POLICIES AND PROCEDURES

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Approved By:	Inderjit Singh	**Approved By Signature:**	

POLICY AND PROCEDURE REVIEW REGISTER

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FEES, CHARGES AND REFUNDS POLICY & PROCEDURE

POLICY AND PROCEDURE

Purpose

The purpose of this Policy is to ensure that Intertrain appropriately and fairly determines and administers student fees, deferrals and refunds across a variety of funding arrangements.

The Policy applies to all fees, charges, refunds and fee protection for qualifications and units delivered by Intertrain.

This Policy applies to fees, deferrals, refunds and fee protection applicable to students and clients undertaking a Government Funded Training Contract, a Fee for Service arrangement or a Partner Agreement.

Scope

This procedure applies to all clients of Intertrain.

Responsible Parties

Intertrain's Training Managers and Compliance Manager are responsible for the control and implementation of this procedure.

The RTO CEO and Director is responsible for the application of this Policy and may delegate all or part of their powers to a staff member of Intertrain.

The RTO Director, or delegate, is responsible for determining the method by which fees for courses will be assessed, determining the course fees for consideration by the RTO Executive Committee.

The RTO Director, or delegate, is responsible for ensuring that the outcome of each decision to determine course fees is recorded in a systematic manner in Intertrain's Operations Meeting minutes.

Definitions

Clients are defined as including students, legal/host employers and workplace supervisors.

Employees are defined as employees or contractors of Intertrain.

Funding Contract refers to the current Vocational Education and Training (VET) Funding Contract.

Standards refer to the Standards for RTOs 2025, which comprise the Outcome Standards for NVR Registered Training Organisations 2025, the Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements 2025, and the Credential Policy.

AQF the Australian Qualifications Framework.

ASQA Australian Skills Quality Authority, the national VET regulator for RTOs.

RTO Registered Training Organisation.

VET Vocational Education and Training.

Intertrain representative is defined as an employee or contractor of Intertrain.

Procedure

1. General

Intertrain provides a fair, equitable and transparent approach to determining and administering fees, deferrals and refunds to all students and clients in accordance with the Standards for RTOs 2025.

2. Fees

2.1 Intertrain ensures all fees are fair and equitable in relation to market pricing and follow appropriate government legislation and the Standards for RTOs 2025.

2.2 Intertrain determines student tuition fees for each course in which students are enrolled and reserves the right to review and adjust fees.

2.3 Fees are payable by domestic and international students. Once a student accepts an offered place and pays fees, a binding agreement is created between the student and Intertrain. On enrolment, the student or client becomes liable for payment of all fees.

2.4 Intertrain publishes accurate and timely information on student fees for prospective and current students and clients on Intertrain's website, in line with Outcome Standard 2.1 of the Standards for RTOs 2025.

Intertrain ensures that:

- Accurate and accessible information is readily available about all fees and charges, including tuition fees, invoice due dates and payment methods. The published fees include sufficient information to enable a pro-rata calculation of the fee for each unit in a qualification.
- Fees are clearly stated on the Letter of Offer for students and in the contract for clients.
- Fees and charges that are not included in the approved (Schedule of Fees) issued to all students and clients are not levied against students.
- Processes are in place for managing student grievances, disputes and administrative errors in relation to student fees and refunds.

2.5 Students or clients must pay fees by the due date, or clear any outstanding debts, to be entitled to services, including certification documentation, and privileges of Intertrain. Hence, students are responsible for ensuring that:

- Their enrolment record is correct.
- Their personal contact details are accurate.
- Correspondence related to student fees and due dates for payment are read and acted upon in accordance with the relevant timelines.
- Fees paid by the due date

2.6 Unless otherwise specified, course fees include the cost of all compulsory training and assessment materials, including course reading materials and certification.

2.7 Fees are paid by the student as specified in the Letter of Offer or client as specified in their invoice or other document containing information on payment terms. This applies to all funding arrangements.

2.8 Some courses may be eligible for government funding or access to student loans. Where this is the case, students will be notified and provided with the relevant rules and procedures.

