

FEE POLICY – DOMESTIC STUDENTS

INTRODUCTION

This document sets out DP Training's refund procedures for fees for Higher Education (HE) domestic students. Such fees include up-front tuition fees for Full-fee Courses and Student Services and Amenities Fees as well as fees paid through HECS or FEE-HELP provisions.

PURPOSE

Students enrolled at DP Training may, under certain circumstances, be entitled to a full or partial refund of their tuition or course fees or deposits for same where it is not possible for a student to continue with their studies. Any debts to DP Training must be paid before any refund can be calculated with outstanding amounts deducted from the refund. This policy complies with the [Standards for Registered Training Organisations \(RTOs\)](#).

STATEMENT OF AUTHORITY

The authority behind this policy is the associated policies and procedures of DP Training and the DP Training Student Handbook.

COMPLIANCE

This is a compliance requirement under the:

- [Standards for Registered Training Organisations \(RTOs\)](#);

INTENT

This policy applies to domestic applicants seeking entry into any course offered by DP Training. This includes Vocational Education and Training (VET) award and non-award courses of study offered by DP Training.

RELEVANT DEFINITIONS

In the context of this document:

Census date means the last day that a student can notify DP Training in writing of any changes to their enrolment and complete fee payment for that Term and/or Semester and/or Course, including applying for a refund of any tuition fees paid;

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Commonwealth Supported Place means a place which is offered to Domestic students at an approved Australian Higher Education provider, where the Commonwealth Government pays a percentage of the value of that place directly to the Provider, the remainder of which must be paid by the student. The student may either pay this remainder up front or may defer payment through HECS-HELP provisions;

Course means a program of study formally approved/accredited and which leads to an academic award of DP Training;

Cut-off date means the last day for a Vocational Education and Training (VET) student to withdraw from units without incurring a financial liability. This date is fourteen (14) days after teaching commences for that unit;

Domestic student means a student who is an Australian citizen or a holder of an Australian permanent visa;

DP Training Default means circumstance where a refund is owing to the student due to an action of DP Training including:

- The course does not start on the scheduled starting day; or
- The course ceases to be provided at any time after it starts but before it is completed; or
- The course is not provided in full to the student because a sanction has been placed on DP Training.

FEE-HELP means a commonwealth loan scheme that assists eligible full-fee paying students to pay their tuition fees. FEE-HELP can cover all or part of a student's tuition fees;

Full-Fee Place means the student pays the full value of their place directly to the provider and there is no Commonwealth Government contribution;

HECS means the Commonwealth Government Higher Education Contribution Scheme and is a student contribution payable either upfront or in arrears to the Australian government, to off-set the cost of tuition fees;

HECS-HELP means an assistance scheme which is available to domestic higher education students to defer their Higher Education Contribution Scheme (HECS) payment to the Australian Taxation Office (ATO) through the Higher Education Loan Program (HELP). This loan is repaid through the taxation system once a student's subsequent earnings exceed a stated threshold;

SA-HELP means an assistance scheme which is available to domestic higher education students to defer their Student Services and Amenities Fee (SSAF) payment to the Australian Taxation Office (ATO) through the Higher Education Loan Program (HELP). This loan is repaid through the taxation system once a student's subsequent earnings exceed a stated threshold;

Student Services and Amenities Fee (SSAF) means a fee that higher education providers can charge to students for services and amenities of a non-academic nature. At DP Training, this fee will be calculated based on student course enrolment and will be capped at a defined amount for each calendar year;

Special Circumstances means an exception to the general rule. Special Circumstance provisions will be applied to a student's application for refund where DP Training is satisfied that such circumstances are:

- Beyond the student's control; and
- Did not make their full impact on the person until on or after the census date for the unit of study in question;
- Makes it impractical for the person to complete the requirements for the unit during the period which the student undertook, or was to undertake, the unit;

NOTE: Special circumstances do not include a lack of knowledge or understanding of requirements under the schemes or a person's incapacity to repay a Higher Education Loan Program (HELP) debt;

