

# ASC Policy

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| <b>Title:</b> Fees and Refunds    | <b>Department:</b> RTO                                      |
| <b>Policy No:</b> POLFAR001       | <b>Version:</b> 1.1   |
| <b>Effective Date:</b> 24.06.2024 | <b>Approved Date:</b> 24.06.2024                            |
| <b>Revision Date:</b> 24.06.2025  | <b>Approved by:</b> Asmit Khadka<br>Chief Executive Officer |

## Purpose:

Attain Skills College charges a reasonable fee for the educational products and training and assessment services provided to students and clients. We clearly advertise our fees and charges, including whether GST applies, and refund policies on our website, as well as on our marketing materials to ensure prospective students and clients are aware and informed prior to enrolment or prior to the commitment to purchasing our products and/or services.

## Scope:

This policy applies to all employees, and any other individuals associated with Attain Skills College who are involved in the fees and refund process. This includes but is not limited to staff members across all departments, units, and geographical locations affiliated with Attain Skills College.

## Definitions:

| Term  | Definition   |
|-------|--|
| NCVER | Refers to the National Centre for Vocational Education and Research. |
| USI   | Unique Student Identifier  |
|       |  |

## Related Policy Documents:

Fees and Refunds Procedure

Document Name: Fees and Refund Policy  
 Document ID: POLFAR001  
 Version: 1  
 Review: June 2025

## Policy

### General Fees and Refunds Principles

Attain Skills College strives to:

- Be fair and competitive in setting our course fees and other charges;
- Be clear as to what our fees and charges are, including whether they are GST inclusive or exclusive;
- Offer a variety of options for students and clients to make payment;
- Be clear on our refund policy and process;
- Approach reasonably, flexibly and act in the best interests of our students and clients when authorising refund approvals and processes; and
- Inform learners of their rights as a consumer, including but not limited to any statutory cooling-off periods.

### Responsibilities

The CEO through the General Manager is responsible for:

- Setting the applicable fees and charges; and
- Approving any refund applications made and for setting the refund policy.

The Student Support and Admissions personnel will be responsible for:

- All administrative duties associated with publishing, collection and reporting of the fees and charges invoiced and collected; and
- Answering any student or prospective student's enquiries regarding our fees and refund policy and process.

### Collection of Fees

The fees and charges are displayed clearly in the relevant marketing materials, as well as on our website.

For local and/or online fee-for-service students undertaking nationally recognised training, it is Attain Skills College's practice to collect no more than \$1,500 prior to the commencement of the course, with the balance invoiced equally over the course of the training program, prior to the commencement of each term, due within 7-days, unless otherwise stated.

Attain Skills College has a right to discontinue the delivery of training and assessment services if fees are not paid in accordance with the agreed upon fee schedule.

For employer clients who are enrolling their employees into nationally recognised training, and students undertaking non-accredited courses, it is Attain Skills College's practice to collect the entire course fees prior to the commencement of the course as part of a commercial agreement.

## Protection of Pre-paid Fees

In accordance with Clause 7.3 of the Standards for RTOs 2015, Attain Skills College ensure that we protect the pre-paid learner fees collected. To meet this responsibility, it is our practice to collect no more than \$1,500 prior to the commencement of the course, with the balance invoiced equally over the course of the training program, prior to the commencement of each term. This requirement only applies when the payment of fees is made directly by a student, and not by an employer or a funding authority.

## Fees and Charges Information

It is important that prospective students and clients are aware of our fees and charges prior to their enrolment with Attain Skills College.

The following information must be included and maintained on our website to ensure its accuracy and currency:

- The applicable course fees, resource fees, and any other charges such as the re-issue of certificates or statement of results, and any photocopying or printing fees that may apply;
- Payment terms and options, including when the fees are to be paid by and what methods of payment we accept;
- Any non-refundable deposit or administration or enrolment fees that may apply;
- Guarantee provided by Attain Skills College to honour our commitment in delivering the agreed upon training and assessment services;
- Any discounts, fee reductions or exemptions that may be available for certain groups of enrolments, such as those with a concession card holder, those who are referred by a family or friend, etc; and
- Refund policy.

## Good and Services Tax

Under section 38-85 GSTR 2003/1 Goods and Services Tax, Goods and Services Tax (GST) is exempt on our nationally recognised training courses. We will only apply GST on administrative fees and charges such as the re-issue of certificates or the printing of learning materials, educational products and courses which are not exempted under the aforementioned tax ruling. Further information can be found [here](#).

## Our Guarantee

If Attain Skills College is not able to fulfil our agreement with our learners, regardless of the reason, Attain Skills College are to issue a full refund for any services not provided. This means that if we cancel a training program which has not yet commenced, we are to refund the full amount of the fees paid. Where we cancel a training program part way through the course, we are to refund the learners based on the units of competency not yet delivered to the learner and issue the learner with a Statement of Attainment based on the units the learner has already completed.

## Statutory Cooling-Off Period

The Standards for Registered Training Organisations 2015 require RTOs to inform individuals of their right to a statutory cooling-off period. The Australian Consumer Law defines cooling-off periods as a specified timeframe of **10 business days** during which a consumer who has 'cooled off' on their decision to enter into a contract or agreement, where that contract or agreement was established

through unsolicited marketing or sales tactics, to enable the consumer to legally withdraw from the contract with little or no penalty.

It must be noted that Attain Skills College does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling-off period will not likely be applicable to our students and clients who have enrolled into a course with us.

### **Fee Extension**

If a learner is experiencing financial difficulties in paying the fees by the due date and require a reasonable extension, they are to inform the Student & Administration Support personnel as soon as possible. This information can be found in the Student Handbook and at the bottom of invoices issued.

Each extension request will be assessed on its merits and Attain Skills College will do our best to provide reasonable extensions to the affected learner and outcomes of all requests are to be communicated to the learner within **10 business days**.

### **Refunds**

Attain Skills College will provide a full refund for any services not provided, where we fail to deliver a course or unable to fulfil our service agreement as part of our guarantee to our students and clients. Where Attain Skills College is unable to deliver a course or fulfil our service agreement, we will calculate the refund based on the units of competency not yet delivered to the student or client.

Approved refunds will be actioned within **10 business days**. If the student had paid for their fees via electronic funds transfer, they will be refunded via the same method using the authorised bank account nominated by the student and must be in the name of the student for security purposes. If the student paid via credit or debit card, the refund will be processed to the credit or debit card they had paid with.

Where a student has purchased texts, training workbooks or materials, Attain Skills College will not refund the monies for this expense.

Students who give notice to cancel their enrolment **10 business days** or more prior to the commencement of a program or who have not access to the learning resources, will be entitled to a full refund of fees paid.

Students who give notice to cancel their enrolment **9 business days** or less prior to the commencement of a program will be entitled to a refund of up to 75% refund of the course fees paid. The amount retained by Attain Skills College is required to cover the costs of staff, materials and resources which will have already been committed based on the student's initial intention to undertake the training.

Students will be provided refunds based on their medical reason or financial hardship. Students need to provide compelling evidence and need to be approved by the college.

No refund is provided if there is no proper reason which is affecting the student to continue the course.

Students who cancel their enrolment after receiving course commencement confirmation will not be entitled to a refund of fees. Discretion may be exercised by the General Manager if there is extenuating or significant personal circumstance that led to their withdrawal.

**Review**

All policies are reviewed every 12 months unless the policy has been deemed as high risk then the policy will be reviewed every 6 months.

Asmit Khadka

**Chief Executive Officer**

**Attain Skills College**