

## Fee and Refund Policy

### Purpose

As a Registered Training Organisation, selectability Training has an obligation to comply with regulatory requirements relating to the collection and protection of prepaid fees and ensure appropriate safeguards are in place to protect students in the event the RTO is unable to deliver agreed services. This is covered under Division 3 Accountability (Compliance Requirement 3.18) in the Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements Instrument 2025 (Cth).

The purpose of this policy is to ensure that selectability Training complies with the regulatory requirements relating to the collection and protection of prepaid fees, and that appropriate safeguards are in place to protect students in the event the RTO is unable to deliver the agreed services.

### Scope

This policy applies to:

- All selectability Training staff involved in the management of student enrolments, fee payments, financial arrangements, and tuition protection,
- All current and prospective students of selectability Training.

### Policy

#### Policy principles:

To comply with the regulatory requirements to protect prepaid fees, selectability Training has adopted the following principles:

- We will minimise the collection of prepaid fees by adopting a pay-as-you-go fee model.
- Students will be provided with clear fee information about all applicable fees and refund arrangements, so total fees are disclosed up-front.
- We will not collect fees in excess of \$1500 per course, at any one time, including as part of enrolment. This reduces financial risk to learners if training services are not provided.
- Refunds are provided where training services are not delivered, e.g. where a learner withdraws before a course commences, or withdrawn part way through a course if a learner has not received training and assessment for the pre-paid component of the course.

### Fees

Fee information includes:

- All costs for the course including any materials fees
- Any other costs payable to the RTO including costs for recognition of prior learning if applicable
- Payment terms and conditions including deposits, refunds, and payment plans if applicable.

Course fees as applicable to each course are detailed on the Student Agreement and include:

- All the training and assessment as well as educational support services are 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 two 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.
- 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).

- 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 in the Student Agreement.
- Re-issuance of AQF certification documents. Re-issuance or additional copies of these documents will attract a fee (Please refer to the Fee Schedule for details).

The Student Agreement and the Student Handbook, which are provided before enrolment, includes this Fees and Refunds Policy and inform the student of their consumer rights. Students are asked to sign the Student Agreement in acknowledgment of the terms and conditions of the enrolment and this policy.

selectability Training cannot guarantee that students will complete the course which they enrol in regardless of whether all fees due have been paid.

## Payments

Payments can be accepted by electronic transfer, cheque, money order, or in person at the selectability Training office. Students who having trouble in paying their fees may make alternative arrangements for payment during their period of difficulty.

Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms, and schedule of payments applicable.

Debts may be referred to a debt collection agency where fees are more than 40 days past due.

selectability Training 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.

## Refunds

Refunds will be on the following basis:

**Withdrawal of individual/s** with 30 days' notice from confirmation of enrolment date and prior to unit commencement.

**Full refund**

**Withdrawal of individual/s** after confirmation of enrolment date and within 30 days of unit commencement.

**Partial refund**

The tuition fee will be adjusted to the fee payable for units commenced prior to cancellation advice.

**Withdrawal of individual/s** after 30 days from unit commencement.

**No refund**

**Course withdrawn** by selectability Training after commencement.

**Partial refund**

The tuition fee will be adjusted to the fee payable for units commenced prior to the course being withdrawn.

selectability Training is unable to provide the course prior to the scheduled start of study date for which the original enrolment and payment has been made.

**Full refund**

**Partial or No refund** – see below \*

**An individual's** non-attendance at a short course.

**No refund**

## Refund Terms and Conditions

- if the student withdraws within the first thirty (30) days from the confirmation of enrolment date and has not commenced any units, a full refund will apply.
- if the student withdraws within the first thirty (30) days from confirmation of enrolment date and has completed some training, a partial refund of the tuition fee will apply.
- if the student withdraws **after** thirty (30) days from unit commencement, then they are not entitled to a refund.
- short courses are required to be paid in full prior to attending the course, to secure a place.
- refunds will not apply when a student does not attend a short course, unless there are

compassionate grounds or compelling circumstances. A refund under these circumstances is at the discretion of the CEO.

