
QA2SS3: FEES AND REFUNDS POLICY & PROCEDURE



FEES AND REFUNDS POLICY & PROCEDURES

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QA2SS3: Fees and Refunds Policy & Procedures

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Purpose

The purpose of this policy and procedure is to outline ISS Training's approach to managing fees and refunds and to demonstrate how fees paid in advance are protected by ISS Training.

This complies with Quality Area 2(Standard 2.1) of the Standards.

Definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Fee Payer means the nominated payer of a student's course fees, usually either the student or the employer paying on behalf of the student

SRTOs means the Standards for RTOs 2025 – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2025 of the VET Quality Framework which can be accessed from www.asqa.gov.au

Policy

1. Information about fees and charges

- ISS Training protects the fees that are paid in advance by students. ISS Training does not require a student to pay more than \$1500 in advance for RTO services not yet provided, either prior to course commencement or at any stage during their course.
- Fee information relevant to a course is outlined in detail in the *Student Agreement* and summarised in the *Course Outline* as well as the RTO's website. In compliance with Standard 2.1, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.

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- Fee information includes:
 - All costs for the course including any materials fees
 - Any other costs payable to the RTO including costs for recognition for prior learning (RPL) if applicable
 - Payment terms and conditions including deposits, refunds and payment plans if applicable
- The *Student Agreement* and the *Student Handbook* which are provided prior to enrolment, include reference links to this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are asked to read and accept the terms and conditions of the *Student Agreement* and this policy by way of acknowledgement in the enrolment form.
- Where an employer is paying for a student's course, an *Employer Agreement* will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.
- No cooling-off period applies unless required by State or Territory legislation as ISS Training does not use unsolicited consumer agreements (such as tele-marketing, door-to-door selling or direct approach marketing in a public places).

2. Course fee inclusions

- Course fees include:
 - All of the training and assessment as well as educational support services required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
 - Where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, the student will need to re-enrol into the unit of competency or units in question and will be charged a pro-rata course fee based on the number of units required to be undertaken.
 - One copy of the learning materials for each student unless otherwise stated in the *Course Outline*. This may also be provided electronically where the student is able to access this.
 - Issuance of one set of certification documents including the test amur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion).
- Course fees do not include:
 - Any optional textbooks and materials that may be recommended but not required to complete a course.
 - Replacement learning materials if original copies are lost or misplaced. Costs for replacement learning materials are outlined in the *Student Agreement*.
 - Stationery such as paper and pens or other personal use items such as computers or internet access that may be required to complete homework tasks.
 - Printing costs (if required)
 - Uniform (if required for placement)
 - Re-assessment if required, as outlined above
 - Re-issuance of AQF certification documents. Re-issuance or additional copies of these documents will attract a fee of \$50 per document plus the cost of postage if required.
 - Credit card payment surcharges.

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- ISS Training cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

3. Payments

- Payments can be accepted by electronic transfer or debit/credit card.
- Credit card payments incur a surcharge per transaction or a fee that is equivalent to the merchant fee charged to ISS Training.
- Students who are experiencing difficulty in paying their fees are invited to email our office to make alternative arrangements for payment during their period of difficulty.
- All course fees must be paid in full before the commencement of onsite practical training. ISS Training reserves the right to deduct any outstanding course fees from the student's future earnings (from an agreement with the employer) through payroll deduction, with a maximum of \$250.00 per pay period until the outstanding fees are fully paid.
- Debts will be referred to a debt collection agency where fees are more than 60 days past due.
- ISS Training reserves the right to suspend the provision of training and/or other services until fees are brought up to date.
- Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

