

## **ALL FEES AND REFUND POLICY- DOMESTIC STUDENTS**

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### **Policy scope**

The Fees and Refund Policy applies to all fees payable for the provision of education and training services and to the refunding of all fees paid.

This Policy applies to all nationally accredited training delivered by the Organisation.

Fees and refunds are not handled by external personnel without prior agreement by the CEO and/or nominee.

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### **Policy purpose**

The Fees and Refund Policy outlines the system for payment of fees and the refunding of fees.

The Organisation does not collect more than \$1500 tuition fee for any domestic student in advance with all agreed fees and payment schedule to be disclosed to the student prior to commencing the course.

Accepted payment method is Direct Deposit.

Once a student has commenced their course, no refund to the initial paid fees will be made unless authorised by the CEO and/or nominee or required to do so by law.

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### **Policy statement**

All Fees and Refunds are to be made according to the requirements of this Policy, the Law and the associated Fees and Refund Procedures.

Either prior to or at enrolment, it is mandatory for the student and their parent/carer (where applicable) to be advised of the organisation's Fee Schedule, payment and refund arrangements (explained below).

Enrolment occurs when the student, and/or their parent/carer (where applicable), sign the Enrolment Form.

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Where tuition fees cannot be paid upon commencement or the student is experiencing financial hardship, a payment plan over agreed

period can be negotiated with the CEO and/or their nominee.

Where special circumstances occur which restrict a student's ability to attend, then each case for a refund will be determined by the CEO and/or their nominee on merit and based upon an application.

### **Course Fees (Tuition+Admin+Material fee)**

Course fees are as per course and marketing information provided in advance to students.

### **Domestic Fees**

For domestic students no tuition fee in excess of \$1500 in advance is accepted and domestic students will be provided with a Confirmation of enrolment email ,once paid the minimal required fee for the enrolment.

### **Late Fee Penalty**

Overdue period	Late fee penalty	Other Consequences
0-15 days	\$ 50.00	None
16-30 days	\$ 100.00	None
31-60 days	\$ 200.00	Solis College will issue a formal warning letter for non-payment of fees
61 days and beyond	\$ 500.00	Solis College will implement debt collection measures and Student's enrolment will be terminated.

The RTO may appoint their debt collection agent (if required), to collect overdue fees. All costs associated with the collection of overdue fees will be recovered by Solis College from the student.

**OTHER NON-REFUNDABLE FEES AND CHARGES**

Administration/Enrolment Fee	Admin Fee	\$250.00
Postage fee of Statement of Attainment to local/interstate address	Admin Fee	\$20.00
Deferral or suspension of course by student	Application Fee	\$300.00
Change of course fee	Admin Fee	\$200.00
Withdrawal from Course fee	Admin Fee	\$200.00
Re-enrolment in a unit of competency CERT III -Level	Tuition +Admin Fee	\$200.00
Re-assessment of a unit of Competency after two (2) granted attempts	Tuition +Admin Fee	\$100
Re-enrolment in a unit of competency CERT IV -Level	Tuition +Admin Fee	\$300.00
Re-enrolment in a unit of competency Diploma & A.Diploma -Level	Tuition +Admin Fee	\$400.00
One-on-one tuition will incur an additional cost per unit along with re-enrolment charges	Tuition Fee	\$250.00
Re-access to Moodle for a unit of competency after failure to submit assessment by deadline	Admin Fee	\$50
Credit Card payment surcharge	Bank Fee	2.00% of payment amount
Document request Fee [5 working day turnaround]	Admin Fee	\$100.00
Express Document request Fee [ 24 hours turnaround]	Admin Fee	\$150.00
Re-issuance of academic transcript	Admin Fee	\$100.00
Re-issuance of course completion letter	Admin Fee	\$100.00
Reissuance of Statement of Attainment / or Test amur of qualification	Admin Fee	\$100.00

Issuance of ID Card on Expiry (DPTI Card)	State Fee	\$10.00
Re-Issuance ID card Lost/Stolen (DPTI Card)	Admin Fee	\$50.00
Change in Payment Plan	Admin Fee	\$50.00

**Note: all fees are listed in AU\$**

**Refund and Cancellation policy:**

This policy provides the terms and conditions under which students may apply for a refund of fees.

Reason for Refund of Course Fees Paid	Refund Payable by the RTO
If the student does not meet the Minimum Entry Requirements.	100% refund less an Administration Fee \$250.
Student provides false or misleading information	No refund payable (commenced or non-commenced).
Withdrawal prior to commencement:	
<ul style="list-style-type: none"> <li>6 weeks or more (42 or more calendar days) before the Agreed Starting Day of the course</li> </ul>	100% Refund of paid amount less Registration Fee \$250.
<ul style="list-style-type: none"> <li>Between 4-6 weeks (29-42 calendar days) before the Agreed Starting Day of the course</li> </ul>	75% refund of paid amount less Registration Fee \$250.
<ul style="list-style-type: none"> <li>Between 1-4 weeks (7-28 calendar days) before the Agreed Starting Day of the course</li> </ul>	50% Refund of paid amount less Registration Fee \$250.
<ul style="list-style-type: none"> <li>Between 1-4 weeks (7-28 calendar days) before the Agreed Starting Day of the course</li> <li></li> </ul>	50% Refund of paid amount less Registration Fee \$250.
Withdrawal within 1 week or on or after the Agreed starting date	No refund applies.
Late Arrival	No refund for missed classes – fees may be charged for re-sit for missed sessions and assessments.

### **Procedure for Claiming Refund**

- Notification of intention to withdraw must be received in minimum of 1 week before the scheduled commencement of study.
- The student is to complete the 'Withdrawal of Course Application' form together with the appropriate supporting documents and provide these to Student Administration who will check to ensure all areas are completed.
- Refund will be paid within 28 days of receiving written notification of withdrawal, less administration fee.
- If notice is received less than 1 week before scheduled commencement of study, Initial paid fees will be forfeited.
- In the event of a course cancellation, all fees paid will be refunded within 28 days.
- Refunds will only be made payable to the person who paid the fees.
- A student may be suspended or dismissed at the discretion of the RTO due to unacceptable conduct. No refund will be provided in these circumstances.
- No fee is refundable once the course has commenced.
- A written application may be made for exceptional circumstances, addressed to the CEO, for consideration.
- In the event a student is unsatisfied with the refund decision, and wishes to appeal the decision, the student can access complaints and appeals policy.