



**PP03 Fees, 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, 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 refunds.
- The learner's rights as a consumer including the statutory cooling-off period (where applicable); and
- The learner's rights to obtain a refund for services not provided by the RTO in the event the:
 - Arrangement is terminated early; or
 - The RTO fails to provide the agreed services.

Responsibilities

CEO

Policy

Fees

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

Competitive Solutions Australia Pty Ltd. never requires a student to pay more than \$1,500 in advance for services not yet provided, either prior to course commencement or at any stage during their course.

Information about fees relevant to each course is outlined in the Course Outline as well as on our website www.csolutions.edu.au under the "Student Information" tab.

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 includes:

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

As part of the enrolment process, a copy of the Student Handbook is attached with the confirmation letter which includes PP03 Fees, 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

Course fee inclusions:

- All 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 per unit.
- One copy of the required textbook and learning materials for each student unless otherwise stated on the Course Outline.
- 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 fee 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 are detailed on the Course Outline.

1. A full refund of any fees paid 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 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 if 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 Part B](#) for full-fee students. This form must be completed 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.

Cancellations

Fees may be refunded 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 full-fee student wishes to cancel their enrolment, they will be provided with [SD27 Withdrawal Form Part B](#). If the student (trainee/non trainee) was enrolled through their employer and has left the workplace, the employer can complete [SD27 Withdrawal Form Part A](#), on their behalf.

Once the form is complete. It must be returned to Competitive Solutions Australia Pty Ltd. either via their trainer and assessor or send to:

Competitive Solutions Australia Pty Ltd.

Unit 2, 476 Canterbury Road

Forest Hill VIC 3131

Email: contact@csolutions.edu.au

Fees, Refunds and Cancellation Procedure

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

PROCEDURE	RESPONSIBILITY
Course Fees	
<ul style="list-style-type: none"> ▪ Where the employer is responsible for course fees, Competitive Solutions Australia Pty Ltd. will invoice the employer upon confirmation of student enrolments. ▪ Where the student is responsible for course fees, Competitive Solutions Australia Pty Ltd. will invoice the student upon confirmation of student enrolment. ▪ Payment terms are 30 days from the date of invoice. ▪ Competitive Solutions Australia Pty Ltd. will ensure that students will not be invoiced for more than \$1500 in advance. ▪ Marketing is based on employer paid courses. Should an individual student be interested in the course, a payment plan would be arranged with the student with payments no more than \$1500 per instalment. ▪ 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. 	CEO

Refunds and Cancellations	
<ul style="list-style-type: none"> ▪ If a training program is cancelled by Competitive Solutions Australia Pty Ltd., any course fees should be automatically refunded to the nominated fee payer ▪ Students who withdraw from their training program can request a refund in writing using SD27 Withdrawal Form Part B. <ul style="list-style-type: none"> ○ If the student (trainee/non trainee) was enrolled through their employer and has left the workplace, the employer can complete SD27 Withdrawal Form Part A. on their behalf. ▪ Refund process will need to consider the following: <ul style="list-style-type: none"> - Textbook/resources provided - Number of training sessions attended - Individual support provided - Assessments marked - Total cost incurred by the RTO plus the fees paid by the student to then calculate a suitable refund. ▪ The student/employer will be notified in writing of the outcomes of the refund assessment and process refund where applicable. ▪ All refund applications must be approved by the CEO. 	
<ul style="list-style-type: none"> ▪ Administrative Measures/Compliance 	RESPONSIBILITY
<ul style="list-style-type: none"> ▪ <i>Student completes SD27 Withdrawal form</i> ▪ <i>SD63 Withdrawal Checklist</i> ▪ <i>SD42 Refund Application Form</i> ▪ <i>CSA withdrawal</i> 	<i>Administration</i>
<ul style="list-style-type: none"> ▪ <i>SD31 Complaints and Appeals Register</i> ▪ <i>SD01 Complaints and Appeals Form</i> 	<i>Administration and CEO oversight</i>

Related Documentation

[SD22 Student Handbook](#)

[SD23 Course Outline](#)

[SD25 Employer Handbook](#)

[SD27 Withdrawal Form](#)

[SD42 Refund Application Form](#)

[SD63 Withdrawal Checklist \(only for state funded course\) - \(as applicable\)](#)