

Contents

Purpose.....	1
Definitions	1
Policy	2
1. Information about fees and charges	2
2. Fees and charges for Skills First students.....	2
3. Course fee inclusions	4
4. Payments.....	5
5. Refunds.....	5
6. Refund Application Process.....	6
7. Recording and payment of refunds	7
8. Refunds Matrix.....	7
9. Publication	8
Procedures	8
1. Payment Agreement	8
2. Making Payments	11
3. Additional Fees	12
4. Overdue Fees	12
5. Refunds.....	13
6. Processing Refunds.....	14
7. Non-Refundables	15
8. Publishing fees and refund information	15
Document Control.....	15

Purpose

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

Along with other policies and procedures, this contributes to ensuring compliance with AQTF Condition 5 & Element 2.3 and VRQA Guideline 1.3.

Additionally, REIV is contracted by the Victorian Department of Education and Training to provide funded nationally recognised training to Eligible Individuals under the Victorian Skills First Program. This policy and procedure contributes to compliance against the Contract and in particular, the Guidelines about Fees issued by the Department.

Definitions

AQTF means the AQTF Essential Standards of Continuing Registration 2010

Contract means the Standard VET Funding Contract for the Skills First Program issued by the Department.

Course Expiry Date means the date it is anticipated that all training and assessment including resubmissions will be completed as well as issuance of appropriate credential. For *Agents Representative* courses this is 5 months from the course start date. For *Certificate IV* enrolments this is 12 months from the course start date, for those delivered via traineeships it is 24 months.

Course Start Date means the date on which training commences for the student. For *Agents Representative* students this is the first day of class. For *Agents Representative students via PropEL* this is the date the student receives access to learning materials. For *Certificate IV* students this is the course commencement date.

SC5-SF: Fees and Refunds Policy & Procedures

Department means the Victorian Department of Education and Training.

Eligible Individual means an individual who is eligible for government subsidised training in accordance with the eligibility requirements set out in the VET Funding Contract and related guidelines

Payee (Fee Payer) means the nominated payer of a student's course fees, usually either the student or the employer paying on behalf of the student.

Materials Fee means an amount that either fully or partly covers the cost of materials for the course.

Skills First means the Skills First Program funded by the Department.

Skills First Student has the same meaning as Eligible Individual.

Tuition Fee means the amount that REIV charges for government funded students under the Skills First program for a course based on the rules issued by the Department.

VRQA Guidelines means the VRQA Guidelines for VET Providers 2016

VRQA means Victorian Registration & Qualifications Authority, the state VET regulator and REIV's registering body

Policy

Information about fees and charges

- REIV protects the fees that are paid in advance by students, by not requiring the student to pay more than \$1,000 in advance for services not yet provided prior to course commencement and no more than \$1,500 during their course. Where necessary, fees will be paid off during the course in instalments according to a set payment plan.
- Fee information relevant to a course is outlined in detail on the *Student Agreement & Individual Statement of Fees* as well as the *Statement of Fees* and summarised on The REIV website. Detailed information is provided prior to enrolment.
- Fee information includes:
 - All costs for the course including any materials fees or levies
 - Payment terms
 - Fees for Skills First programs in line with the Department's Guideline about Fees.
- The *Statement of Fees* and the *Student Handbook* (including the Traineeship Handbook for Trainees) which are provided prior to enrolment, includes information about where this Fees and Refunds Policy and Procedure is located on the REIV website and informs the student of their consumer rights. Students 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 student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.

Fees and charges for Skills First students

Tuition Fees

- Tuition Fees for Skills First government funded students are set in accordance with the Guidelines about Fees issued by the Department. Tuition fees will be based on a set rate per nominal hour in a student's course. Tuition fees may or may not be applicable to a course.
- Tuition Fees will not be charged for any units that have a Credit applied.

- The REIV does not apply a Materials Fee in addition to tuition fees. All course materials are covered in the tuition fee.
- The REIV is an RPL approved funded provider. Where a unit is to be completed by RPL for a Skills First student, the relevant RPL Tuition Fee applies for those relevant unit/s.
- The published Tuition Fees for Skills First students are subject to change given individual circumstances at enrolment.