Student Contribution Fee means the amount that a Commonwealth supported student must pay (either up-front or with a HECS-HELP loan) for each unit of study are enrolled in;

Student Default means the student withdraws from the course/unit;

Tuition Fees mean an agreed amount of money paid by a student for a unit of study towards a course or skill set or a full course;

Unit means a subject or unit that a person may undertake with a higher education provider as part of a course of study leading to a higher education award; and means a single component of a qualification, or a stand-alone unit, that has been approved/accredited. A unit may also be called a 'module', 'subject', 'unit of competency' or accredited unit';

VET means Vocational Education and Training.

POLICY

This policy is available:

1. In the pre-enrolment package;
2. In the DP Training Student Handbook;
3. For download from our website; or
4. By phoning or emailing our office.

As a Nationally Registered Training Organisation DP Training is able to collect fees from the learner and must provide or direct the learner to information specifying:

- Fees that must be paid to us;
- Payment terms and conditions including deposits and refunds;
- Learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- Learner's right to obtain a refund for services not provided by us in the event the:
 - arrangement is terminated early; or
 - We fail to provide the Services.

Note: All fees will be clearly noted on brochures and associated websites.

PAYMENT OPTIONS

Unit of competency

Your payment options are:

1. Pre-paid fee payments will not exceed a total of \$1500
2. Pay \$250 initial Deposit upon enrolment and remainder on commencement (or as per agreed payment plan)
3. Pay full course fee (minus Deposit) on the day, at the commencement of your training by Credit Card, Bank Cheque or EFT Transfer.

Note: Credit card transactions incur a 1.5% transaction fee.

After your initial skills assessment and successful completion of the knowledge test has been completed, your application for enrolment is accepted, we will advise you of the course fee to be paid.

OTHER FEES

ALTERNATE ASSESSMENT FEE

Failure to complete the assessment task on the alternate date, may incur an alternate assessment fee of \$500.00.

Missing an assessment task due to paid employment may incur an alternate assessment fee of \$500.00.

Extension to Course Fee of \$180.00 per month or \$500.00 per three (3) month period (requires approval).

EQUIPMENT FEE

An equipment fee is not applicable to any of our courses.

CHANGE TO COURSE

Any approved changes to downgrade a course after commencement of the course, a \$500.00 administration fee may apply.

No charge will apply should the Student wish to upgrade to a higher course.

Note: The enrolment fee is not refundable

LATE FEE PAYMENT

It is the student's responsibility to pay fees on time according to the payment plan agreed upon at time of course enrolment and any late fee payments will incur a late fee payment as per agreement.

Should a student require an extension for their fee payments, they have to apply in writing to the Director, at least two weeks prior to fee being due.

Note: Should the payment not be made at the agreed date, the overdue account will be sent to a debt collection agency without any further notice. Matters which have been referred to the collection agency will not be handled by the RTO and will be treated separately from any further accounts.

Any costs incurred in the collection of fees are the responsibility of the student / parent / guardian. The institute will not pay these fees.

A learner with outstanding fees shall be suspended from undertaking any training and assessment services until such times as the outstanding arrears have been brought up to date.

RECOGNITION OF PRIOR LEARNING (RPL)/ CURRENT COMPETENCIES (RCC)

The fee's associated with Recognition of Prior Learning are:

1. Upfront fee of \$1,500.00. Where additional gap training is required a fee of \$100.00 per unit of competency will apply to a maximum amount of \$1000.00. Total Cost: \$2,500.

REPLACEMENT CERTIFICATE OR STATEMENT OF ATTAINMENT

In cases where a student has lost or misplaced their certificate or Statement of Attainment, a fee of \$44.00 will apply for a copy to be produced.

COOLING-OFF PERIOD

The decision to enrol in any training has to be the right decision for your career aspirations and hopes for the future. To assist you in making the right decision, we allow a two-day cooling off period immediately after the completion of your initial skills assessment.

This period of time allows you to firm up your decision to enrol and complete the training.