4. Refunds for fee-for-service students

- A fee-for-service student is a student who pays a fee for training to ISS Training and is not covered by any RTO funding at a State level and has paid to ISS Training a course administration and tuition fee only.
- All course fees for fee-for-service students include an Enrolment Fee (or non-refundable deposit) which is detailed in the *Course Outline* and *Student Agreement*. The deposit is non-refundable, except in the circumstances detailed below.
 - A full refund of any fees paid (including the Enrolment Fee) will apply where a student withdraws or cancels their course in writing within a statutory cooling off period. The cooling off period may vary depending on the State or Territory where training is undertaken and applies from the date of first enrolment or sign-up.
 - A full refund of any fees paid (including the Enrolment Fee) will apply if ISS Training is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- In the unlikely event that ISS Training or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as agreed, the fee-payer will be issued with a refund for the course or portion of course that was not able to be provided. This includes the following situations:
 - Where ISS Training or any third parties delivering training and assessment on its behalf ceases to operate.
 - Where ISS Training ceases to deliver the course in which a student is enrolled and the agreement is terminated.
 - Where ISS Training needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.

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- In any of the above situations, ISS Training will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.
- Where students withdraw from a course, the fee-payer may seek a refund or a reduction in fees owing by making an application for a refund in writing using the *Application for Refund Form*. The application must include the details and reason for the request.
- The refund assessment will be based on reviewing the services and/or materials provided to the student and the costs incurred by ISS Training in the provision such as:
 - Textbooks or other materials provided
 - Training provided/received (e.g. number of meetings/classes/visits etc.)
 - Individual support provided by the trainer/assessor
 - Assessments marked or feedback provided (including RPL)
- The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our *Complaints and Appeals Policy and Procedure*.
- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
- A Student not receiving approval of an ASIC Card, does not entitle the student to a full refund.
- A Student who changes their mind or finds alternative employment and withdraws from the course due to this, does not entitle the student to a full refund.
- RPL and Course application fees where applicable are non-refundable.
- No refund will be given if a student is expelled by ISS Training due to non-compliance with the student code of conduct.
- Refunds will be assessed on an individual basis.

• ISS Refund Summary*	
Point of Withdrawal	Refund Amount
After Course Commencement - but prior to commencement of Online assessments	No Refund of – Non-Refundable enrolment fee If no access to training or support Refund of tuition fee only
After Course Commencement Prior to commencement of Onsite Practical Training	No Refund of Non-Refundable enrolment fee Refund considered up to the amount of 50% of the Tuition fee
After Commencement of Onsite Practical Training	No Refund

* Exceptions may occur to the above table where special circumstances apply

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5. Refunds for students who are funded students

- A funded student is a learner/student who has their course fees subsidised by a State Training RTO funding contract that is in place with ISS Training. The student will have paid a co-contribution fee to ISS Training based on the units of competency that are covered within the training program.
- For Queensland Skills Assure funded courses under General Training where ISS training is a Skills Assure Supplier (SAS)
 - Upon notification of the cancellation of a Learner's enrolment into a Career Start General Training course, ISS Training provides refunds for student co-contribution fees charged for units of competency that have not commenced at the time of cancellation of enrolment to the payee.
 - ISS Training will provide a 100% refund for Co-Contribution fees charged for units of competency where training delivery has not commenced at the time of cancellation of enrolment. Training delivery includes units commenced or that have been released to the student on the online training platform.
 - ISS Training will provide a 50% refund for Co-Contribution fees charged for units of competency where training delivery has commenced at the time of cancellation of enrolment but where training has not yet completed and the student has not been awarded a resulting completion of the unit of competency. Training delivery includes units commenced or that have been released to the student on the online training platform.
 - ISS Training will not provide a refund for Co-Contribution fees charged for units of competency where training delivery has commenced at the time of the cancellation of enrolment and both online theory and practical observations and assessment has commenced
- For Queensland Skills Assure funded courses under Traineeship where ISS Training is a Skills Assure Supplier (SAS)
 - Upon notification of the cancellation of a Trainees enrolment into a Career Start – Traineeship course, ISS Training provides refunds for student co-contribution fees charged for units of competency that have not commenced at the time of cancellation of enrolment to the payee.
 - ISS Training will provide a 100% refund for Co-Contribution fees charged for units of competency where training delivery has not commenced at the time of cancellation of enrolment. Training delivery includes units commenced or that have been released to the student on the online training platform.
 - ISS Training will provide a 50% refund for Co-Contribution fees charged for units of competency where training delivery has commenced at the time of cancellation of enrolment but where training has not yet completed and the student has not been awarded a resulting completion of the unit of competency. Training delivery includes units commenced or that have been released to the student on the online training platform.
 - ISS Training will not provide a refund for Co-Contribution fees charged for units of competency where training delivery has commenced at the time of the cancellation of enrolment and both online theory and practical observations and assessment has commenced

