

POLICY NAME	FEES, CHARGES AND REFUND POLICY
POLICY PURPOSE	This policy describes the fees, charges and refunds relating to VET courses
POLICY APPLIES TO	<input type="checkbox"/> Staff Only <input type="checkbox"/> Students Only <input checked="" type="checkbox"/> Staff and Students
POLICY STATUS	<input type="checkbox"/> New Policy <input checked="" type="checkbox"/> Revision of Existing Policy
PREPARED BY	Compliance Manager
APPROVED BY	Operations Manager
APPROVAL DATE	07/02/2025
EFFECTIVE DATE	10/02/2025
DATE OF NEXT POLICY REVIEW *	As required
RELATED STANDARDS, ACTS AND LEGISLATION, GUIDELINES AND LOCAL PROTOCOLS, STATE GOVERNMENT FUNDING CONTRACTS AND REGISTERING BODIES	SNR 2025 Relevant State Funding Contract

* Unless otherwise indicated, this policy will still apply beyond the review date

TABLE OF CONTENTS

Purpose	2
Scope / Application.....	2
Relevant standards, Acts and legislation	2
Definitions	2
Policy	2
Notification Of Fees And Charges.....	2
Administration And Materials Charges (Fee For Service Students Only)	3
Funding Entitlements	3
Payment Arrangements.....	3
Refunds	3
Course Deferment or Cancellation	3
Refund Based on Student Request	4
Refunds for Traineeships	4
Request for Refund	4
Procedure(s).....	4
Refunds on Default	4
Student Default	4
Other relevant policies and procedures	6
Documents, forms or checklists associated to this policy	6
Version history	6

PURPOSE

To ensure that InterCare informs prospective students of course fees, charges, and Refund Policy before accepting them for enrolment. This policy provides a framework and guidelines outlining InterCare's obligations and responsibilities in managing fees, charges, and refunds across various student cohorts.

SCOPE / APPLICATION

This policy applies to new and continuing students who are enrolled and study on and offshore at InterCare Training; and RTO staff that assess the process fee refund requests. Each student acknowledges and agrees to the terms of Refund Policy for Domestic Students when enrolling.

RELEVANT STANDARDS, ACTS AND LEGISLATION

- SNR 2025
- Relevant State Funding Contract

DEFINITIONS

RTO – Registered Training Organisation

POLICY

This policy applies to administration fees, charges and refunds applicable to the provision of training including students undertaking training under government training contracts, under government subsidised schemes and students and clients paying full fees. InterCare will ensure that fees and charges and refunds are collected and administered in accordance with the provisions of applicable legislative and contractual requirements and the policy is made available to all current and prospective students on the InterCare website.

Student Fees are calculated on an individual basis for each student (some fees are determined via notification of enrolment processes or creation of online training accounts depending on which State/territory the student is based). A number of factors will determine the fee amount including eligibility for government subsidised training, nominal hours enrolled, RPL, previous fees paid and eligibility for concessions. Where total fees exceed \$1,500.00, fees will be payable in instalments as per a documented payment plan with no instalment greater than \$1,500. Fees quoted are applicable for training services provided in the current calendar year – further fees will be payable for training services scheduled to continue into future calendar years. Student fees are subject to change given individual circumstances at enrolment.

Notification Of Fees And Charges

Fees and charges are advised to all InterCare students and prospective students prior to, or at the time of enrolment through the enrolment process. Student fees will be payable on the day of enrolment and/or prior to or upon commencement of training only, however if and where a pre-payment occurs and where total fees exceed \$1,500.00, fees will be payable in instalments as per a documented payment plan with no prepaid instalment greater than \$1,500.

InterCare advertises its fees and charges in course promotional materials, on its website.

All tuition, administration, resource and material fees associated with the students under a training contract and/or accessing government subsidised training arrangement are based on State Government funding and fees guidelines as applicable.

File Name:	POL007 Fees, Charges and Refund Policy 2025	Version:	V1.0
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Pathway:	Z:\InterCare\Compliance 2023\03 MASTER DOCUMENTS\01 Policies and Procedures\05 Fees, Charges and Refunds Policy	Version Date:	01/07/2025
		© InterCare Training	Page 2 of 6

Access to subsidised training varies from one State or Territory to another under State and Federal requirements simulating the individual's and training program's (qualification/skill set) eligibility. Fee for services costs apply where no subsidy or part subsidy and/or concession is available.

Students (and/or their employers) engaged in training which is funded by the State or Commonwealth Government programs are made aware of the funding that is provided by the Government, as well as any additional fees applicable, such as resource costs.

Tuition and enrolment fees are non-transferable to other students or other institutions and will be due for payment as set by the relevant notification of enrolment process and/or applicable fee guidelines for each state funding area.

Administration And Materials Charges (Fee For Service Students Only)

Fees and charges may include an administration fee, enrolment fee, booking fee, material fee for learning resources essential for the course, uniforms or garments mandatory in some work placement programs, PPE required in some training programs, photocopying, re-issuing of receipts, copies of academic reports, additional copies or re-issue of qualifications, late marking or assessment re-sit fees. Additional charges may also apply including follow up charges associated with late or non-payment, overdue fees and dishonour cheque fees.

All students will be advised of any additional material and/or resources charges that may apply, based on their individual enrolment, prior to enrolment.

Funding Entitlements

If learners are accessing any government funding entitlement that may reduce their ability to access such funding in the future (such as arrangements that limit funding to one qualification for a person) InterCare Training will provide this information prior to enrolment.