\*In the event that selectability Training closes or is no longer able to provide the training and assessment services as initially agreed between selectability Training and the student, then selectability Training will:

- arrange for agreed training and assessment to be completed through another RTO (fees may be incurred). Prior to the transfers students will be formally notified of the arrangements including any refunds of fees that may be applicable.  
**OR**
- provide a pro-rata refund based on hours completed to date for units that have been commenced prior to the course being withdrawn.  
**OR**
- provide a full refund.

## Responsibilities

- **CEO:** Approves fee strategies and ensures adoption of fee protection strategies if required. Oversees policy compliance.
- **CFO:** Monitors compliance with invoicing requirements and maintains reporting obligations.
- **RTO Manager:** Maintains prepaid fee records and sends statements.
- **Administration Officer:** Provides students with fee and refund information during enrolment.

## Operational Procedure Table: Fee And Refund

Action	Responsible Staff	Supporting Document	Timing/ Frequency	Compliance Mapping
Track and review coverage of prepayments	Administrator	Fee Protection Ledger	Monthly	Clause 18(6)
If unable to deliver service, initiate refund or placement	CEO	Continuity Register	Within 5 business days	Clause 18(5)
Document outcome and update registers	Administrator	Fee Protection Ledger	After event	Clause 18(5), 18(6)

## Terms And Definitions

**Prepaid fee** – Any tuition fee or other amount paid by a learner to the RTO before the training or assessment services to which the fee relates have been delivered.

**Fee-protection measure** - Arrangements implemented by the RTO to safeguard prepaid student fees until the training or assessment services have been delivered, ensuring learners are not financially disadvantaged if the services are not provided.

**Training Delivery Period** - The period during which the training and assessment services for which a learner has enrolled are scheduled to be delivered.

**Refund** - The repayment of fees to a learner where training or assessment services are not delivered or where the learner withdraws under the organisation's refund policy.

**Fee Protection Threshold** - The maximum amount of prepaid fees that may be collected from a learner before training delivery, in accordance with regulatory requirements. Currently \$1,500.

## Document Governance

### Document Properties

<b>Document Sponsor</b>	CFO
<b>Date Approved</b>	02/04/2026
<b>Category</b>	RTO
<b>Review Cycle</b>	Every 3 years
<b>Next Review Date</b>	02/04/2029
<b>Current Version</b>	RTO.2027.V1.0
<b>Implementation Plan</b>	COO Newsletter, selectability Training Website
<b>Board Committee</b>	FAR

### Related Documents And Legislation

<b>Related Documents</b>
Offer letter and written Agreement Fee Schedule Non-Payment fee notice and cancellation Student Handbook
<b>Legislation / Other instruments</b>
Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements Instrument 2025 (Cth).
<b>Related RTO Policies</b>
Governance and Accountability Policy Risk Management Policy Student Enrolment Policy AQF Certification Documentation and Records Policy

### Aligning Standards

<p><b>Child Safety Principles</b></p> <ol style="list-style-type: none"> <li>1. Child safety and wellbeing is embedded in organisational leadership, governance, and culture</li> <li>2. Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously</li> <li>3. Families and communities are informed and involved in promoting child safety and wellbeing</li> <li>4. Equity is upheld and diverse needs respected in policy and practice</li> <li>5. People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice</li> <li>6. Processes to respond to complaints and concerns are child focused</li> <li>7. Employees and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training</li> <li>8. Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed</li> <li>9. Implementation of the national child safe principles is regularly reviewed and improved</li> </ol>
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10. Policies and procedures document how the organisation is safe for children and young people

**2025 RTO Standards**

Compliance Requirements, Division 3 Accountability– Prepaid Fee Protection Measures – Standard 3.18

## Document History

Version	Date	Review Notes	Officer
RTO.2027.V1.0	02/04/2026	Document Approved	CFO