

Policy Title

RTO: Fees and Refunds Policy

Purpose

The purpose of this Policy is to ensure that Monash College RTO students are provided with clear and factual information in relation to the terms and conditions for fees and refunds associated with their course of study.

Scope

This policy applies to all Vocational Education and Training (VET) courses delivered by the Monash College RTO.

Policy Statement

This policy should be read in conjunction with the terms and conditions outlined in the student letter of offer, or equivalent. Students enrolled under a third-party or employer-funded arrangement should also refer to the terms of the contractual agreement.

Monash College RTO charges fees for the delivery of accredited training and assessment. All course fees and charges are published in marketing materials in accordance with regulatory requirements.

Terms and conditions for student fees and refunds are provided to students prior to enrolment. Monash College is subject to all relevant consumer protection laws that apply in Victoria. All relevant pre-enrolment and course entry requirements (including course fees) are provided to prospective students on websites, brochures, and other relevant documentation where every effort is made to ensure the information is factual, accurate, regularly updated and easily accessible by potential students and others.

Course Fees

Course fees include:

- Delivery 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 additional administration fee as set annually by Monash College RTO is required to be paid for the re-issuing of copies of the Certificate of Statement of Attainment.

Course Fees Terms and Conditions

- The terms and conditions for fees and refunds are applicable upon confirmation of enrolment. An enrolment deposit of \$1500 (per individual student) is required to secure a place in a course.

- Enrolment deposits must be paid no later than 7 calendar days prior to the course commencement date.
- Enrolments are confirmed upon receipt of the enrolment deposit or company purchase order.
- All remaining course fees are required to be paid in full and in accordance with the individual student's payment plan or as agreed through contractual agreements with employers.
- Monash College RTO reserves the right to postpone or cancel courses prior to commencement of the course if sufficient course enrolments are not achieved.

Refunds Terms and Conditions

Refunds are not available to students once the course has commenced unless individual students can demonstrate extenuating or special circumstances.

Refunds will be paid to the individual student or organisation who made the original payment. Applications for refunds must be made by completing the Refund Application Form.

Monash College will provide a full refund where:

- Monash College RTO is unable to offer the course for any reason and where a suitable alternative cannot be provided;
- Monash College RTO cancels the course;
- The course is full and an alternative program date cannot be offered;
- Monash College RTO refuses an application for enrolment;
- A student withdraws from the course more than 7 days prior to the course start date;

Monash College will provide a full refund less the \$1500 enrolment deposit (for individual students) if a student withdraws from the course within 7 days prior to commencement of the course.

Extenuating or Special Circumstances:

- Students who withdraw from the course and are ineligible for a refund of fees but who have experienced extenuating or special circumstances affecting their study can apply to Monash College RTO in writing for consideration of the refund terms.

Acceptable extenuating or special circumstances might include:

- serious medical condition necessitating admission to hospital
- severe mental health condition
- death of a person with whom you had a significant relationship
- obligations to emergency or military service or civic obligations
- other extreme circumstances beyond your control, including a natural disaster, serious accident or job retrenchment

Extenuating and special circumstances does not apply to the following:

- Student relocating;
- Change of student employment or working hours;
- Job change.

- Disengagement from course requirements

Tuition Protection

In the event Monash College RTO 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.

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.

Complaints and Appeals

Where a student 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](#)

[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, Education Strategy and Industry Development
Status	Revised
Key Stakeholders	Manager, Industry Training and Development Director, Education Strategy and Industry Development Associate Director, Academic Governance and Quality Executive Director, Education Chief Financial Officer

Approval Body	Senior Leadership Team
Date Effective	31/01/2023
Next Review Date	31/01/2025
Policy Owner Job Title Division	Associate Director, Academic Governance and Quality Academic Governance and Quality
Policy Author	Director Education Strategy and Development
Contact	Associate Director, Academic Governance and Quality
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

1.2	25.01.2023	SLT	General review to support broader College RTO policy
-----	------------	-----	--