



# Course Fees and Refunds P&P

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## 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 contributes 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



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## 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 which are provided prior to enrolment, includes this *Course Fees and Refunds Policy* informs 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.
- 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 three attempts at an assessment task, the student will need to re-enrol into the unit or units in 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).



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- 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 can be accepted by electronic transfer, cheque or money order.
- 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.
- 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.



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- 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 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.

### 6. Publication

- Sporting Shooters Association of Australia (Victoria) will publish in a prominent place on its website the following:
  - Costs for fee for service programs.
  - This Course Fees and Refunds Policy.



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### Procedure

#### 1. Student fees

Procedure	Responsibility
<p><b>A. Deposit invoices</b></p> <ul style="list-style-type: none"> <li>All fee-payers should pay their deposit enrolment fee upon enrolment, preferably prior to course commencement. Raise an invoice for the amount in line with the payment schedule for the relevant course.</li> <li>Fee-payers have 14 days to pay an invoice.</li> <li>Keep a copy of the invoice on the student's file.</li> </ul>	Training Manager
<p><b>B. Fee instalment invoices – fee-for-service students</b></p> <ul style="list-style-type: none"> <li>Charge fee instalments in line with the relevant payment schedule for the course, outlined on the <i>RTO Student Agreement &amp; Course Outline</i>.</li> <li>Fee-payers have 14 days to pay an invoice.</li> <li>Keep a copy of the invoice on the student's file.</li> </ul>	Training Manager
<p><b>C. Receiving payments</b></p> <ul style="list-style-type: none"> <li>Record payments against the relevant invoice on the financial management system.</li> <li>Provide the student with a receipt.</li> </ul>	Training Manager
<p><b>D. Managing overdue fees</b></p> <ul style="list-style-type: none"> <li>Send out statements monthly to students to show outstanding fees.</li> <li>Call students where payments are more than 14 days overdue.</li> <li>Any student with an invoice over 40 days past due should be referred to the debt collection agency.</li> <li>Refer to the Training Manager about suspending training until fees are brought up to date. If training is suspended send a letter to the student advising of suspension until payment is made. Advise Trainer/Assessor.</li> <li>Where fees continue to be unpaid, refer to Training Manager to consider withdrawal.</li> </ul>	Training Manager

#### 2. Refunds



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Procedure	Responsibility
<p><b>A. Processing refunds – fee-for-service students</b></p> <ul style="list-style-type: none"> <li>• If a course is cancelled by Sporting Shooters Association of Australia (Victoria), students who have enrolled and paid their deposit/enrolment fee should be automatically issued a refund. Notify them in writing and issue refund. Record on file.</li> <li>• Students who withdraw from their course will automatically be assessed for their eligibility for a refund and seek a refund are to make a request for a refund in writing.</li> <li>• To make an assessment of a refund due, consider the services the student has received. Consider the following: <ul style="list-style-type: none"> <li>– Deposit/enrolment fee is non-refundable – this covers administration time for enrolment and induction process.</li> <li>– Text books provided</li> <li>– Training received – number of classes attended, visits received, online training (if applicable)</li> <li>– Individual support provided by the Trainer</li> <li>– Assessments marked</li> </ul> </li> <li>• Consider the costs incurred by Sporting Shooters Association of Australia (Victoria) as per above, plus the fees paid by the student to calculate a suitable refund. Refund assessments are to be approved by Training Manager.</li> <li>• Notify the student in writing of the outcome of the refund assessment and make payment of refund where applicable.</li> <li>• Keep a copy of the refund assessment on the student’s file.</li> </ul>	CEO

### Document Control

Document No. & Name:	SC5-V - Course Course Fees and Refunds P&P V1.0
Quality Area:	Students and Clients
Author:	Sporting Shooters Association of Australia (Victoria)
Status:	Approved
Approved By:	Fady Khalife _ RTO Manager
Approval Date:	8 <sup>th</sup> of October, 2024
Review Date:	8 <sup>th</sup> of October, 2025
RTO Requirements:	Condition 5 of the AQTF