Concessions

- Concession fees apply to Skills First students who enrol in a course at Certificate IV level or lower and can provide evidence of entitlement to concession.
 - To be eligible for concession rates, the student must, on the date of enrolment:
 - Be a holder of a current Commonwealth Health Care Card or a spouse or be a dependent child of a card holder
 - Be a holder of a Pensioner Concession Card or be a spouse of, or a dependent child of a card holder
 - Be a holder of a Veterans Gold Card
 - The relevant and current card must be sighted, and a copy retained by The REIV administration staff as part of enrolment and prior to training commencing. A grace period will be made available to students to provide proof of concession up to 30 days after training commences. If this grace period is applied the concession must be valid at the time training commenced.
 - Concession fees will be 20% of the normal Tuition Fee. Concession rates are only applied to Tuition Fees and do not apply to other fees such as materials fees.
 - Concession fees also apply to any Skills First student enrolled under the Asylum Seeker VET Program.
- Concession fees will also apply to students who are Aboriginal or Torres Strait Islander and students that enrol under the Asylum Seeker VET program, enrolling at any level course.
- Job Service agencies referring Job Seekers to participate in a Skills First course with The REIV will be required to pay the difference between the normal Tuition Fee and the Concession Fee if the Job Seeker is eligible for concession.

Tuition Fee Waivers

- Tuition Fee waivers will be granted to the following individuals, meaning that no Tuition Fees need to be paid for these students:
 - A student who is from the Lazarus Transition Centre (as a prisoner within the meaning of the Corrections Act 1986).
 - A student who is required to undertake the course pursuant to a community-based order made under the Children, Youth and Families Act 2005.
 - A student who is referred with a standard Young People Transitioning from Care Referral Form.
- Tuition fee waivers as outlined above will only be granted where The REIV is provided with the appropriate evidence as required by the Department, and all students will be advised to contact the Business Licencing Authority to confirm that they meet the eligibility requirements for working in the Real Estate Industry.

Statement of Fees

- All Skills First students will receive a copy of their *Student Agreement & Individual Statement of Fees* prior to enrolment which is an individualised quote for the course they are enrolling in. This will include:
 - the code, title and currency of the training product in which the student is to be enrolled
 - the training and assessment, and related educational and support services The REIV will provide to the student including the:
 - estimated duration
 - expected locations at which training, and assessment will occur
 - expected modes of delivery
 - the hourly tuition fees relevant to the individual enrolment taking into account of any applicable concessions or waiver/exemptions
 - the approximate value of the government contribution expressed in dollars, and
 - any other applicable fees, such as student services, amenities, goods or materials.

Course fee inclusions

- Course and tuition fees include:
 - All the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. However, in the case of a fee for service student failing to achieve a satisfactory outcome after the allotted three attempts, they will be required to re-enrol in the unit and pay the unit fee to receive further training and assessment.
 - One copy of the required textbooks 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). Re-issuance or additional copies of these documents will attract a fee of \$60 for the testamur and \$30 for the statement of attainment.
- Course and tuition 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.
 - Re-assessment if required, as outlined above.
 - Re-issuance of AQF certification documents – a cost of \$60 for the testamur (certificate) and record of results and \$30 for a Statement of Attainment.
 - Direct debit setup, transaction and dishonour fees (where applicable).
 - Credit card payment surcharges.
- The REIV cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

Payments

- Payments can be accepted by EFTPOS, electronic transfer, credit card or cash.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- The REIV reserves the right to suspend the provision of training and/or other services until fees are brought up to date. If after 30 days accounts are still outstanding the following will apply:
 - Access to student portal will be closed
 - Training and assessment services will be suspended
 - Inability to receive credential
- If after this period, payments have not been received and no alternative arrangements for payment have been made The REIV will withdraw the student and if the student wishes to continue training they will need to re-enrol and fees will apply. All students being withdrawn for a subject and/or program enrolment are reminded that if their enrolment was in a Victorian government subsidised program, such withdrawal will affect their future training options and eligibility for further Victorian government subsidised training.
- Agents Representative and CPD courses are paid upfront, CPP40307 Certificate IV in Property Services (Real Estate) fees are paid according to the signed Student Agreement and Statement of Fees
- The REIV reserves the right to withhold the issuing of Certificate or Statement of Attainment until all fees have been paid

Refunds

Refunds will be paid direct to the student or to the employer where an employer has made the payment. To claim a refund, the student must complete a refund application available from the REIV administration office/website. For Government funded students the refund only applies to their portion of fee paid by the student

A full refund will apply where:

- A student cancels their course in writing 14 days prior to the course start date.
- The REIV is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- The REIV needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.

