



## FEE ADMINISTRATION AND REFUND POLICY

### RELEVANT STANDARD(S):

*National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 – Standards 2.1*

*National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 – Clause 18. Prepaid fee protection measures*

### PURPOSE

Integrity RTO Solutions adheres to the relevant compliance and legislative frameworks such as the Standards for Registered Training Organisations (RTOs) 2025. As such, Integrity RTO Solutions will provide transparency in the application and administration of fees and charges including refund and will put in place a fair and reasonable refund process according to Australia's consumer protection laws.

The purpose of this policy is to provide for the appropriate application and administration of fees and handling of client refunds.

### POLICY PRINCIPLES

Integrity RTO Solutions implements fair and reasonable refund practices and transparent processes for fee application and administration. Integrity RTO Solutions will ensure that:

1. prospective students are aware of its fee policies in order to make informed decisions about enrolment in a course;
2. its fee and refund policy is prominent and accessible to its staff, prospective students, and existing students;
3. it implements and maintains a process for fair and reasonable refunds and fees paid; and
4. it provides refunds for fees and charges paid by clients, where training and assessment activities have not been delivered

### Fee Administration Policy Principles

#### Fee Information

1. Integrity RTO Solutions will inform its prospective students and employers (if applicable) of the full and accurate course fees associated with the training and the refund policy before enrolment.
2. Integrity RTO Solutions will ensure that the fee and refund policy is accessible to its staff, prospective students and existing students. The fee information will include but will not be limited to the following information:
  - a. Breakdown of the course fee (if any)



- b. Fee and Refund policy
- c. Incidental fees
- d. Compulsory fees
- e. Additional charges or co-contributions
- f. Methods of fee collection
- g. Process for recovery of outstanding student fees

3. For any incidental fees that may be applicable, Integrity RTO Solutions will inform the prospective student before enrolling that such fees are a charge for an essential good or service and that the student has a choice of acquiring this from a supplier other than Integrity RTO Solutions.

### ***Fee Administration***

- 1. Integrity RTO Solutions will only charge fees for accredited training in accordance with the fee information published and provided to the prospective student and the Fee Administration and Refund Policy.
- 2. Integrity RTO Solutions will retain accurate course fee payment, waiver, exemption or refund records for each student.
- 3. Integrity RTO Solutions will require payment prior to commencement of training as well as pre-payment plans for students.
- 4. Integrity RTO Solutions will apply standard student fees for Fee-for-Service (FFS) students.
- 5. Integrity RTO Solutions will allow participant course fees to be paid on behalf of the student by their employer or another third party (if applicable).
- 6. Integrity RTO Solutions will maintain arrangements for the protection of any fees paid in advance in accordance with Compliance Requirements 18 and 19.

### ***Fee Payment Arrangements***

- 1. Integrity RTO Solutions ensures that its financial practices promote the protection of fees (paid in advance and exceeding \$1,500) made by any student. Integrity RTO Solutions will only adhere to the accepted fee protection measure to protect fees in excess of the threshold fee amount of \$1,500 as stated in Compliance Requirement 19 – Accountability (Prepaid Fee Protection Measures) Standards for RTOs 2025.
- 2. Integrity RTO Solutions implements a fee payment plan and will only collect upon enrolment a non-refundable enrolment administration fee 25% of the full course fee payable (non-discounted) for units of competency or skill sets, or a minimum of \$250 for full qualifications, included in the initial tuition payment.



3. Tuition fees are broken into instalment payment plans to ensure students do not pre-pay fees over \$1,500. The schedule of the payment plans is outlined in the student enrolment forms.
4. Fees must be paid in full before certification will be issued.
5. If payment instalments/arrangements are in place, and payment becomes overdue and remains unpaid for a period in excess of 14 days, Integrity RTO Solutions reserves the right to suspend the student's learning or assessments (or both) until all fee payments are up to date.
6. Flexible payment arrangements, such as instalments, credit cards, direct debit, cheques and EFT remittances are acceptable to accommodate the diverse financial situations of clients.

### ***Outstanding Student Fees***

1. Non-payment of fees by the due date for continuing enrolments will result in suspension of training. Integrity RTO Solutions will notify all parties in writing if suspension. Once payment has been finalised, parties will be notified of the recommencement of training.
2. Integrity RTO Solutions will charge a recommencement fee for any suspended training to cover administration costs.
3. Integrity RTO Solutions will not issue SOAs or Certificates if training fees are outstanding.
4. Integrity RTO Solutions will inform students of its process for the recovery of outstanding student fees prior to enrolment through its Fee Administration and Refund Policy.

