

Course Fee Policy and Procedure

RTO #40936 | Version 3.0 | Date: September 2025 | Review Date: September 2026

1. Purpose

This policy ensures transparent, fair, and compliant management of course fees, payments, and related charges. It safeguards student rights under the **Standards for RTOs 2025 (SRTOs 2025)**, the **Skills First Contract v3.0**, and consumer protection legislation.

Linked Clauses:

- SRTOs 2025: Clauses 5.1–5.4, 7.3, 8.2
 - Skills First v3.0: Fee & Funding Rules, Section 9.3 (Records)
 - Consumer Law (Cooling-off, refunds, fair trading)
-

2. Scope

This policy applies to:

- All students (funded and fee-for-service).
 - All staff managing student enrolments, payments, and refunds.
 - Any third-party agents collecting or managing fees on behalf of the RTO.
-

3. Policy Statement

The RTO is committed to:

- Transparency in publishing tuition and other fees.
 - Protecting students from excessive upfront fee collection.
 - Offering flexible and compliant payment arrangements.
 - Ensuring students are fully informed of their financial obligations before enrolment.
 - Complying with Skills First requirements for reporting and fee concessions.
-

4. Definitions

- **Course Fee** – Total charge for tuition, resources, and facilities.
- **Prepaid Fees** – Any fees collected before training is delivered.

- **Prepayment Cap** – Maximum of \$1,500 collected before course commencement, unless protected by a compliant trust account/insurance.
 - **Payment Plan** – Instalment-based arrangement for course fees.
 - **Refund Policy** – The companion policy outlining when and how students may claim refunds.
-

5. Procedures

5.1 Fee Publication and Communication

- All fees, payment terms, and refund rules are published on the RTO website and Student Handbook.
- Students are informed of fees in writing prior to enrolment.
- Any changes to fees after enrolment are communicated in advance.

5.2 Prepaid Fees and Payment Caps

- No more than **\$1,500** may be collected prior to commencement, unless compliant trust/insurance arrangements are in place.
- Remaining course fees are collected progressively, in instalments at least **8 weeks apart**.

5.3 Payment Plans

- Students unable to pay full fees upfront may apply for a payment plan.
- Payment plans must not breach the \$1,500 prepayment cap.
- Payment plan terms are agreed in writing and stored in student records.

5.4 Cooling-off Period

- Students have a **10-business-day cooling-off period** from enrolment (unless training has commenced).
- Written notice (email or letter) must be provided to withdraw within this period.

5.5 Additional Fees

- Replacement learner resources: cost price (\$20–40).
- Replacement transcript: \$20.
- Reassessment fees (where applicable).
- Excursion costs: students cover travel/food.

5.6 Monitoring & Reporting

- Annual audit of accounts conducted by an external auditor (as of 30 June).

- Fee transactions recorded in compliance with Skills First reporting (Section 9.3).
 - Finance team reports anomalies to CEO/RTO Manager for corrective action.
-

6. Responsibilities & Authorities

- **CEO** – Approves fee schedule, oversees compliance.
 - **RTO Manager** – Ensures policy implementation, monitors payments, approves exceptions.
 - **Admissions/Finance Staff** – Issue invoices, manage payment plans, maintain records.
 - **Compliance Consultant** – Reviews alignment with Skills First funding requirements.
-

7. Compliance References

- **SRTOs 2025:** Clauses 5.1–5.4, 7.3, 8.2
 - **Skills First Contract v3.0:** Fee & Funding Rules, Section 9.3
 - **Legislation:** National Vocational Education and Training Regulator Act 2011, Competition and Consumer Act 2010, Fair Trading Laws
-

8. Document Control

- **Version:** 3.0
- **Approval:** CEO: _____
- **Approval Date:** September 2025
- **Next Review Date:** September 2026
- **History:**
 - v2.3 (March 2025) – Fee caps and payment plan conditions clarified.
 - v3.0 (Sept 2025) – Restructured to universal template; aligned with SRTOs 2025 & Skills First v3.0.