

Policy area	Student Support
Standards	Outcome Standards for RTOs 2025, Standard 2.1 (c) (iii), (d), (e) Compliance Standards for RTOs 2025, Standard 18
Responsibility	CEO, Office Manager

Introduction and Key Principles

Purpose of the Policy

This policy explains how Heaton Institute of Technology manages:

- Student fees and charges.
- Payment arrangements.
- Refund processes.
- Consumer protection requirements.
- Students' rights regarding fees.

The policy aims to ensure that students:

- Receive clear and accurate information before enrolling.
- Understand all fees and payment requirements.
- Are treated fairly when requesting refunds.
- Are informed about changes affecting their studies.
- Are protected under Australian Consumer Law.

Prepaid Fee Protection

To protect students, the Institute will **not require more than \$1,500 in advance** for services that have not yet been delivered.

Types of Courses and Fees

Training Product

A training product may include:

- Qualifications
- Skill sets
- Units of competency
- Accredited short courses
- Modules

Short Courses

Short courses:

- Usually run for 1–5 days.
- Focus on specific workplace skills.
- Often require full payment at enrolment.

Long Courses

Long courses:

- Include qualifications made up of several units.
- Run over weeks or months.
- Have staged payment arrangements.

Types of Fees

Enrolment Fee

Covers administration costs.

Important:

Enrolment fees are generally **non-refundable**.

Tuition Fee

Covers:

- Training and assessment
- Learning materials
- Textbooks
- Student services

Payment Arrangements

When Fees Are Paid

Short Courses

Students may be required to pay the entire fee:

- Online, or
- At reception during registration.

Long Courses

Students must pay:

- Within 5 days of receiving an invoice, or
- Before the course starts,

whichever occurs first.

Schedule of Fees and Charges

This document explains:

- Total course fees.
- Payment schedules.
- Administration fees.
- Additional charges.
- Refund arrangements.
- Discounts and concessions.
- Consumer protection measures.

Students receive this information before enrolment.

Failure to Pay Fees

The Institute may:

- Suspend or discontinue training if fees are unpaid.
- Prevent access to services until payment has been received.

Exceptions require approval from the CEO.

Fee Increases

Students who have:

- Already paid, or
- Already commenced their course,

will not be affected by later tuition fee increases.

Payment Methods and Prepaid Fees

Accepted Payment Methods

Students may pay by:

1. Credit Card.
2. Electronic Funds Transfer (EFT).
3. BPAY.

Cash Payments

Cash is **not accepted**.

Prepaid Fee Limit

Students cannot be asked to prepay more than **\$1,500** for training that has not yet been delivered.

Payments are spread across the duration of the course.

If a course costs less than \$1,500, the Institute may request full payment before commencement.

Business-to-Business Arrangements

Where an employer pays for staff training:

- Fees may exceed \$1,500.
- Commercial agreements apply.
- Student prepaid fee protections do not apply.

Pre-Enrolment Information

Students receive:

Advertising and Marketing Information

Information about courses offered.

Student Handbook

Information about:

- Rights and responsibilities.
- Student support services.

Schedule of Fees and Charges

Information about:

- Payments.
- Refunds.
- Fees and charges.

These documents form part of the student's agreement with the Institute.

Refund Policy

Cancellation Before Course Starts

10 Business Days or More Before Commencement

Students receive:

100% refund

9 Business Days or Less Before Commencement

Students receive:

75% refund

The Institute retains 25% to cover administration and resource costs.

Cancellation After Course Starts

Students are normally **not entitled to a refund**.

Exceptional Circumstances

The CEO may consider:

- Serious illness.
- Personal hardship.
- Significant or extenuating circumstances.

Possible outcomes include:

- Transfer of fees to another course.
- A credit note.
- A refund approved by the CEO.

Refund Processing

Approved refunds are paid:

- Within **14 days**.
- By electronic transfer.
- Into the bank account nominated by the student.

Refund Requests

Students must:

1. Submit a written request.
2. Complete a **Refund Request Form**.
3. Sign the form.

Special Refund Situations

Textbooks and Workbooks

No refund is available for:

- Textbooks.
- Training workbooks already purchased.

Replacement books may incur additional charges.

Enrolment Fees

Enrolment fees are:

Non-refundable.

Missed Classes

No refund is provided for classes missed due to:

- Exams.
- Excursions.
- Personal commitments.
- Other scheduling conflicts.

Non-transferable Refunds

Refunds cannot be transferred to another person.

Course Cancellation by the Institute

If the Institute cancels a course because of:

- Low enrolment numbers, or
- Other organisational reasons,

students receive:

A full refund.

Behaviour Misconduct

Students whose enrolment is cancelled because of misconduct are:

Not entitled to a refund.

Statutory Cooling-Off Period

The 10-day cooling-off period applies only to unsolicited sales methods such as:

- Door-to-door sales.
- Telemarketing.

Since Heaton Institute of Technology does not use these methods, this provision generally does not apply.

Consumer Protection, GST and Procedures

Consumer Protection Guarantee

If the Institute stops delivering training:

Students receive:

1. A Statement of Attainment for completed units.
2. A refund for training that has not yet been delivered.

Example

Course fee = \$600

Course contains 2 units.

Student completes 1 unit before the course is cancelled.

Student receives:

- Statement of Attainment for 1 completed unit.
- Refund of \$300 for the unfinished unit.

Complaints and Appeals

Students who are dissatisfied with fee or refund decisions may:

- Lodge a complaint under **PP2.9 Complaints Handling**, or
- Submit an appeal under **PP2.10 Appeals Handling**.

GST

GST-Free

Course fees for:

- Units of competency.
- Qualifications.

are generally **GST exempt**.

GST May Apply To

Certain miscellaneous charges outside normal training services.

Changes to Terms and Conditions

Students will be notified in writing of changes affecting:

- Fees.
- Policies.
- Ownership arrangements.
- Delivery methods.
- Training package transitions.

Notice Period

Students must receive **28 days' notice** before changes take effect.

Students have the right to appeal any decision that affects their enrolment.