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**Fees, Charges and Refunds  
Policy and Procedure**

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## PURPOSE

Through this policy, Chandler RTO (RTO ID - 52733) ensures that all individual and organisational clients are aware of the fees and charges associated with enrolment in a course and/or service with Chandler RTO.

This policy also provides guidelines for the eligibility of refunds. Chandler RTO ensures the protection of all fees and aims to provide clear and accessible information to students about fees and charges prior to and throughout their enrolment and/or other involvement with Chandler RTO.

## Scope

This policy applies to all fees and charges levied by Chandler RTO as well as to all refunds issued.

## Responsibilities

This policy is the responsibility of the Chief Executive Officer of Chandler RTO.

## Definitions

**Administration Fee** is an administration fee charged for processing enrolment applications that is non-refundable except where Chandler RTO has cancelled a course.

**Materials Fee** is a charge to cover the cost of manuals, resources or other materials required by the student for a specific course. These items remain the property of the student.

Note: A combination of \$50 is charged additionally for Administration and Materials Fee at the end of the course.

**Course Fee** is the full fee charged for a course which is Tuition Fee and where applicable,

**Course Start / Commencement Date** is the course start or commencement date and is the first date of the course in which the student is enrolled as on the enrolment agreement. In the case of students studying online or via distance learning, course start, or commencement date is the first date that the student accesses the course material online or has signed for reception of the distance learning materials.

## INFORMATION ABOUT FEES AND CHARGES

- Course fees will be established and reviewed by the RTO Manager in consultation with the Chief Executive Officer.
- Individuals seeking to enrol in a course with Chandler RTO are advised of all fees and charges associated with a course, including course fees, administration fees, materials fees and any other charges on the relevant course brochure and on Chandler RTO's website.
- Organisations and other clients seeking to enter into a service delivery agreement with Chandler RTO will be notified of the fees and charges associated with the agreement in information and proposals provided prior to entry into the agreement.
- The information provided to each student and/or client will include:
  - The total amount of all fees including course fees and any other charges.
  - Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit, administration fees and Chandler RTO's refund arrangements.
- Persons seeking to enrol with Chandler RTO must read and understand this Fees, Charges and Refunds Policy prior to enrolment.

## PAYMENT AGREEMENT

- When a student enrolls as a full fee-paying student and elects to pay via a payment plan, they will be required to sign a Course Financial Agreement which outlines the total course fees, payment terms and schedule of fees. The financial agreement is designed to provide clear and concise information to the student about applicable fees and charges and provide options for payment.
- The absence of a signed agreement from an individual does not alleviate the individual from complying with its terms and conditions. The Course Financial Agreement is seen to be an acceptance of all fees and charges associated with the person's enrolment.
- Organisations and other clients entering into a service delivery agreement with Chandler RTO will be required to sign a contractual agreement with Chandler RTO for the provision of training and assessment services.

## FEES IN ADVANCE

Chandler RTO collects fees in advance for services not yet provided to students in the form of a deposit and/or at various intervals throughout a course and in accordance with the course's relevant payment schedule. To ensure the protection of fees paid in advance, Chandler RTO has adopted the following protocol:

### Individual applicants:

- Where course fee is not greater than \$950.00 full payment is required prior to or on the day of the course/workshop.
- Where course fees are greater than \$1,000.00, individuals will be required to pay no more than \$1,000.00 prior to course commencement and no more than \$1,500.00 in any one instalment thereafter.
- Organisations are invoiced, with full payment to be received within Fourteen days of the invoice date (unless otherwise agreed).

### What do fees cover?

- Unless otherwise specified, course fees include the cost of all tuition and compulsory training and assessment materials. Any optional textbooks and materials that may be recommended but not required for completion of the course are not included in course fees and will be of an additional cost should the student wish to purchase such materials.
- For reissuing of a qualification testamur or academic statement, an additional fee of \$50 per statement or testamur will be incurred at the rate provided on the relevant Course Financial Agreement/Fee Schedule.

### Methods of Payment

- Payment can be made by EFT, cash, or credit card, in person, by mail or telephone, and by direct bank transfer.

### Issuance of Qualifications

- Upon completion of a course and once all fees have been paid, the printed qualification or certificate with a statement of results will be issued to the student by hand, if needed, it is posted to their registered address of the student.
- When a student withdraws from a course prior to course completion and once all fees have been paid, a statement of attainment will be issued and handed over to the student.
- Chandler RTO reserves the right to withhold the issuing of qualifications and statements of attainment until all fees have been fully paid.

### Late Payment

- Students who are having trouble in paying fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- For long-term outstanding amounts, Chandler RTO utilises the services of a debt recovery agency to ensure the collection of all fees.
- Where a student is more than 40 days overdue with payments, Chandler RTO reserves the right to suspend training services until payment is made to bring fees up to date.

