

Fees and Refund Policy and Procedure

Policy and Procedure Name	Fees and Refund Policy and Procedure
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Approved By	Lucas Newland
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1. Purpose and Scope

The following policy and procedure outlines the requirements and process for the payment of fees and the management of refunds. This policy and procedure has been designed to ensure that student's rights are protected at all times through transparent and robust financial management processes. The Fees and Refund Policy and Procedure applies to all staff, students and products listed on Brent Street's scope of registration.

2. Abbreviations / Definitions

Brent Street Pty Ltd	Brent Street or Brent Street's
Accountable Officer	Managing & Creative Director
Commercial courses	Where a student pays a fee determined by Brent Street for a course.
Payment Plan	A structured repayment program
RTO	Registered Training Organisation

3. Policy

3.1 Determination of Fees and Charges

Brent Street charges students in accordance with comparable market prices fees for all courses/qualifications on their scope of registration. Commercial course fees are determined based on the programs duration, delivery method, resource requirements and commercial viability. The Managing and Creative Director is responsible for determining all fees and charges, which are reviewed annually.

Qualification/Course fees are inclusive of tuition, learning resources, administration and enrolment processing fees.

3.2 Marketing and Advertising

Marketing and advertising quality assurance mechanisms and internal audit processes ensure all fees and charges are transparent and students are able to make an informed decision without risk of hidden fees and charges. Where additional charges are required these are listed in this 'Fees and Refund Policy and Procedure' and 'Student Handbook' located on the organisations website.

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Brent Street do not initiate contracts over the phone such as a telemarketing call or at a location other than the Brent's Street place of business (for example, a door-to-door sale or being approached in a public place such as a shopping centre) therefore under the Australian Consumer Laws, a 10 day cooling-off period is not relevant.

3.3 Additional charges

From time to time you may be charged extra fees or charges. For details of additional charges, refer to below:

Fee Type	Description	Cost
Dishonour direct debit payment fee	Administrative fee for dishonoured direct debit transaction	\$20.00
Locker key	Replacement of a student's locker key	\$25.00
Recognition of Prior Learning Eligibility Fee	Non-refundable eligibility fee for Recognition of Prior Learning per unit. <i>Note: where the student is found to be eligible to apply for RPL, this fee comes off their RPL course fees.</i>	\$150.00
Recognition of Prior Learning Assessment Fee	Assessment fee for Recognition of Prior Learning per unit	\$300.00
Re-assessment fee	Administration fee for 3 rd and subsequent re-assessments per assessment task	\$75.00
Course material recovery fee	Replacement of any learning or assessment resource	\$75.00
Certificate Re-issue	Request for Testamur or Statement of Attainment	\$30.00
Transcript Re-issue	Request for Record of Results	\$30.00

3.4 Payment of fees

Students are provided with a 'Course Prospectus' and 'Course Outline' prior to enrolment, advising the course fee and payment schedule, as well as the amount required to pay a bond to secure placement in the course. Students are also given access to this policy and procedure detailing additional fees and charges and refund information.

Fees are to be paid by credit card or direct debit according to the fee schedule.

Fees paid are documented in the financial accounts where reconciliation occurs.

Students are asked to sign a declaration on the Student Enrolment form stating that they have been provided with sufficient information in which to make an informed enrolment decision.

3.5 Fee protection strategy

In accordance with the Standards for Registered Training Organisations 2015, Brent Street does not accept payment of more than \$1,500.00 from each individual student prior to the commencement of their course.

In cases where course fees are greater than \$1,500.00, students are placed on a repayment plan over the term of their enrolment.

To ensure consumers rights and fees are protected a statistically relevant and random sample size is audited by the RTO Compliance Officer quarterly.

Brent Street guarantees to honour its commitment of all fees outlined in marketing material and to provide high quality training services to its students.

Payment Terms

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Failure to pay scheduled fees may lead to a discontinuation of training or the delay in the issuance of an award until the outstanding fees have been paid. Brent Street uses the assistance of debt collection agencies to retrieve outstanding fees greater than 120 days. Where training discontinuation or a delay in the issuing of an award is likely, students will be informed of their rights and responsibilities. Brent Street retains all evidence of fees collected in the financial accounts and all attempts to recover outstanding fees are kept on the students file.