A partial refund will apply where:

- A student enrolled for the Agents Representative course or single units withdraws within 2 days of their course commencement. These students will be provided with a full refund, less a \$200 administration fee.
- A student enrolled in the Agents Representative course via PropEL withdraws up to 2 days after the student receives access to learning materials. These students will be provided with a full refund, less a \$200 administration fee.
- The REIV is required to cancel a course after commencement due to unforeseen circumstances

SC5-SF: Fees and Refunds Policy & Procedures

- A student enrolled in a full Certificate IV qualification will be entitled to the following:
 - A. If an enrolled student withdraws from a course less than 14 days prior to the course start date, the student will be entitled to full refund of the fees paid minus the administration fee.
 - B. If a student withdraws within 14 calendar days from a course after the course start date, the student will be entitled to 50% of the course fee paid, minus the administration fee.
 - C. If the student withdraws from a course any later than 14 days after the course commencement date, then the student is not entitled to a refund.

Refund in special circumstances:

- Fee refunds for special circumstances (illness, family circumstances) may be agreed upon, on an individual basis, at the discretion of the Training Manager.

Grounds mentioned below will not be regarded as special circumstances and refunds will not be granted:

- Job change
- Change in work hours
- Inconvenience of travel to Institute
- Moving interstate
- Redundancy/retrenchment

No refund will apply where:

- A student enrolled for the Agents Representative course or single units withdraws more than 2 days after their course commencement.
- A student enrolled for the Agents Representative course via PropEL withdraws more than 2 days after the student receives access to learning materials.
- A student enrolled in a full Certificate IV qualification has exceeded their course expiry date.
- All attempts have been exhausted, and the student has been deemed not competent in the qualification or unit/s in which they enrolled
- The REIV has been forced to withdraw the student from their course due to long term outstanding accounts for which payments have not been received and no alternative arrangement for payment has been made.

RPL fees are non-refundable.

Refund Application Process

- Students wishing to cancel their course must seek a refund by communicating their decision to the REIV in writing. Students will then be required to complete a Refund form. Students who have not completed a Refund Form are not eligible for consideration for a refund.
- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by The REIV to provide those services
- Refund decisions can be appealed following our Complaints & Appeals Policy and Procedure.
- In instances where a 3rd party of employer is seeking the refund, they are responsible for communicating to The REIV and completing the Refund Form

SC5-SF: Fees and Refunds Policy & Procedures

- In instances where The REIV is required to cancel a course or make a change to the terms of the student agreement a new agreement cannot be reached, a refund will automatically be granted and processed
- Students with exceptional circumstances may write to the RTO Training Manager requesting a refund on compassionate grounds
- A refund will apply for the Tuition Fees paid for any units that have not been commenced.
- Refunds will not be provided for materials fees if the student has received any or all course materials.

Recording and payment of refunds

- Refunds will be paid to the Fee Payer, the person or organisation that made the original payment.
- Refund assessments can be appealed following our *Complaints and Appeals Policy and Procedure*.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.
- A service standard of 10 business days from submitting application for refund is expected

Refunds Matrix

Timeframes	Agents Representative/Single Units/CPD	Agents Representative via PropEL only
Prior to course start	Full Refund	Full Refund
Day 2 after course commencement	Refund granted, with \$200 administration fee retained	Refund granted, with \$200 administration fee retained
After more than 2 days	No Refund	No Refund
End of Course Enrolment Period	No Refund	No Refund

Timeframes	Certificate IV in Property Services (Real Estate)
14 calendar days prior to course start	Full Refund
Less than 14 days prior to course start date	A full refund of fee paid minus the administration fee
Less than 14 days after the course start date	50% refund of the fee paid minus the administration fee
More than 14 days after the course start date	No Refund