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6. Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Where the student disagrees with a decision made by ISS Training in relation to their refund, the student may appeal the decision following our Complaints and Appeals Policy and Procedure.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our account keeping system.

7. Publication

- ISS Training will publish in a prominent place on its website the following:
 - Costs for fee for service programs.
 - This Fees and Refunds Policy.

Procedures

1. Student fees

Refer

- SRTOs: Quality Area 2 (Standard 2.1)

Procedure	Responsibility
A. Deposit invoices • All fee-payers should pay their deposit/enrolment fee upon enrolment, preferably prior to course commencement. Raise an invoice for the amount in line with the payment schedule for the relevant course. • Fee-payers have 7 days to pay an invoice. • Keep a copy of the invoice on the student's file.	Administration team
B. Fee instalment invoices – fee-for-service students • Charge fee instalments in line with the relevant payment schedule for the course, outlined in the <i>Student Agreement or Employer Agreement or Course Outline</i>. • Fee-payers have 7days to pay an invoice. • Keep a copy of the invoice on the student's file.	Administration team
C. Receiving payments • Payments may be made by electronic bank transfer, credit or Debit card. • Record payments against the relevant invoice on the student management account keeping system. • Provide the fee-payer with a receipt or updated statement if requested.	Administration team

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Procedure	Responsibility
D. Managing overdue fees • Send out email reminders on a regular basis to fee-payers to show outstanding fees. • Refer to the RTO or Training Manager about suspending training until fees are brought up to date. If training is suspended send an email to the student advising of suspension until payment is made. Advise Trainer/Assessor. • Where fees continue to be unpaid, refer to the RTO or Training Manager to consider withdrawal.	Administration team Compliance and Training Manager

2. Refunds

Refer

- SRTOs: Quality Area 2 (Standard 2.1)

Procedure	Responsibility
A. Processing refunds – fee-for-service students • If a course is cancelled by ISS Training: – Fee-payers who have enrolled and paid their Deposit/enrolment & administration should be automatically issued a refund. – Notify them in writing and issue refund. – Record on file. • Students who withdraw from their course and seek a refund are to make a request for a refund in writing. • To make an assessment of a refund due, consider the services the student has received. Consider the following: – Who is the fee-payer – Deposit/enrolment & administration fee is non-refundable – this covers administration time for enrolment and induction process (including LLN). – Learning materials provided – Training provided/received (e.g. number of meetings/classes/visits etc.) – Individual support provided by the trainer/assessor – Assessments marked or feedback provided (including RPL) • Consider the costs incurred by ISS Training as per above, plus the fees paid by the student to calculate a suitable refund. Refund assessments are to be approved by RTO Manager. • Notify the fee-payer in writing of the outcome of the refund assessment and make payment of refund where applicable.	Administration team RTO Manager Administration team

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Procedure	Responsibility
Keep a copy of the refund assessment on the student's file.	

Related System Documents

QA2SS3.1	Refund Application Form

Document Control

Document No. & Name:	QA2SS3 - Fees and Refunds P&P V5.3.docx
Quality Area:	Student Support
Author:	ISS Training
Status:	Approved
Approved By:	RTO Manager
Approval Date:	1/10/2025
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Standards (SRTOs):	Quality Area 2 (Standard 2.1)