### ***Refund Policy Principles***

1. Details of Integrity RTO Solutions's Refund Policy is publicly available to prospective students and employers (if applicable), staff and existing students and employers (if applicable).
2. Integrity RTO Solutions will make students aware of the refund policy prior to enrolment.
3. With regard to all withdrawal of training, Integrity RTO Solutions will first encourage a client to continue training or provide other options such as enrolling to another course date, prior to processing refund applications.
4. All refund requests must be done in writing via the **Refund Request Form**. Integrity RTO Solutions will only acknowledge and review requests based on information provided through the form. Exemptions are made to mitigating circumstances, provided there is supporting evidence.
5. No refunds will be issued for cancellations outside of the Refund Period.
6. For refund applications within the Refund Period, the Refund Request Form must be received by Integrity RTO Solutions within the Refund Period. A refund of the course fee, less the applicable Administrative Fees, will only be issued if all above criteria have been met and the student has no previous outstanding monies with the Integrity RTO Solutions.



7. Integrity RTO Solutions requires written notification of withdrawal from training; this may be via letter, email or the completion of the **Withdrawal from Training Form**. Refund will be assessed upon receipt of the request. Statement of fees that includes all fees applied and any fees refunded (if applicable) will be provided where a student withdraws from training.
8. Integrity RTO Solutions will process refund requests within 1 week from the day of receipt. The reimbursement procedure for approved refunds may take up to 4 weeks.
9. A non-refundable administration fee of 25% of the full course fee payable (non-discounted) for units of competency or skill sets, or a minimum of \$250 for qualifications, will be deducted from any refund granted under the terms and conditions outlined in this policy.
10. All refunds will be paid to the person or organisation that originally paid the fees.
11. Integrity RTO Solutions does not provide refund where:
  - a. A client has commenced their course/unit
  - b. There are changes to work hours
  - c. Moving interstate
  - d. Student leaves before full course completion and does not complete qualification after assessment
  - e. Recognition resources and services have been supplied to the client.
12. Integrity RTO Solutions may provide consideration for refund for students who have commenced training with the discretion of the CEO.
13. Integrity RTO Solutions does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
14. Integrity RTO Solutions provides a full refund to all clients, should there be a need for Integrity RTO Solutions to cancel a course. In the first instance Integrity RTO Solutions will (where possible) provide an opportunity for the client to attend another scheduled course. If Integrity RTO Solutions cancels a course, clients do not have to apply for a refund; Integrity RTO Solutions will process the refunds automatically.
15. Refunds for cancellation of enrolments and other conditions are granted based on the refunds table in the annex of this policy.



### MONITORING AND IMPROVEMENT

Integrity RTO Solutions's CEO is responsible for ensuring compliance with this policy, and Student Services will process refund requests.

Integrity RTO Solutions's CEO is responsible for all continuous improvement processes in relation to the fee administration and refund policy and procedure and ensuring all staff, including those from the third-party providers are complying with the provisions of this policy.



## Annex

### Refunds Table

1. Integrity RTO Solutions Refunds for enrolments are subject to the following refund formula.
2. "Refund Period" – **14 calendar days** of the enrolment application date

Refund Type	Description	Notification Requirements	Non-refundable fee	Refund
Enrolment cancellation / withdrawal from training within the "refund period"	- For all individual units NOT commenced and - For all individual units commenced	- In writing, within the refund period	An administration and processing fee equivalent to 25% of the full non-discounted course fee for units of competency or skill sets, or no less than \$250 for qualifications.	- Full refund less the administration and processing fee - Future payments may be cancelled for students under payment plans
Withdrawal from Course beyond the refund period / "Withdrawal outside the refund period"	Withdrawal from Training - for all individual units commenced / attended / completed from within the course	- In writing, any day beyond the "refund period"	An administration and processing fee equivalent to 25% of the full non-discounted course fee for units of competency or skill sets, or no less than \$250 for qualifications.	- No refund or - In some cases, upon the discretion of the RTO, the calculated refund less the administration and processing fee
RPL / Credit Transfer	Where recognition of prior learning and/or credit transfer has been <b>granted</b> after enrolment	N/A	N/A	No refund
Course Cancellation	Cancellation of a course by the RTO (for any reason)	N/A	N/A	Full refund <b>or</b> enrolment to a different qualification
Withdrawal – "not of their own accord"	Where training ceased due to RTO closure	N/A	An administration and processing fee equivalent to 25% of the full non-discounted course fee for units of competency or skill sets, or no less than \$250 for qualifications.	Full refund or referral to a different service provider



## VERSION CONTROL

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
3/07/2025	Document creation	Integrity RTO Solutions	v. 1.0	16/06/2025	15/06/2026

## RTO INFORMATION

RTO INFORMATION	
Document Name	Fee Administration and Refund Policy v1.0
RTO/Company Name	Integrity RTO Solutions
ABN	67 669 731 659
RTO Code	#46406
Phone	04 0065 7381
Email	ceo@integrityrtosolutions.com.au
Manager	CEO
Website	<a href="http://www.integrityrtosolutions.com.au">www.integrityrtosolutions.com.au</a>
Address	463 Upper Brookfield Rd, Upper Brookfield QLD 4069