Publication

- The REIV will publish in a prominent place on its website the following:
 - Standard tuition fees payable for each qualification/ course it offers under the VET Funding Contract, including concession rates and any other fees including but not limited to student services, amenities, goods, materials or administration fees. The following caveat will be displayed with all fees: *The student tuition fees as published are subject to change given individual circumstances at enrolment.*
 - Costs for fee for service programs.
 - This Fees and Refunds Policy.
- Course confirmation email sent to students will include course expiry date

Procedures

1. Payment Agreement

Agents Representative

	Action	Details	Responsibility
1.1	Taking Agents Representative Payment	a) Agents Representative courses are to be paid up front, with no payment plans. b) Online applications will be handled via the automated online system and manual applications will require the staff member to process payment according to the payment method chosen by the student enrolling. c) For Job Service agencies, a purchase order must be received prior to the student's course start date.	All Administration Staff

Certificate IV enrolments

	Action	Details	Responsibility
1.2	Completing Student Agreement and Individual Statement of Fees	a) All students enrolling in a full qualification will be required to sign a Student Agreement and Individual Statement of Fees at the time of enrolment which outlines the total course fees, payment terms and schedule of fees if applicable. b) A payment of \$1000 or under is required at enrolment. c) For funded students the remainder of fees are due to be collected directly after commencement d) For other enrolments, subsequent payments of \$500 are due on the 15 th of each month. e) The subsequent amounts collected and held in advance will be no more than \$1500.	All administration staff

SC5-SF: Fees and Refunds Policy & Procedures

	Action	Details	Responsibility
1.3	Checking for Concession eligibility	<ul style="list-style-type: none"> a) Concession fees apply to Skills First students who enrol in a course at Certificate IV level and can provide evidence of entitlement to concession. b) Concession fees will be 20% of the normal Tuition Fee. c) Concession rates are only applied to Tuition Fees. d) To be eligible for concession rates, the student must, prior to the commencement of training: <ul style="list-style-type: none"> i. Be a holder of a current Commonwealth Health Care Card or a spouse or be a dependent child of a card holder ii. Be a holder of a Pensioner Concession Card or be a spouse of, or a dependent child of a card holder iii. Be a holder of a Veterans Gold Card iv. The relevant and current card must be sighted by The REIV administration staff e) Individuals who self-identify on their enrolment form as being of aboriginal or Torres Strait Islander decent must be charged the concession fee. 	All Administration Staff
1.4	How to manage concession documents	<ul style="list-style-type: none"> a) Prior to or at commencement of training The REIV administration staff will retain copies of all documentation demonstrating an individual's eligibility for the fee concession granted for audit, review and recordkeeping purposes. b) The copy retained of the original must include the date upon which the original was sighted. c) Where a concession card is presented via a Digital Wallet through a Centrelink Express Plus mobile application, The REIV administration staff must sight and authenticate the card by viewing the card directly through the application on the cardholder's mobile device. Sighting via a screen shot alone, that is emailed or otherwise produced is not satisfactory for audit purposes. d) After staff have viewed the card via the mobile device they must record the following in the appropriate section in SC6.5 Student Agreement & Statement, the name of the staff member (authorised delegate), date the digital card was sighted, document number of the card and name of the cardholder. e) Individuals who self-identify as being of aboriginal or Torres Strait Islander decent on their enrolment form, is all that is required. 	All Administration Staff
1.5	Applying concession grace period	<ul style="list-style-type: none"> a) If at enrolment a student wishes to apply for a concession fee, a grace period of 30 days will apply from the anticipated course commencement date to allow the student to provide proof. 	All Administration Staff

SC5-SF: Fees and Refunds Policy & Procedures

2. Making Payments

Agents Representative

	Action	Details	Responsibility
2.1	Online application	<ul style="list-style-type: none"> a) Payment is collected via the automated online system at the time of application b) Manual applications will require the staff member to generate an invoice and process payment according to the payment method chosen by the student enrolling. 	All Administration Staff

