

FEES and REFUND POLICY

Summary

CERES RTO is committed to ensuring our Fees and Refunds Policy and Procedures are transparent as well as fulfilling all necessary requirements of the VET regulatory framework.

This policy outlines the guiding principles and scope of CERES RTO Fees and Refunds Policy and associated procedures.

Purpose

The purpose of this policy is to ensure:

- There are clear guidelines for the development, review and implementation of Fees and Refunds policy and procedures.
- That CERES RTO complies with all relevant regulatory requirements.
- That CERES RTO ensures transparency for learners/clients.

Policy

Fees

Course fees will be calculated and charged based on realistic costs with tuition, materials and amenities amounts clearly delineated.

All interested individuals or organisations/schools will be provided with advice as to course costs prior to enrolment in the course information provided.

School Groups and VETDSS Students

Learners enrolling through schools will have their fees charged directly to schools via invoice as agreed in the DET Purchasing Contract.

Individual enrolments

Individual learners will be charged fees directly unless an agency or other body has provided a written undertaking to pay on behalf of an individual.

All individual students must pay:

- Fees, up to \$1000, a minimum of ONE week prior to commencement of the course.
- The balance of fees owing, above \$1000, is payable by the end of the 2nd week of the course.

Late/Unpaid Fees

CERES has the right to demand payment of either late fees or fees not fully paid. CERES reserves the right to legally obtain the balance of any unpaid fees and any relevant costs associated with doing so. Student qualifications/Statements of Attainment will not be issued until all fees have been paid in full.

Duplicate and Replacement Certificates and Statements of Attainment

Students requesting a duplicate Certificate or Statement of Attainment after the initial issue will be required to pay an appropriate fee.



Refunds

CERES will refund monies paid for programs and services according to the procedures and circumstances outlined below.

a) Where CERES Cancels

Prior to course commencement

All student/school fees paid in advance will be fully refunded or you may choose to transfer to another date, subject to availability.

Once a course has commenced

A refund of the full tuition fee, the pro rata portion of any student amenities fees, and fees for materials that have not been used prior to the date of cancellation will be made.

CERES will also endeavor to identify in consultation and agreement with individual students/schools alternate training options such as

- (a) Inviting another Training Provider to finish delivering the course on-site in lieu of CERES, OR
- (b) Transferring students to other suitable Training Providers

b) Where a School Cancels

In the event that a school withdraws students a refund of fees is subject to the terms laid out in the DET Purchasing Contract.

c) When an Individual withdraws

7 or more days prior to commencement

A request can be made in writing to the RTO Manager for either:

- A refund of full course fees less an administration fee of 10%
- OR
- A transfer to another course at no cost where circumstances allow.

Less than 7 days prior to commencement no refund will be provided.

A request can be made in writing to the RTO Manager for either:

- a transfer to another course at no additional cost where circumstances allow and the student has been prevented from attending by reasons beyond their control.
- OR
- in exceptional circumstances CERES may be able to offer a 12 month credit note for course fees less an administration fee of 10%*

Supporting evidence, such as a medical certificate, may be requested.

**A refund may be considered in extreme and extenuating medical circumstances as deemed appropriate by the RTO Manager.*

Timeline for refunds

All approved refunds will be issued within 30 days of approval.

