



RTO 45101
CRICOS XXXX

AD3.2
Subject: Fees, Charges and Refund Policy.
Date Revised: 23/01/2018

**ADMINISTRATION Standards for RTO:
4.1, 5.3, 7.3**

Revised by: RTO Officer Approved
by Grayclay Director

1. Purpose
 - 1.1. This policy relates to students enrolled in a program with Impavid Education Pty Ltd trading as Grayclay. The Fees, Charges and Refunds policy is to ensure that all course fees, charges and refunds are effectively managed.
2. Definitions

For the purposes of this document the following applies:

 - 2.1. Fees paid in advance refer to fees paid at any time for a course, product or service that is yet to be delivered.
 - 2.2. Recognition of Prior Learning (RPL) - is a process that involves the assessment of an individual's prior learning (including formal, informal and non-formal learning, work or life experience) to determine the extent to which that individual's previous learning is equivalent to the learning outcomes of the components of another qualification, as well as assessing a person's skills and competencies to determine whether these are current.
3. Authority and Responsibility
 - 3.1. Grayclay is committed to providing an effective, efficient, and timely management process for all Fees, Charges and Refunds associated to courses on its scope of registration.
 - 3.2. Grayclay is committed to informing students of all fees and charges associated with their enrolment in a course, which include:
all costs due to the RTO which include, but not limited to
 - Tuition fees
 - Enrolment fees / Administration Fees
 - Materials/ resource fees
 - Amenities fees
 - Support services which may incur a cost
 - 3.3. Payment terms that are available, including the timing and amount of fees to be paid, payment schedule, refunds and any non-refundable deposit.
 - 3.4. Provide the learner consumer protection information relating to:
 - 3.4.1. any cooling off period (if one applies)
 - 3.4.2. complaints and appeals policy
 - 3.4.3. refund policy procedure
 - 3.4.4. All fees and charges relating to course costs will be made readily and easily available to learners via the RTO website and the learner information handbook. This information will allow the student to make an informed decision in relation to their enrolment in a course and prior to the student having to make any payments.
 - 3.5. Fees are subject to change and learners will be informed of any changes to fees and charges, and at least one month prior to the date of effect. All fees and charges will be reviewed annually and relevant marketing material will be updated to reflect the new fees or charges, within 3 weeks of the change.
 - 3.6. Changes to marketing material, student information handbook and other materials which relate to financial transactions and fees, will be reviewed in accordance with this policy and authorized before release.
 - 3.7. All reviews and changes made to marketing and other materials, will be recorded in the Grayclay Marketing Register as per policy AD2.1 Advertising and Marketing and in the Continuous Improvement Register.
4. Responsibility
 - 4.1. The Chief Executive Officer (CEO) is responsible for implementation of this policy and procedure and ensuring all staff and third party providers are fully trained in its operation and students are made aware of its availability prior to their enrolment in a course.

- 4.2. The Financial Controller is responsible for the implementation of this policy and for the day-to-day responsibilities relating to the financial management of the organisation.
5. Policy
- 5.1.1. Grayclay is committed to providing students with information regarding all fees and charges applicable to their chosen course prior to their enrolment and via the RTO's marketing materials and website.
6. Procedures
- 6.1. Fees and Charges
- 6.1.1. The enrolment process commences once the student submits an application for admission into a course.
- 6.1.2. If the student satisfies the relevant entry requirements, a Letter of Offer is issued which contains:
- the relevant fees that must be paid and payment terms and conditions including required deposit
 - a link to the Fees, Charges and Refunds Policy including the learner's right to obtain a refund for services not provided by the RTO in the event that the:
 - arrangement is terminated early, or
 - the RTO fails to provide the agreed services.
 - the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- 6.1.3. Students may negotiate a payment plan for their course fees, so that they may be paid over the duration of their course.
- 6.1.4. Fees are subject to change and students are advised to obtain a current fee schedule, by contacting Grayclay or checking the RTO website and the current marketing materials for more information.
- 6.1.5. Students must sign a payment plan with Grayclay, prior to attending classes or being provided with online access.
- 6.1.6. Issues regarding payments will be handled at the first available opportunity and directed to the Accounts personnel.
- 6.1.7. Fees paid in advance Fees for courses costing over \$1,500 will be paid in a manner so that no more than \$1,500 in prepaid fees is collected from any student prior to the commencement of a course or at any other given time through the course, for services that are yet to be delivered to the learner.
7. Course Certification
- 7.1. Certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the RTO have been paid. A Certificate of qualification or Statement of Attainment is provided as part of the course fee upon successful completion of a Nationally Accredited qualification or course; however a charge of \$50 will apply for any reprinting request.
8. RPL Application Fees
- 8.1. Where RPL has been granted for a unit, the student's fee for the RPL of the respective unit is half (50%) of the stated unit price. This will be disclosed to the student in writing, before the student makes an application for RPL. RPL Fees are non-refundable once the RPL has been assessed and granted. Where RPL has been granted for a unit the student must study the respective unit in its entirety and pay the stated unit price in accordance with this Policy.
9. Refunds
- 9.1. Grayclay is committed to providing quality training and assessment services and assisting students to complete their individual course. In the event that a significant change that affects the RTO's legal or operation status, Grayclay will assist and support students to complete their course to the end of the agreed course period.
- 9.2. In the event that Grayclay or any of its divisions is unable to provide this support due to the RTO closing or ceasing to deliver the agreed training and/or assessment, the RTO will either provide a refund to the student for services not provided or will assist the student in finding a placement with another provider who will oversee the completion of the course arrangements, which must be agreed upon by all parties involved in the course.

- 9.3. Student withdrawals from a unit of competency or course of study must be received in writing by Grayclay's Enrolment Officer. A student's request for withdrawal will not be effective until the date this has been received in writing. The date of receipt is important in determining a student's eligibility for and the amount of fees to be refunded.
- 9.4. Students will be entitled to a refund where it is determined that the request is fair and reasonable and meets with the procedures outlined below. The refund procedure applies to each semester enrolled at Grayclay.
- 9.5. A refund will be arranged within four weeks of receiving a written claim* from the student. The written claim for the refund must be received by Grayclay within 6 months after the student's default. The refund is paid directly to the person who enters into the contract with Grayclay.
- 9.6. A refund will be arranged in the following circumstances:

Circumstances	Refund Entitlement
Student withdraws up to 4 weeks prior to the commencement of the semester classes or being provided with online access to unit materials.	<i>Refund of 100% of tuition fees that have been paid.</i>
Student withdraws between 4 weeks prior to commencement and the commencement of semester classes or being provided with online access to unit materials.	<i>Refund of 90% of tuition fees paid. 10% withheld to cover administration costs</i>
Student withdraws after the commencement of semester classes or being provided with online access to unit materials.	<i>No refund. Full tuition fees to be paid for the Semester. Any fees paid for subsequent semesters Refunded</i>
If Grayclay is forced to withdraw a student from a course due to a serious breach of Grayclay Policies and Procedures after the commencement of semester classes.	<i>No refund of current semester fees. Any fees paid for subsequent semesters will be refunded.</i>

- 9.7. For all approved requests, the responsible Finance Officer will ensure the refund is processed in accordance with finance administration procedures.
- 9.8. Requests for refunds may only be refused in accordance with the policy, and in such case the Finance Officer will inform the student the reasons for declining to refund the course fees.
- 9.9. *The refund policy does not remove the right to take further action under Australia's consumer protection laws.
- 9.10. Grayclay's Grievance and Appeals Policy and Procedures do not circumscribe the student's right to pursue other legal remedies.