At the end of your cooling off period, you will receive a notification of enrolment and a reminder of your cancellation and fee obligations and the cost involved.

CANCELLATION

Cancellations made by you prior to your course commencement must be made in writing by you and is deemed to take effect on receipt of your written notification.

Cancellations after the course commencement must be notified in writing and you will:

1. Be refunded the unused portion of your course fees; and
2. Incur an administration fee equal to 25% of the total course cost.

WITHDRAWING FROM A COURSE

If you leave and/or abandon your course before the scheduled termination date and time, for whatever reason, no refund will be given.

TRANSFER

We reserve the right at our discretion to transfer a course to another date and venue and this action will in no way waive the terms and conditions stated herein.

In the event of us having to cancel a course, without offering any acceptable alternative, then you shall be entitled to a full refund of monies paid and no further liability shall be incurred by us.

FEE PROTECTION

Where, we are unable to provide services for which you have paid, you will:

- Be placed into an equivalent course such that the new location is suitable to you; and
- You receive the full services for which you have prepaid at no additional cost; or
- Be paid a refund of any prepaid fees for services yet to be delivered above the prepaid fee amount.

REFUND

DP Training may provide a student with a refund in a number of circumstance where it is not possible to continue with studies. In particular, DP Training will provide a refund of Tuition Fees when:

1. A student withdraws from a qualification, unit/s of competency, or course in the circumstances outline below; and
2. DP Training cancels a qualification, unit/s of competency, or course and a suitable alternative cannot be found.

All applications for a refund of monies paid to us are to be made to the Operations Manager on the refund application form. The refund application form is to be accompanied by any evidence you wish to present to support your application.

Refund application forms are available from the administration team.

Full qualification

Refunds of any unused portion of your fee payment are available in circumstances whereby we are unable to provide the services for which you have prepaid.

Refund application forms are available from the administration team.

Full refunds are provided for:

Withdrawing from your course, where the change to venue or course date has been instigated by us and such change is not suitable to you. (This includes the non-refundable deposit amount)

Partial refunds are provided for:

A course is commenced but due to unforeseen circumstances, we are unable to complete the course (the refund amount is for any unused portion of the prepaid amount).

Rules for Domestic Students

A refund of Tuition Fees may be provided in the following circumstances:

Number	Circumstance	Refund Amount
1	<p>Withdrawal from a qualification or unit/s of competency prior to the start of student date (7 days+ notice) and/or (on or before the Census date for FEE-HELP and VET Student Loans eligible students)</p> <p>Students who withdraw with less than 7-days notice of the commencement date, a \$50 Late Notice Penalty will also apply.</p>	<p>Full Tuition Fee refund</p> <p>A Refund Administration Fee will be applied to process your refund application (except for FEE-HELP and VET Student Loans eligible students) not greater than the applicable co-contribution fee paid.</p> <p>Full Tuition Fee refund</p> <p>A Refund Administration Fee will be applied to process your refund application (except for FEE-HELP and VET Student Loans eligible students) not greater than the applicable co-contribution fee paid.</p> <p>A \$50 Late Notice Penalty will also apply.</p>
2	DP Training cancels a qualification or unit of competency	<p>Full Tuition Fee refund</p> <p>A Refund Administration Fee will not be applied.</p>

***Refund Administration Fee** refers to the prescribed Domestic Student Refund Administration Fee in the [Student Fee Schedule](#), to contribute to the reimbursement of costs in DP Training processing student refund applications.

NO REFUND

There is no refund of fees or any prepaid amount for:

1. any poor and/or non – attendance;
2. poor behaviour;
3. you provided false or misleading information;
4. you failed to comply with the conditions of the RTO.

