

## **Fees, Charges and Refunds Policy**

### **Purpose**

We are committed to providing a fair and transparent policy and procedure when dealing with candidates and prospective candidates in regard fees charged and the protection of fees and refunds. The VET Quality Framework and Conditions of Registration require that RTOs protect fees paid in advance and have a fair and reasonable refund policy.

### **Scope**

This policy relates to all fees charged to clients for participation in LP programs, materials and other levies.

### **Definitions**

**Clients** – refers to individuals or organisations that enter into a contractual arrangement for the provision of services.

**Partnership Agreement** – details the services to be provided, responsibilities of all parties, fees, refunds and payment schedules.

**Government programs** – refers to any program that is subsidised by a State or Federal Government and may contain specific contractual requirements for co-contribution of fees.

### **Policy Statement**

Learning Partners will ensure that fees, charges and refunds are collected and administered in accordance with the provisions of applicable legislative and contractual requirements.

#### **1. Fees**

Fees and charges are advised to the client prior to or at the time of enrolment in writing. Payment arrangements are aligned to programs and will vary depending upon factors such as length of course, student cohort or government contract guidelines. LP confirms acceptance of the fees and charges by clients in the relevant Partnership Agreement.

Clients engaged in training which is funded by Government programs, will be made aware of the funding that is provided, and any additional fees and charges if applicable.

LP does not collect fees in advance from individual learners in excess of \$1,500.

LP charges clients a non-refundable fee on program commencement, this fee is negotiated depending on the program and is documented in the Partnership Agreement.

The minimum charge for program commencement including enrolment is \$250 per person.

## **2. Refunds**

Refunds due to non-delivery of program by LP

Fees to be refunded in full if:

- The program is cancelled before commencement

Fees to be refunded pro-rata (less program commencement fee) if:

- The program is cancelled before completion

Requests for refund must be made in writing using the Request for Refund form

## **3. Other Charges**

- Credential reissue fee is \$30
- Statement of Results reissue fee is \$15
- Learning Materials / Text books – as negotiated

### **Associated Documents**

Client Handbook and Code of Practice

Partnership Agreement

Proposal template

Quote template

### **Related Standards**

Standard 3 – 3.1 – 3.4

Standard 4 – 4.1

Standard 5 – 5.1 – 5.4

Standard 7 – 7.3