3.6 Refunding of Fees

Brent Street **WILL** provide a refund under the following circumstances, where:

- an overpayment of a fee has occurred.
Brent Street will refund the overpaid amount.
- the qualification/course has been postponed or cancelled by Brent Street.
Brent Street will refund all course fees paid including the bond payment.
- costumes have been returned on time, clean and in good condition.
Brent Street will refund the full bond payment where costumes have been returned on time, clean and in good condition however will retain either the full bond payment or partial payment where this is not the case.

Brent Street **WILL NOT** provide a refund, which includes any course fees or bond payment paid by the student, under the following circumstances, where a student:

- commences training in a qualification/course
- defers from a qualification/course
- withdraws from the qualification/course prior to the course commencing. Note: As penalty for withdrawing, Brent Street will retain the full bond payment and any course fee(s) paid.
- is withdrawn from the qualification/course due to misconduct

Scholarships

Where a student has been offered a scholarship through Brent Street and withdraws from the qualification/course before completion, they must give Brent Street 30 days' notice in writing of their withdrawal. In this situation, the student will be liable to pay the full qualification/course fees up until the end of the 30-day notice period.

3.7 Requesting a Refund

Students are asked when applying for a refund to email:

Managing & Creative Director

lucas@brentstreet.com.au

Students will be notified in writing of the outcome of their application within 14 working days of receipt of their application. For those students granted a refund, money will be transferred into the nominated bank account within 30 calendar days. Outcomes of refund requests are documented in the students file.

3.8 Withdrawal of enrolment

Students who withdraw from a qualification/course, must notify Brent Street in writing prior to withdrawal from the qualification/course and will incur the following charges:

Table 1:

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Date of Action	Before the start of the 2 nd School Term	After the 2 nd School Term however before the 3 rd School Term	After the 3 rd School Term
Financial Implication	Associated fees and charges to the date of withdrawal.	Associated fees and charges up to the end of Term 3	FULL course fees.

Students who withdraw from a qualification prior to completing the course will be given recognition for any units satisfactorily completed up to the date of withdrawal, provided all administrative is completed and handed in and all course fees due are paid up until the date of withdrawal.

Students who withdraw without following the correct process will be liable to pay FULL course fees.

3.9 Deferment of enrolment

Students who wish to defer their enrolment in a course, must email Brent Street clearly stating:

- the reason why the deferment is requested,
- the period of time requested to defer; and
- where relevant, attach official documentation which supports the reasons for requesting the deferment.

Brent Street reviews each request on a case by case basis considering:

- the individual's circumstances,
- the time requested; and
- the student's progress in the course.

Students will be notified in writing, of the outcome of their deferment application within 7 working days of its initial receipt.

Where approval for deferment has been granted by Brent Street, students are still liable to pay FULL course fees. Please note that no refunds be given under any circumstance.

Where the student requests deferment of a period greater than 12-months and this is approved by Brent Street, the student is required to:

- pay FULL course fees associated with the course they deferred from;
- re- audition for the qualification/course they wish to enrol into and pay all associated fees for this course (regardless of whether it is the same course as they deferred from).

All related correspondence will be stored in the student's file.

3.10 Complaints

Informal Complaint

In an attempt for early resolution Staff, Students or Third Parties are encouraged to raise their complaint/appeal with the relevant person or in the case of students, speak to their Course Co-Ordinator as soon as a grievance arises. Our Course Co-Ordinators are approachable and experienced in assisting students resolve issues at an informal level and ensure that the complainant or appellants has a positive experience.

Formal Complaint

If the complaint/appeal remains unresolved at a local level, Staff, Students or Third Parties are to escalate their complaint or appeal to the Managing and Creative Director by writing an email or a letter outlining the type and the cause of their grievance to:

Contact details for formal and informal complaints are as follows:

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Mail to: lucas@brentstreet.com.au

T: 1300 013 708

See 'Complaints Policy and Procedure' for more information.

4. Procedure

The following procedure outlines the framework and process of and has been summarised in **Diagram 1** – Refund Procedure.

5. References

- Australian Skills Quality Authority (2015) "*User's Guide Standards for Registered Training Organisations (RTOs) 2015*".

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Diagram 1: Refund Procedure