Payment Arrangements

Payment from students can be made by the following methods:

- Credit card
- Purchase Order (for businesses that have agreed to pay for their employees)

Upon receipt of student payment an Authorised RTO Delegate will record the payment on the Student Management System and any applicable Fee registers. The Student Management System and Fee Register is InterCare's system which is a separate general ledger account to record receipt of income from fees for tuition and the payment of refunds of tuition fees maintained by the Finance Department.

Refunds will be paid to the nominated person in this agreement who paid for the student fees

Refunds will be made by Electronic Funds Transfer (EFT) only

Refunds

Course Deferment or Cancellation

InterCare reserves the right to defer or cancel a course, change course start dates, or change course curriculum/programs at any time. In the case where InterCare cancels a course prior to its commencement date, a full refund will be given.

A pro-rata refund of student fees will be paid in the event of a mid-course cancellation. This will be calculated on the proportion of training not provided or scheduled. (In these circumstances, refunds will not be paid for students who have missed scheduled training sessions or where the cancellation date is after the final proposed assessment date.)

File Name:	POL007 Fees, Charges and Refund Policy 2025			Version:	V1.0
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Pathway:	Z:\InterCare\Compliance 2023\03 MASTER DOCUMENTS\01 Policies and Procedures\05 Fees, Charges and Refunds Policy			© InterCare Training	Page 3 of 6

Refund Based on Student Request

A full refund of student fees (less a \$550 administration charge for full fee paying students only) will be paid if a student cancels more than five (5) ordinary business days prior to the commencement of training.

Student fees are non-refundable after the commencement of training.

If training is ceased for any reason within the first four (4) weeks from the scheduled commencement date of training, a full refund of tuition fees will be made less an administration fee and material charges.

InterCare cannot accept responsibility for change to work commitments or personal circumstances as grounds for refund once the course has commenced.

Fees for training resources (where applicable) and all other additional fees are non-refundable.

Refunds for Traineeships

If a Traineeship is ceased for any reason within the first four (4) weeks from the scheduled commencement date of training, a full refund of tuition fees will be made less an administration fee.

Request for Refund

InterCare Training is committed to applying fair and reasonable refund policies. In exceptional circumstances, additional discretionary refunds may be considered.

To request a refund, students and/or employers must submit a Refund Request Form to InterCare Training within 14 days of cancellation or withdrawal. The form is available under 'Student Resources' on our website.

Refunds will be processed in accordance with the **terms and conditions of enrolment** and this policy.

All students and clients have the right to take action under Australia's consumer protection laws.

PROCEDURE(S)

Refunds on Default

Student Default

A student or prospective student defaults, in relation to a course, if:

- The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn).
- The student withdraws from the course (either before or after the agreed starting day).
- The student does not meet the conditional course requirements (including does not pass a Working with Children Check or Police Check), or
- InterCare Training refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
 - the student failed to pay an amount they were liable to pay to the Provider, directly or indirectly, in order to undertake the course
 - misconduct by the student (refer to Student Handbook)

Provider Default

After a student has accepted an offer of enrolment at InterCare Training and in the unlikely event that they are unable to deliver the course as offered, the RTO will notify the student in writing and offer the student the following options to choose from:

File Name:	POL007 Fees, Charges and Refund Policy 2025	Version:	V1.0
Prepared by:	Compliance Manager	Review Date:	As required
Version Date:	01/07/2025	© InterCare Training	Page 4 of 6

- InterCare Training may offer an enrolment place in an alternative course for a cost no greater than the cost of the original course of study. If the student chooses to accept placement in an alternative course, the student must agree to this in writing.
- InterCare Training will provide a refund based on tuition fees paid for the course.

Provider Default Occurs

InterCare Training is deemed in default if:

- The course did not start on the agreed starting day
- The course ceased to be provided at any time after it commenced but before its completion
- The course was not provided in full because a condition has been imposed on the RTO, or the registration has been suspended or cancelled, and the student has not withdrawn before the occurrence of any one of the events stated above.

ADMINISTRATION FEES, CHARGES AND REFUNDS	
Circumstance	InterCare Policy
Administration Fee	Non-refundable \$550.00 (for full fee paying students only)
Material Charges	Non-refundable \$250.00 after course commencement
Notification of cancellation received by 5 or more business days prior to course commencement	Paid tuition fees are refunded, less a \$550 administration fee for full fee paying students only
Notification of cancellation received less than 5 business days prior to course commencement	No refund
Student does not return to course	No refund
InterCare cancels the course before its expected start date	Full refund
InterCare cancels the course before its expected end date	Pro-rata refund based on proportion of training not provided (excluding Administration Fee and Material charges)
Additional Copies of Certificates/Statements of Attainment	\$25.00
RPL (Recognition of Prior Learning) Assessment Fee	\$200.00 per unit
Credit Transfer Assessment Fee	\$0.00
Credit Transfer Discount	Not Applicable
Late Assessment Fee	\$55.00 per unit
Workplace session cancellation/non-attendance fees (less than 72 hours notice)	\$80.00 per student per session
Cessation of Traineeship within four weeks from scheduled course commencement	Paid tuition fees are refunded, less a \$550 administration fee for full fee paying students only

Note: InterCare will not allow any student to enter into debt as a result of their refund application

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		© InterCare Training	Page 5 of 6

OTHER RELEVANT POLICIES AND PROCEDURES

N/A

DOCUMENTS, FORMS OR CHECKLISTS ASSOCIATED TO THIS POLICY

Refund Application Form

VERSION HISTORY

VERSION	DETAIL OF UPDATE	UPDATED BY	DATE
V1.0	Revised the policy to update FFS refund procedure & apply 2025 Standards.	Compliance Manager	01/07/2025