competitive Solutions Australia Pty Ltd. to provide training and assessment services to its staff, an alternative commercial transaction may be negotiated.</li> </ul>	<p>CEO</p>

Refunds and Cancellations	
<ul style="list-style-type: none"> <li>▪ If a training program is cancelled by Competitive Solutions Australia Pty Ltd., any course fees should be automatically refunded to the nominated fee payer.</li> <li>▪ Students who withdraw from their training program can request a refund in writing using SD27 Withdrawal Form. The nominated fee payer can also request a refund following the same process.</li> <li>▪ Refund assessments need to consider the following:                         <ul style="list-style-type: none"> <li>- Non-refundable enrolment fee</li> <li>- Text book/resources provided</li> <li>- Number of training sessions attended</li> <li>- Individual support provided</li> <li>- Assessments marked</li> </ul> </li> <li>▪ Notify the student/employer in writing of the outcomes of the refund assessment and process refund where applicable.</li> <li>▪ All refund applications must be approved by the CEO.</li> </ul>	<p>CEO</p>

**Related Documentation**

- SD27 Withdrawal Form
- SD23 MSS30316 Course Outline
- SD24 MSS40316 Course Outline
- SD12 MSS30316 Employer Agreement
- SD14 MSS40316 Employer Agreement
- SD13 MSS30316 Student Agreement
- SD15 MSS40316 Student Agreement
- SD22 Student Handbook
- SD25 Employer Handbook