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|  <p>Catholic Regional College Institute Of Training<br/>RTO 22427</p> | <b>Catholic Regional College Institute of Training</b><br><b>Registration No. 22427</b> |               |               |
| <b>Department</b>  | Vocational Education & Training   |               |               |
| <b>Quality Controlled Document Title</b>   | Fees and Refunds Policy/Procedure   | <b>Date</b>   | November 2024 |
| <b>Version</b>   | 9   | <b>Review</b> | November 2025 |

## Purpose

This policy is designed to ensure the RTO meets the Australian Quality Training Framework (AQTF) standards and VRQA Guidelines for VET Providers.

The purpose of providing a student with a fee and refund policy is to ensure transparency, build trust, and set clear expectations. This policy outlines important information regarding the financial aspects of their course,

## Policy Overview

As a school-based RTO, Melbourne Archdiocese Catholic Schools Ltd (CRCIT) complies with all financial policies as published by Catholic Regional College Sydenham (CRCS).

The Principal has delegated power to set and vary fees of Catholic Regional College Sydenham (CRCS) and the school-based RTO, Catholic Regional College Institute of Training (CRCIT).

Before enrolment, the Catholic Regional College Sydenham – Finance Department, will provide CRCS students with a statement of fees, which will itemise all fees, levies, materials and uniform charges under one VET charge appearing on their school fee account.

Fees and charges vary depending on the course of study and the level of funding available. Ordinarily, CRCIT provides training to federation schools and schools from the Brimbank VET Cluster. Fees for students from the Brimbank cluster are subject to the arrangement held with each school and are billed directly to the school

As a school-based RTO parents/guardians are responsible for the payment of all fees and charges associated with each course, including VET courses.

CRCS will provide the following fee information to each student:

- the total amount of all fees including course fees, administration fees, materials fees and any other charges
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee.

Fee and levy billing and application of fee concessions/remissions are processed wholly within the School's accounting system, in accordance with the School's billing cycle.

Subject levies are applied to a student's account, when a profile is created on Synergetic, based on subject selections. This generally occurs in October. School fees are added to the profile when created during subject selection time. This can occur between October – February.

Fees and levies are billed in full for all students, with any fee concessions or remissions applied to the full fee or levy charged.

The Principal of CRCS will establish a payment method with families at the time of student enrolment. The preferred method of payment of school fees, levies and charges is direct debit, established at the time of student enrolment.

CRCS invoicing cycle and invoicing throughout the school year is completed twice per term.

CRCS will issue periodic statements (at least once per term) to families, to assist with fee collection

NB - CRCIT does not take payments greater than \$1,000.00.

The following information is provided to students within the CRCIT course handbook

- the nature of the guarantee given by the RTO to complete the training and/or assessment once the student has commenced study in their chosen qualification or course.
- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment.
- the refund policy.

### **CRCS Refunds**

A full refund of the VET tuition fee will apply if students withdraw before the 28<sup>th</sup> of February. However, students are strongly advised to consider their work and/or personal commitments before enrolling to avoid this situation occurring.

### **CRCIT Refunds**

Where CRCIT invoices students directly for the delivery of training assessment, students will receive a full refund of fees paid and there will be no administration charge in the following circumstances:

- the course is cancelled
- the course is rescheduled to a time and location that is unsuitable for the student
- a student is not given a place due to the class being full

If a student is able to produce evidence of a successful application for RPL in parts of a course where the full fees have been paid, they may apply for a full refund of fees for that subject/s.

A 50% refund applies if students withdraw for personal reasons beyond their control, prior to attending the third scheduled session of the course.

Acceptable reasons may include:

- sickness (verified by a medical certificate)
- change of employment hours or location (verified by employer)
- other reasons deemed valid at the RTO's discretion

### **CRCIT Procedures for applying for Refunds**

To apply for a refund, students can request the Fee Refund/Withdrawal Application Form from the RTO office.

Applications will be considered, and the applicant advised in writing, within 20 working days of the RTO receiving the application. The decision as to whether the student will receive a refund or partial refund will be made based on the grounds for refunds specified above.

### **Payment of Refunds**

The RTO will pay the refund to the same person or body from whom the payment was received on behalf of the student. This includes credit cards, where credit cards are used for payment, the RTO will refund that credit card.

The RTO does not charge students for issuance of a replacement qualification testamur

### **Related Forms**

Fee Refund/Withdrawal Application Form

### **Related Documents**

- Student Handbook