



Course Fees and Refunds P&P

Content

Purpose

Definitions

Policy

1. Information about fees and charges
2. Course fee inclusions
3. Payments
4. Refunds for fee-for-service students
5. Recording and payment of refunds

Purpose

The purpose of this policy and procedure is to outline Sporting Shooters Association of Australia (Victoria) 's approach to managing fees and refunds and to demonstrate how fees which are paid in advance are protected by Sporting Shooters Association of Australia (Victoria).

This policy and procedure contribute to Sporting Shooters Association of Australia (Victoria)'s compliance with the requirements of its registration as a training provider including Condition 5 of the AQTF.

Definitions

AQTF means the AQTF Essential Standards of Continuing Registration 2010

VRQA means Victorian Registration & Qualifications Authority, the state VET regulator and Sporting Shooters Association of Australia (Victoria)'s registering body.

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.

Condition means a Condition of Registration as contained within the AQTF Essential Standards of Continuing Registration 2010.



Course Fees and Refunds P&P

Policy

1. Information about fees and charges

- Sporting Shooters Association of Australia (Victoria) protects the fees that are paid in advance by students.
- Sporting Shooters Association of Australia (Victoria) does not require a participant to ever pay more than \$1,000 in advance for services not yet provided.
 - Fees charged once training has commenced will not exceed \$1,500
- Fee information relevant to a course is outlined in detail on the *RTO Student Agreement* and summarised on the *Course Outline* as well as the RTO's website. In compliance with Condition of Registration 5 of the AQTF Essential Standards of Continuing Registration 2010, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
 - Fee information includes:
 - The total amount of all fees including course fees, administration fees, materials fees and any other charges.
 - Payment terms, including the timing and amount of fees to be paid and any non-refundable enrolment deposit to cover the administration involved in assessing an application for enrolment.
 - The nature of the guarantee given by the RTO to complete the training and/or assessment once the student has commenced study in their chosen qualification or course
 - The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment, and
 - This Course Fees and Refunds Policy
 - The RTO Student Agreement and the RTO Student Handbook (Code of Conduct) which are provided on the training webpage and on the student portal, include this *Course Fees and Refunds Policy* and inform the student of their consumer rights. Students are asked to sign the RTO Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy during the course.
 - Sporting Shooters Association of Australia (Victoria) cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

2. Course fee inclusions

- Course fees include:
 - All of the training and assessment as well as educational support services required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. Where a student fails to achieve a satisfactory outcome after two attempts at an assessment task, the student will need to re-enrol into the unit or units in



Course Fees and Refunds P&P

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 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).
- 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 RTO 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)
 - Re-issuance of AQF certification documents. Re-issuance or additional copies of these documents will attract a fee of \$30 per document plus the cost of postage if required.

3. Payments

- Payments are made online but can be accepted by electronic transfer.
- 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.
- Debts may be referred to a debt collection agency where fees are more than 40 days past due.
- Sporting Shooters Association of Australia (Victoria) reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students 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 students

- Cooling-off periods do not apply to course fees as Sporting Shooters Association of Australia (Victoria) does not use direct approach marketing such as tele-marketing or door-to-door sales.
- All course fees for fee-for-service students include a non-refundable deposit which is detailed on the Course Outline and RTO Student Agreement. The deposit is non-refundable, except in the circumstances detailed below.
 - A full refund of any fees paid (including the deposit) will apply if Sporting Shooters Association of Australia (Victoria) is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.



Course Fees and Refunds P&P

- In the unlikely event that Sporting Shooters Association of Australia (Victoria) 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 student will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:
 - Where Sporting Shooters Association of Australia (Victoria) or any third parties delivering training and assessment on its behalf ceases to operate.
 - Where Sporting Shooters Association of Australia (Victoria) ceases to deliver the course in which a student is enrolled, and the agreement is terminated.
 - Where Sporting Shooters Association of Australia (Victoria) 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.
 - In any of the above situations, Sporting Shooters Association of Australia (Victoria) will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.
- 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 the *Application for Refund Form*. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.
- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by Sporting Shooters Association of Australia (Victoria) to provide those services.
- The outcome of the refund assessment will be provided in writing to the student's registered email 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 our *Complaints and Appeals Policy and Procedure*.
- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
- RPL application fees are non-refundable.

5. Recording and payment of refunds

- Refunds will be paid to 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.



Course Fees and Refunds P&P

Document Control

Document No. & Name:	SC11 - Access, Equity and Anti-Discrimination Policy V1.0 (ID 183821)
Quality Area:	SC Students and Clients
Author:	RTO Advice Group Pty Ltd
Status:	Approved
Approved By:	Fady Khalife
Approval Date:	8 th of November, 2022
Review Date:	8 th of November, 2023
Standards:	AQTF Condition 3