

FEE ADMINISTRATION AND REFUND POLICY

RELEVANT STANDARD(S):

Standards for Registered Training Organisations (RTOs) 2015	Standard 5 Chapter 2 - Enrolment - Clause 5.1-5.4 Standard 7 Chapter 2 - Enrolment - Clause 7.3
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PURPOSE

CBIT Academy adheres to the relevant compliance and legislative frameworks such as the Standards for Registered Training Organisations (SRTOs 2015). As such, CBIT Academy will provide transparency in the application and administration of fees and charges including refund and will put in place a fair and reasonable refund process according to Australia's consumer protection laws.

The purpose of this policy is to provide for the appropriate application and administration of fees and handling of client refunds.

POLICY PRINCIPLES

CBIT Academy implements fair and reasonable refund practices and a transparent process for fee application and administration. CBIT Academy will ensure that:

1. prospective students are aware of its fee policies in order to make informed decisions about enrolment in a course;
2. its fee and refund policy is prominent and accessible to its staff, prospective students, and existing students;
3. it implements and maintains a process for fair and reasonable refund and fees paid; and
4. it provides refunds for fees and charges paid by clients, where training and assessment activities have not been delivered

Fee Administration Policy Principles

Fee Information

1. CBIT Academy will inform its prospective students and employers (if applicable) of the full and accurate course fees associated with the training and the refund policy before enrolment.
2. CBIT Academy will ensure that the fee and refund policy is accessible to its staff, prospective students and existing students. The fee information will include but will not be limited to the following information:
 - a. Breakdown of the course fee (if any)
 - b. Fee and Refund policy

- c. Incidental fees
 - d. Compulsory fees
 - e. Additional charges or co-contributions
 - f. Methods of fee collection
 - g. Process for recovery of outstanding student fees
3. For any incidental fees that may be applicable, CBIT Academy will inform the prospective student before enrolling that such fees are a charge for an essential good or service and that the student has a choice of acquiring this from a supplier other than CBIT Academy.

Fee Administration

1. CBIT Academy will only charge fees for accredited training in accordance with the fee information published and provided to the prospective student and the Fee Administration and Refund policy.
2. CBIT Academy will retain accurate course fee payment, waiver, exemption or refund records for each student.
3. CBIT Academy will require payment prior to commencement of training as well as pre-payment plans for students.
4. CBIT Academy will apply standard student fees for Fee-for-Service (FFS) students.
5. CBIT Academy will allow participant course fees to be paid on behalf of the student by their employer or another third party (if applicable).
6. CBIT Academy will maintain arrangements for the protection of any fees paid in advance in accordance with 7.3 of the Standards for RTOs.

Fee Payment Arrangements

1. CBIT Academy ensures that its financial practices promote the protection of fees (paid in advance and exceeding \$1,500) made by any student. CBIT Academy will only adhere to the accepted fee protection measure to protect fees in excess of the threshold fee amount of \$1,500 as stated in Schedule 6 of the Standards for RTOs. This relates to private students only, not those paid for by an employer.
2. Tuition fees for private students are broken into instalment payment plans to ensure students do not pre-pay fees over \$1,500. Schedules of the payment plan will be clarified with students prior to enrolment.
3. All fees must be paid in full before students can be issued with any AQF Certificate relating to their achievements.

4. Fees are payable when you receive your confirmation of enrolment and invoice for the enrolment fee. Fees must be paid in full within 7 days of receiving this notification from CBIT Academy. We may cancel an enrolment or discontinue training if fees are not paid as required.
5. Flexible payment arrangements, such as instalments, credit card, and direct debit, cheques and EFT remittance are acceptable to accommodate the diverse financial situations of clients.

Outstanding Student Fees

1. The remaining fees are paid by instalment (payment plan). If a student (who pays fees under a Payment Plan) fails to make the agreed monthly payment for two consecutive months, the student will not be allowed to continue in the course/qualification until:
 - a. the arrears of Fees are paid in full; or
 - b. the student is granted (in writing) an extension of time to make the Payment Plan instalments.
2. CBIT Academy will not issue SOAs or Certificates if training fees are outstanding.
3. CBIT Academy will inform students of its process for the recovery of outstanding student fees prior to enrolment through the Fee Administration and Refund Policy.