2.9 Fees paid by, or collected through, Third Party Providers and refunds processed through Third Party Providers, will be subject to Intertrain's policies and procedures as well as all relevant legislation.

2.10 Failure to meet payment of the Schedule of Fees will result in the student being precluded from the remainder of the course.

2.11 In accordance with section 18 (Prepaid fee protection measures) of the Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements 2025:

- Intertrain will not collect more than $1,500 of any course fee prior to the commencement of a course.
- Where a course cost is greater than $1,500, the payment of fees will be scheduled throughout the duration of the course.

3. Refunds and Deferrals

3.1 In accordance with the Standards for RTOs 2025, refunds apply where:

- Intertrain fails to provide a course of study, in which case a full refund must be provided.
- An offer of admission is withdrawn, in which case Intertrain may retain an Administration Fee.
- A student notifies their intention to withdraw in writing seven (7) days prior to course commencement, in which case a refund, less an Administration Fee, of the course fee applies.
- A student in a VETSL arrangement withdraws before the census date.
- A student in a fee-for-service arrangement withdraws before the Census Date, in which case The Intertrain may retain an Administration Fee.
- A reduction in fees may apply if and when there is a change in government pricing.
- A student who transfers their enrolment into another course offering, who has not paid fees in full, will be able to defer fees to be in line with the new offering, should the Census Date not been passed.

3.2 The Census Date shall be calculated from the event whereby a minimum of 20% of the course material has been delivered to the student, via digital or other means, whereby the student has been able to engage with and consume said content OR where 20% of the course has been delivered according to the issued schedule.

3.3 The Administration Fee charged shall equal 15% of the total cost of the full course fee, or shall otherwise be calculated as a minimum of $100.00 (where this is the higher amount) to a maximum of $500 (where this is the lesser amount).

3.4 Refunds will not be provided after the Census Date.

3.5 Deferrals will not be provided after the Census Date.

3.6 Special consideration for refunds or deferrals may be given to students in extenuating circumstances or on compassionate grounds by way of a special application to Intertrain's Director. Requests must provide evidence of the exceptional circumstance concerning the request for refund or deferral and include documentary evidence, such as detailed medical certificates or a statutory declaration demonstrating a disruption to studies.

3.7 In cases where a student has been suspended or excluded due to misconduct, the student will not be eligible to apply for a refund of fees by demonstrating that special circumstances apply.

3.8 Where a student is being investigated for misconduct, refunds (where applicable) will not be made, pending the outcome of the investigation.

3.9 Administration or transaction fees charged by a financial institution are not refunded unless the refund arises from a decision or action by Intertrain.

3.10 No deferral shall be approved, subject to the student having been already approved for a deferral once previously.

3.11 This Policy, and the availability of a complaints and appeals process, does not remove the right of a student to take action under Australia's Consumer Protection Laws

4. Course Fees

Course/Qualification	Course Code	Delivery Mode	Funding Type	Fee	RPL Cost
Certificate III in Driving Operations	TLI31222	Face to Face	Fee for Service	$4,200	$150 per unit of competency
		Enterprise – Workplace Delivery	Fee for Service or Smart and Skilled Funded – For eligible students	$4,050	$150 per unit of competency
		Blended Delivery	Fee for Service	$4,050	$150 per unit of competency
		Online Delivery	Fee for Service	$3,200	$150 per unit of competency
Certificate IV in Heavy Vehicle Driver Training (Heavy Vehicle)	TLI41225	Blended Delivery	Fee for Service	$5,000	$150 per unit of competency
Certificate IV in Training and Assessment	TAE40122	Face to Face	Fee for Service	$3,400	On application
		Virtual	Fee for Service	$2,400	On application
		Online	Fee for Service	$2,150	On application
NSW Bus Driver Authority Course	—	Online	Fee for Service	$250	N/A
Apply a fatigue risk management system	TLIF0005	Online	Fee for Service	$200	N/A
Licence to transport dangerous goods by road	TLILIC0001	Face to Face	Fee for Service	$550*	N/A
Operate container side lifter	TLID0017	Face to Face	Fee for Service	$555	N/A

* Excluding EPA licence and processing fees.