

Department	Vocational Education & Training		Author(s)	RTO CEO
Quality Controlled Document No. & Title	9.0	Fee Refund Policy – Domestic Students	Approved	RTO CEO
Version	1.3		Authorised	RTO Academic Board
SRTOs 2015	Standards 5 and 7, Schedule 6		Distribution	Internal RTO Staff RTO Students External Prospective Students

1.0 Policy Overview – Domestic Students

This policy sets out the circumstances under which students may claim a refund and the associated procedures for handling refunds. ‘Students’ for the purposes of this policy are VET Students only.

Marriott Academy shall only collect course fees once an applicant’s enrolment has been confirmed, at which time the course will have been deemed to have commenced. A letter of enrolment shall be provided to the student.

At no stage will Marriott Academy collect more than \$1,500 of course fees in advance for any student. All course fees greater than \$1,500 shall be paid by instalments, where payments in advance must not total more than \$1,500.

All fees shall be fixed for the duration of a student’s course.

2.0 Grounds for refunds

Students will receive a full refund of fees paid and there will be no administration charge in the following circumstances:

- 2.1 the course is cancelled, or
- 2.2 the course is rescheduled to a time and/or location that is unsuitable for the Student.

Once the course has commenced, refunds shall only be made if Marriott Academy is not able to continue to offer training and assessment services for that course. Refunds, in these circumstances, shall be calculated as follows:

Course Fees Paid X (Course Duration Weeks – Course Attended Weeks*) / Course Duration Weeks)

Example:

Course fee paid \$1,500 in advance, Course duration 40 weeks, Student attended 20 weeks.

$\$1,500 \times (40 - 20 / 40) = \750 refund

** Time Elapsed Weeks shall include weeks from the week on the date in the letter of enrolment, up to the week when application to withdraw was submitted, or student was notified of termination of training.*

3.0 Procedures for applying for refunds

To apply for a refund, Students can download the Fee Refund/Withdrawal Application Form from the RTO’s website. A hard copy of the form may also be obtained from the RTO Manager or Administration.

Applications will be considered, and 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.

4.0 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.

5.0 Complaints and appeals

In the event that the Student is unhappy with the outcome of their application for a refund, the Student may lodge a complaint under the RTO’s Complaints and Appeals Policy. The existence of this policy, and RTO complaints and appeals processes, does not stop Students taking action under Australia’s consumer protection laws.

6.0 The RTO will provide the following fee information to each client prior to enrolment:

- 6.1 The total amount of all fees including course fees, administration fees, materials fees and any other charges.
- 6.2 Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and/or administration fee
- 6.3 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
- 6.4 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, and
- 6.5 The organisation's refund policy.

7.0 Student fees paid in advance

- 7.1 Marriott Academy may accept payment of no more than \$1,500 from each individual student prior to the commencement of the course. Following course commencement, the RTO may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to costs yet to be incurred on behalf of the student for tuition or other services yet to be delivered to the student does not exceed \$1,500.

8.0 Other Fees

The following fees are payable as required and are not refundable:

Enrolment Application Processing Fee	\$250
Recognition of Prior Learning Assessment	\$250 per Unit
Re-assessment fee	\$150 per unit
Late payment of course fees	\$5 per day
Deferral of studies – administrative fee	\$150