Refund Policy Principles

1. Details of CBIT Academy's Refund Policy are publicly available to prospective students and employers (if applicable), staff and existing students and employers (if applicable).
2. CBIT Academy will make students aware of the refund policy prior to enrolment.
3. With regard to all withdrawal of training, CBIT Academy will first encourage a client to continue training or provide other options such as enrolling to another course date, prior to processing refund applications.
4. All refund requests must be done in writing via the **Refund Request Form**. CBIT Academy will only acknowledge and review requests based on information provided through the form. Exemptions are made to mitigating circumstances, provided there is supporting evidence.
5. No refunds will be issued for cancellations outside of the Refund Period.
6. For refund applications within the Refund Period, the Refund Request Form must be received by CBIT Academy, within the Refund Period. A refund of the course fee, less the applicable Administrative Fees, will only be issued if all above criteria have been met and the student has no previous outstanding monies with the CBIT Academy.
7. CBIT Academy requires written notification of withdrawal from training; this may be via letter, email or the completion of the **Withdrawal from Training Form**. Refunds will be assessed upon receipt of the request. Statement of fees that includes all fees applied and any fees refunded (if applicable) will be provided where a student withdraws from training.

8. Where refunds are approved, the refund payment will be paid via electronic funds transfer using the authorised bank account nominated by you. This payment will be made within 14 days from the time you gave written notice to cancel your enrolment.
9. All refunds will be paid to the person or organisation that originally paid the fees.
10. CBIT Academy does not provide refund where:
 - a. A client has commenced their course/unit
 - b. There are changes to work hours
 - c. Moving interstate
 - d. Student leaves before full course completion and does not complete qualification after assessment
 - e. Recognition resources and services have been supplied to the client.
11. CBIT Academy may provide consideration for refund for students who have commenced training with the discretion of the CEO/ Administration Manager.
12. CBIT Academy does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
13. CBIT Academy provides a full refund to all clients, should there be a need for CBIT Academy to cancel a course. In the first instance CBIT Academy will (where possible) provide an opportunity for the client to attend another scheduled course. If CBIT Academy cancels a course, clients do not have to apply for a refund; CBIT Academy will process the refunds automatically.
14. Refunds for cancellation of enrolments and other conditions are granted based on the refunds table in the annex of this policy.

MONITORING AND IMPROVEMENT

The CBIT Academy Administration Manager is responsible for ensuring compliance with this policy. The Administration Team of CBIT Academy will process refund requests.

CBIT Academy's CEO and/or Administration Coordinator is responsible for all continuous improvement processes in relation to the fee administration and refund policy and procedure and ensuring all staff, including those from the third-party providers are complying with the provisions of this policy.

Annex

CBIT Academy Refunds Table

CBIT Academy Refunds for enrolments are subject to the following refund formula.

Refund Type	Description	Notification Requirements	Non-refundable fee	Refund
Enrolment cancellation / withdrawal from training within the "refund period"	Notice to cancel enrolment received 10 business days or more prior to the commencement of a program	-In writing, within the prescribed period	n/a	Full (100%) refund of fees paid
Withdrawal from Course beyond the refund period "Withdrawal outside the refund period"	Notice to cancel the enrolment received 9 business days or less prior to the commencement of a program	-In writing, any day beyond the "refund period"	25% of fees paid to cover the costs of staff and resources administering the enrolment process	75% of the fees paid
Course Cancellation	Cancellation of a course by the RTO (for any reason)	N/A	N/A	Full refund or enrolment to a different qualification
Withdrawal – "not of their own accord"	Where training ceased due to RTO closure	N/A	N/A	Full refund or referral to a different service provider

VERSION CONTROL

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
22/09/2020	Document creation	360RTO Solutions	v. 1.0	12/04/2022	11/04/2023
04/10/2020	Document Update	360RTO Solutions	v.1.1	12/04/2022	11/04/2023
30/03/2021	Updated the refunds table and refunds section of the policy.	360RTO Solutions	v.1.2	12/04/2022	11/04/2023
20/04/2022	Finalised for publication	360RTO Solutions	v. 1.0	12/04/2022	11/04/2023
04/07/2022	Minor typographical updates	S. ILETT	v. 1.0	04/07/2022	11/04/2023
07/03/2023	Logo and URL updates	S. ILETT	v. 1.1	17/08/2023	17/08/2024

RTO INFORMATION

Document Name	Fee Administration and Refund Policy v1.1
RTO/Company Name	CBIT Academy
RTO Code	45817
Manager	Administration Manager