Exceptions

The following exceptions apply for domestic student refunds:

1. Students who have their enrolment cancelled by DP Training as a result of academic or behavioural misconduct under the DP Training Policies and Procedures – Students are not eligible for a refund of Tuition Fees for any training after the start of study date/course commencement date (or after the Census date for FEE-HELP and VET Student Loans eligible students);
2. For students approved to withdraw from a qualification, unit/s of competency, or course prior to the start of study date/course commencement date (on or before the Census date for FEE-HELP and VET Student Loans eligible students) to re-enrol in another qualification, unit/s of competency, or course within DP Training:
 - a. For students originally enrolled in non-FEE-HELP and VET Student Loans funded programs, the student refund amount will be credited to the fees owing for the later enrolment, or refunded if enrolling in a FEE-HELP or VET Student Loans funded program. A Refund Administration Fee will not be applied; and
 - b. For students originally enrolled in FEE-HELP and VET Student Loans funded programs, a student refund will be provided. A Refund Administration Fee will not be applied.
3. For students receiving an approved deferral from DP Training, the deferral fees will be held by DP Training for the agreed period of the deferral;
4. For students who have an outstanding debt with DP Training, approved refunds will be applied to debt prior to any remaining balance being paid to the student;
5. For domestic students who are enrolled in unit/s of competency or courses in which they have applied for a credit transfer, student will receive a full refund if the credit transfer application is successful and they have applied for the credit prior to the start of study date/course commencement date (or on or before the Census date for FEE-HELP and VET

Student Loans eligible students). A Refund Administration Fee will not be applied.

6. Students who are enrolled under User Choice Funding and have unit/s of competency cancelled by the employer will receive a full refund. A Refund Administration Fee will not be applied;
7. Students who are enrolled under User Choice funding and withdraw prior to the start of study date will receive a full refund. A Refund Administration Fee will not be applied;
8. Students who are enrolled under User Choice funding and withdraw from unit/s of competency after the study of study date will receive a pro-rated refund. A Refund Administration will apply; and
9. In the event of a student's death whilst they are undertaking a qualification, unit/s of competency, or course DP Training will provide a refund to the estate of the deceased. A Refund Administration Fee will not be applied.

In exceptional cases of special circumstances outside of these rules, DP Training may consider a student refund application supported by independent supporting documentation. In cases of special circumstances, DP Training will determine the refund amount. A Refund Administration Fee will apply.

When considering whether special circumstances should be recognised and applied to student refund applications, DP Training must be satisfied that the circumstances:

- Are beyond the student's control;
- Did not make full impact until on or after the unit/course commencement date; and
- Made it impracticable for the student to complete the requirements of the unit or course in the period during which the person undertook, or was to undertake the unit or course.

Examples of special circumstances include:

1. Medical circumstances (illness or injury), supported by a doctor's statement;
2. Family/personal circumstances, supported by statement from a DP Training Counsellor or Executive Management Team Member;
3. Course related circumstances, supported by a statement from the Training Manager;
4. Employment related circumstances, supported by a statement from your employer and at the discretion of DP Training; and
5. Student accepts a place offered through QTAC or higher education institution for the

current semester supported by evidence of acceptance of offer.

Note: You will not be able to commence training until such times as fee payment has been:

1. Qualifications

Initial payment has been received

2. Units of competency

Full payment has been received no later than the day of the course.

PAYMENT OF REFUND

Where a refund is granted, refunded monies will only be paid to the registered student.

TIMEFRAME FOR REFUND

All applications for refund shall be determined within 10 working days.

APPEALS

Learners who are not satisfied with the outcome of the refund process may access our complaints and appeals process.

NO FEE SERVICES

Any services provided to assist the learner to complete their training successfully are provided free of charge to the student accessing such services and includes referrals to external services. Where possible such external services will be a not for profit or international student services specific organisation.

Any investigation into a complaint or appeal is also at no cost to the student.

ESSENTIAL SUPPORTING INFORMATION

Internal

[Change of Enrolment form](#)

[Complete Cancellation/Leave of Absence Form/Intermission Form](#)

[Request for Student Refund Form](#)

[Student Refund Policy](#)

External

[Standards for Registered Training Organisations \(RTOs\) 2015 \(Commonwealth\)](#)

[Higher Education Support Act 2003 \(Commonwealth\)](#)

Document History and Version Control			
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