

Policy Title

RTO: Fees and Refunds Policy

Purpose

Monash College is subject to all relevant consumer protection law that applies in Victoria. The purpose of this Policy is to ensure that Monash RTO students have informed choices and are provided with clear and factual information in relation to the fees and refunds associated with their course of study with the RTO.

Monash College is committed to providing accurate information, honours all of its commitments and will act ethically in all dealings.

Scope

This policy applies to all advertising and marketing and is for the information of all Monash College RTO students and other stakeholders.

Policy Statement

Monash College RTO charges fees for the participation in accredited training and assessment courses. All course fees and charges are published in relevant marketing materials.

Monash College RTO protects the fees that are paid in advance by students.

Students are not required to pay more than \$1,500 in advance for services not yet provided. Fees will be paid during the course in installments according to a payment plan.

Where a student chooses to pay tuition fees that exceed \$1,500, these fees are protected by the Monash University Fee Protection Guarantee under the Monash College Operating Agreement.

Course Fees

Course fees include:

- All of the training and assessment required to achieve the enrolled qualification.
- Learning materials.
- Issuance of one set of certification documents including the testamur (certificate) and a record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion). An administration fee of \$60.00 for Monash College to re-issue a copy of your Certificate of Statement of Attainment applies.

Course Fees Terms and Conditions

1. Your enrolment will be processed upon receipt of your Deposit.
2. To confirm your place in the course, the deposit must be paid no later than 7 calendar days prior to the course commencement date.

3. Upon receipt of payment, your place in the course is confirmed and you agree to the terms and conditions.
4. The course is subject to maximum and minimum numbers.
5. If the course is unable to be delivered for any reason you will be provided a full refund.
6. In the situation that the course is full you will be offered alternative program dates or a full refund.
7. If you are unable to attend the course please notify us more than 7 calendar days of the course commencement to receive a full refund.
8. If you are unable to attend the program and notify us less than 7 calendar days of the course commencement 20% of the fees will be retained.
9. Paid course fees are not refundable if the written notice is received on or after the program commencement date, except in exceptional circumstances.

Refunds

Eligibility for a refund will be assessed based on the services provided to the student and the costs incurred by Monash College in order to provide those services to the student.

Full Refund: Monash College will provide a full refund (tuition fees) within 14 days of receipt of written notice of cancellation where:

- Monash College is unable to offer the course and where a suitable alternative cannot be provided;
- Monash College refuses the application for enrolment; or
- Less the enrolment fee, when written notice of cancellation is received more than 7 days prior to commencement of the course.

Partial: A partial refund will be provided (tuition fees) within 14 days of receipt of written notice of cancellation, less the amounts to be retained by Monash College as detailed below:

- If Monash College is unable to deliver the course, a full refund will be issued for any portion of the course that was not completed. The refund will be a pro-rated amount per unit that was not able to be delivered.
- A non-refundable amount equal to 35% of the tuition fee, if written cancellation is received 7 days or less prior to the commencement of the next workshop.

Deposits are non-refundable, except in the following circumstances:

- Monash College is unable to deliver the course due to insufficient numbers or for other unforeseen circumstances. In this circumstance, a full refund of the deposit will be paid.

Refunds for tuition fees after the commencement of the course will be not made for the following grounds:

- Change of mind;
- Change of employment or working hours;
- Retrenchment.

Applications for refunds must be made by completing the Refund Application Form.

Refunds will be paid to the person or organization who made the original payment.

Tuition Protection

In the event Monash College is unable to deliver training and assessment services for which a student has prepaid tuition fees, Monash University will implement tuition protection arrangements. Arrangements may include appointing a third-party provider or refunding if the prepaid services are not provided.

Complaints and Appeals

Where a learner is dissatisfied with a fee or refund decision please refer to the Monash College RTO Complaints and Appeals Policy and Procedure.

Legislation and Standards

[Standard 4 of the Standards for Registered Training Organisations \(RTOs\) 2015, available at: https://www.legislation.gov.au/Details/F2019C00503](https://www.legislation.gov.au/Details/F2019C00503)

[Schedule 6 of the Standards for Registered Training Organisations \(RTOs\) 2015](#)

Reference Policies and Supporting Documentation	Student Learner Handbook RTO Complaints and Appeals Policy and Procedure
Responsibility for Implementation	Director, Governance
Status	Revised
Key Stakeholders	RTO Operations Manager Director, Governance Associate Director, Finance Executive Director, Monash Professional Pathways Chief Financial Officer

Approval Body	Senior Leadership Team
Date Effective	1/04/2021
Next Review Date	1/04/2023
Policy Owner Job Title Division	Director, Governance Governance
Policy Author	RTO Operations Manager
Contact	Director, Governance
Policy Level	Level 3

Implementation plan

Step #1	Seek approval
Step #2	Publish Policy on Website and The Source
Step #3	Provide a copy to current RTO students

Change history

Version number	Approval date	Approved by	Brief outline of changes
1.0	27.04.2021	SLT	New policy
1.1	31.08.2021	SLT	Include reference to the Monash University Fee Protection Guarantee