Certificate IV

	Action	Details	Responsibility
2.2	Creating documentation and paying deposits	<ul style="list-style-type: none"> a) The Student Agreement and Individual Statement of Fees are completed at enrolment in consultation with the student. b) For qualification enrolments, deposit fees of \$1000 are to be paid in accordance with the Student Agreement and Individual Statement of Fees. 	All Administration Staff
2.3	Collecting subsequent payments for fee for service	<ul style="list-style-type: none"> a) All subsequent payments will be collected on the 15th of each month. b) If there are fees remaining and the student has completed all training and assessment fees must be paid before credential can be issued 	All Administration Staff
2.4	Collecting subsequent payments for govt. funded.	<ul style="list-style-type: none"> a) The remainder of the fees are due the day after the course commencement date regardless of delivery mode. 	All Administration Staff
2.5	How to process a payment	<ul style="list-style-type: none"> a) Once payment is made, the student details, including the course to be enrolled in must be entered in to iMIS. This allows for an invoice to be generated. b) All card payments are processed via the EFTPOS machine in the Training Office and these payments can be organised over the phone. Credit card details must not be kept. c) Cheques and Cash should be taken to finance along with a copy of the invoice. d) Students wishing to pay via EFT and direct debit are to be provided with an invoice which contains all the relevant payment details. e) All invoices are to be placed in the tray next to the EFTPOS machine for finance to collect. Card 	All Administration Staff

SC5-SF: Fees and Refunds Policy & Procedures

	Action	Details	Responsibility
		<p>payments must have the receipt attached; all other payments must have relevant notes regarding payment including an outline of any payment plan if applicable.</p> <p>f) Students on a payment plan require the payment dates and amounts to be entered into the notes field under the "Other" tab of an event in iMIS.</p>	
2.6	Payment methods to be accepted	a) The REIV accepts the following methods of payment – cheque, money order, credit card, eftpos, direct debit and direct bank transfer.	All Administration Staff

3. Additional Fees

	Action	Details	Responsibility
3.1	Processing re-assessment fees	a) Fee for Service Students seeking re-assessment after exhausting their three attempts will be required to re-enrol in the unit and pay the unit fee.	All Administration Staff
3.2	Processing re-issuing qualifications payments	<p>a) For reissuing of a statement attainment or certificate and transcript, an additional fee will be incurred at the rate provided on the Statement of Fees and Miscellaneous Fees form.</p> <p>b) Once returned process as detailed above in 2.5 How to process a payment</p>	All Administration Staff
3.3	Processing issue of unit resource books payments	<p>a) For issuing of unit resource books, a fee will be incurred at the rate provided on the Miscellaneous Fees form.</p> <p>b) Miscellaneous fee form needs to be emailed to the student, who completes and emails to training@reiv.com.au or traineeships@reiv.com.au</p> <p>c) Once returned process as detailed above in 2.5 How to process a payment.</p>	All Administration Staff

4. Overdue Fees

	Action	Details	Responsibility
4.1	Student self identifies and wishes to enter into a payment plan	<p>a) Students who are experiencing difficulty in paying their fees are invited to call the office to make alternative arrangements for payment during their period of difficulty.</p> <p>b) All communication in relation to these inquiries are to</p>	<p>All Administration Staff</p> <p>RTO Training</p>

SC5-SF: Fees and Refunds Policy & Procedures

		<p>be given to the RTO Training Manager</p> <p>c) After discussion with the student an appropriate plan will be arranged. This is to be communicate to the student via email and the student can continue training.</p> <p>d) Accounts receivable will also be contacted, and they will make appropriate notes against the students file and will adjust dates accordingly.</p>	<p>Manager</p> <p>Accounts Receivable</p>
4.2	Handling students with overdue fees	<p>a) Accounts will be monitored, and a student will be issued with a fee reminder if their account is outstanding after the agreed payment due date.</p> <p>b) Accounts receivable will provide the RTO Training Manager with a list of students with unpaid fees once a month</p> <p>c) RTO Training Manager or delegate will contact student regarding their outstanding account and will remind the student of their obligation and warn them that restrictions will apply if payment is not met. Students who are accessing training via government funding will also be reminded that if they are withdrawn from the program this may affect their ability to access government funding in the future.</p> <p>d) If after 30 days, the account is still outstanding the following will apply until all outstanding accounts are paid</p> <ul style="list-style-type: none"> • Access to student portal will be closed • Training and assessment services will be suspended • Inability to receive credential <p>e) If after 60 days, the account is still outstanding the student will be withdrawn from the course and the student will need to re-enrol if they wish to continue and fees will apply.</p>	<p>Accounts Receivable</p> <p>RTO Training Manager</p>
4.3	Withholding a Certificate or Statement of Attainment	<p>a) The REIV reserves the right to withhold the issuing of certificates until all fees have been paid.</p> <p>b) If a student has failed to pay their full fees and completes a course or withdraws, they will only be entitled to a Statement of Attainment of units assessed to represent the proportion of the fee paid as a percentage of the total course fees.</p>	<p>All Administration Staff</p>