## REFUNDS

### Course cancellation:

In the event of a training course being cancelled by Chandler RTO, all students enrolled in the course will have the option of being transferred to a later course or having a full refund of the amount paid. Refunds will be distributed in the form that money was received.

### Course withdrawal:

Students who wish to withdraw from a course must notify Chandler RTO in writing via completing a Course Withdrawal Form, by written correspondence or email. Students or clients who have not provided written advice of withdrawal are not eligible for consideration of a refund.

- Students who provide Chandler RTO with written notification of their withdrawal from a course within Ten Working days of the course commencement date will be refunded all tuition and service and amenities fees paid less \$100. Refunds will be distributed in the form that money was received.
- Individual students who withdraw from a course with a notice of more than 4 weeks from course commencement or after course commencement will not receive any refund.

### Fees paid for textbooks are not-refundable once issued.

The key criteria applied when considering a refund application is the scheduled commencement date of the classes of the course. An application for refund of fees will only be considered under the following circumstances:

- The student overpays the fee.
- The student enrolled in a course that has been cancelled by the RTO.
- If the course allows for a concession and the student is eligible, a refund for the difference between the full fee and concession fees will apply (currently unavailable on the day of the modification)
- The student formally advises the RTO, before classes commence and with no attendance or participation in training, that the student is withdrawing from the course within 4 weeks of course enrolment, an administration fee of \$100 will be applied to cover the costs of processing the refund.
- The RTO Manager believes the student would be unreasonably disadvantaged if a refund was not granted. For example, a student meets with a serious misadventure/illness and is unable to continue with the enrolment.

Such request for a withdrawal and/or refund will be assessed and responded to by the RTO Manager within 20 working days. The student will be notified in writing of the outcome of the refund application.

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Circumstances not usually regarded as grounds for refund include:

- Job change, redundancy or retrenchment
- Change in working hours or days
- Inconvenience of travel to the RTO
- Moving interstate

### What the Student Pays:

**Chandler RTO does not currently have access to Skills First funding please see below for Fee for Service charges**

<b>Courses</b>	<b>Tuition Fees (Fee for Service) (No concession available)</b>	<b>Student Administration Fee</b>	<b>RPL Assessment</b>
<b>HLTAID001 Provide cardiopulmonary resuscitation</b>	<b>\$65.00</b>	<b>N/A</b>	<b>N/A</b>
<b>HLTAID003 Provide First Aid</b>	<b>\$90.00</b>	<b>N/A</b>	<b>N/A</b>
<b>CHC33015 Certificate III in Individual Support (Ageing)</b>	\$1.87 p/sch 685 hours = \$1280.95 (discounted rate of \$1.38 p/sch - t's and c's apply) <b>\$950*</b>	<b>\$50</b>	<b>Per Unit</b>
<b>CHC33015 Certificate III in Individual Support (Disability) or (Ageing, Home and Community)</b>	\$1.95 p/sch 685 hours = \$1335.75 (discounted rate of \$1.53 p/sch - t's and c's apply) <b>\$1050*</b>	<b>\$50</b>	<b>Included in course fee</b>
<b>Textbooks are purchased separately from the supplier (prices range from \$44.95 for an eBook to \$99.95 for a hard-back book)</b> * Prices subject to change with 28 days' notice. Prices are round figured.			

- Discounted rates apply to past Chandler RTO students updating First Aid, contact the office for further information
- Discounted rates are available for Certificate III in Individual Support (Ageing) or (Disability) or (Ageing, Home and Community) - check with our friendly staff about your eligibility for discount fees.

The student tuition fees as published are subject to change given individual circumstances at enrolment.

Unless otherwise stated all courses are 'current' as published on the National Register.

### Fee for Service

Fee for service rates apply to all students enrolling with Chandler RTO. At this stage Chandler RTO does not have access to Skills First Funding and as such may charge the full Fee for Service rate as applicable. Discounted fees are available depending on your circumstances. Please talk to our friendly staff to see if you qualify for these discounted fees.

### Recognition of Prior Learning (RPL)

Fees are charged on a per unit basis. In the case of the Student Nurse Accelerated program for CHC33015 Certificate III Individual Support (Ageing), the course fee includes the RPL assessment required to determine the number of units that must be completed in whole or in part to achieve the qualification.

### Course Outline

For course specific information including delivery methods, course duration, locations and work placement requirements please refer to the Course Outline. Course Outlines are in the Information Session Pack and on the Chandler RTO website

### Student Handbook

A copy of the Student Handbook is made available to prospective students prior to enrolment and is available on the website at:

