

## **PR 7.0 Fees & Refund Procedure**

### **1. PURPOSE**

The purpose of this procedure is to inform current and future students who accept a fee paying place at MacKillop Catholic College RTO. The procedure relates to the payment and process for monitoring and ensuring a fair and reasonable refund process.

### **2. SCOPE**

This procedure relates to the payment of fees for enrolment in one or more of the RTOs courses and to ensure a fair and reasonable refund practice for fees and charges paid by students, where training and assessment activities have not been delivered.

### **3. DEFINITIONS**

**Recognition of Prior Learning** - RPL is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.

### **4. PRINCIPLES & PRACTICES**

The following principles underpin this procedure:

- 4.1.1. Details of this procedure are to be publicly available.
- 4.1.2. Fee paying students that commence a course through the RTO are responsible for paying fees in full by the due date unless a payment plan has been organised.
- 4.1.3. Students will be invoiced when they enrol in a course.
- 4.1.4. A non-refundable admin fee of \$250 for non-school students will be \$250
- 4.1.5. A limit of \$1500 will be invoiced at a time.
- 4.1.6. Invoices will be sent to students' email addresses provided on the enrolment form.
- 4.1.7. Students that have not paid their fees in full by the due date are unable to participate in training.
- 4.1.8. Students that experience financial hardship or other difficulties should contact the RTO management as soon as possible.
- 4.1.9. Payment of all refunds is made within 2 weeks (fourteen days) of application for refund.

- 4.1.10. Written notification of withdrawal from a training program must be provided by a student to apply for a refund for a course. This may be via letter or email.
- 4.1.11. There is no refund applicable after 7 days where a student has commenced their course / unit.
- 4.1.12. There is no refund to participants who do not obtain their qualification after assessment.
- 4.1.13. There is no refund for RPL assessments after enrolment, where Recognition resources and services have been supplied to the student.
- 4.1.14. MacKillop RTO does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.
- 4.1.15. MacKillop RTO provides a full refund to all students, should there be a need for MacKillop RTO to cancel a course. In the first instance the RTO (where possible) will provide an opportunity for the student to attend another scheduled course.
- 4.1.16. If MacKillop RTO cancels a course, students do not have to apply for a refund, the RTO will process the refunds automatically.
- 4.1.17. Refunds for cancellation of enrolments are granted on a sliding scale (see below table).

## 5. PROCEDURES

Fee Type	Description	Refund
Admin fee paid	RTO administrative processes for processing of enrolment, reporting and other administrative actions	Nil Refund
Course / Unit fee paid	Student submits in writing reason for withdrawal, seven (7) days or more <b>prior</b> to commencement of an enrolled course, stage or assessment.	100% refund
Course / Unit fee paid with immediate commencement and access to materials	Units paid allowing access to course materials and assessments.  Withdrawal <b>within</b> seven (7) calendar days	80% Refund

Fee Type	Description	Refund
Course / Unit fee paid with immediate commencement and access to materials	Withdrawal <b>after</b> seven (7) calendar days from payment with access to course materials and assessments	Nil Refund
Pilot course	Course with reduced fees	Nil Refund
Course cancelled by MacKillop RTO <b>before</b> commencement		100% of the fee paid by the Student
Course cancelled by MacKillop RTO <b>after</b> commencement		Full refund provided for unit fees paid but not yet delivered.

## REFERENCES

Enrolment Form

## RECORDS

Invoice for payment

Withdrawal Letter or email

Receipt provided on initial payment