5. Refunds

	Action	Details	Responsibility
5.1	Refund availability	a) See 7. Refund Matrix of this policy for details	All

SC5-SF: Fees and Refunds Policy & Procedures

5.2	Student applies for refund	<ul style="list-style-type: none"> a) Students who withdraw from a course need to communicate this to The REIV in writing and they must also complete the Refund Form. Trainees will not require a refund form, but evidence of the withdrawal request must be kept on file. b) In order to apply for a refund, the student must outline the details and reason for their request. c) For trainees who have cancelled their enrolment and the employer paid, the employer must complete a refund application. d) Students who have not communicated their withdrawal in writing are not eligible for consideration of a refund or reduction in fees. e) The outcome of the refund assessment will be provided by email to the student's registered address, outlining the decision and reasons for the decision along with the Refund Form for the student to complete. f) Once this Refund Form is complete, the appropriate adjustment is made in iMIS and the form is placed in the tray next to the EFTPOS machine for collection by the finance team. 	All Administration Staff
5.3	Refunds where the REIV cancel a course	<ul style="list-style-type: none"> a) In the instance where The REIV is required to cancel a course due to insufficient numbers or for other unforeseen circumstances, a full refund will be granted. b) Timeframes will dictate how this is communicated to the student; however, the student will be sent an email to their registered address as well as a phone call and they will not be required to complete a refund form. 	RTO Training Manager

6. Processing Refunds

	Action	Details	Responsibility
6.1	Authorising a refund	<ul style="list-style-type: none"> a) Applications for refunds to students must be authorised by the RTO Training Manager 	RTO Training Manager
6.2	Cancelling course in student record	<ul style="list-style-type: none"> a) The student's enrolment is to be cancelled in iMIS and the course cost adjusted to reflect the approved refund. b) Make the appropriate, course enrolment changes on Wisenet Fees Paid training commenced – Withdrawn (See EF 1.2 Withdrawal and deferment procedure) Fee Paid no training commenced – Cancelled 	All Administration Staff
6.3	Provide paperwork to finance	<ul style="list-style-type: none"> a) A photocopy of the refund form is to be provided to finance to process b) Copy of the completed refund form will be put in the 	All Administration Staff

SC5-SF: Fees and Refunds Policy & Procedures

		student's file.	
6.4	Timeframes for refunds	As a service standard it is expected that refunds will be processed and paid within 10 business days from the day the student submits their completed refund form.	All Administration Staff and Finance

7. Non-Refundables

	Action	Details	Responsibility
7.1	Non-refundable	a) Where a request for refund is outside timeframes as detailed in the refund matrix b) Where a student has exceeded the course expiry date, detailed in the course offer information in Wisenet. If the student wishes to resume study after this period, they will need to re-enrol and pay applicable enrolment fees. c) Where a student has not achieved the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, including RPL.	All Administration Staff

8. Publishing fees and refund information

Procedure	Responsibility
A. Publishing information on website <ul style="list-style-type: none"> Up-to-date fees information must be published on the organisation's website, in accordance with the Contract. Refer to the Marketing and Advertising P&P for details on the information required to be published on the website. 	Compliance team

Document Control

Document No. & Name:	SC5-SF - Fees and Refunds PP V1.1
Quality Area:	Students and Clients
Author:	RTO Advice Group Pty Ltd
Status:	Approved
Approved By:	RTO Training Manager
Approval Date:	21 July 2020
Review Date:	4 March 2021
AQTF:	AQTF Condition 5 & Element 2.3 and VRQA Guideline 1.3.
VET Funding Contract:	Clause 5.2, 10.9 Schedule 1: Clause 1.2, 1.5, 4.7, 6, 12.2, 17.4 Guidelines about Fees