



P-028 FEES AND REFUNDS POLICY AND PROCEDURE

P-028 Fees and Refunds Policy & Procedure v1.3

Purpose

The purpose of this policy and procedure is to outline Dijan Training Program Ltd approach to managing fees and refunds and to demonstrate how fees paid in advance are protected. This complies with Clauses 5.3, 7.3 and Schedule 6 of the Standards for RTOs 2015 and ensures transparency and fairness as outlined in the Learner Handbook.

Definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

Policy

1. Protection of fees paid in advance

Dijan Training Program Ltd protects the fees that are paid in advance by learners. Dijan Training Program Ltd does not require a learners to pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid during the course in instalments according to a set payment plan.

2. Fees and refund information

Prospective and current learners are advised of the fees associated with a course on the relevant Course Outline. In compliance with Clause 5.3 of the Standards, this is provided prior to enrolment or commencement of training, whichever is first.

Fee information includes:

- All relevant fee information includes fees that must be paid and payment terms
- Deposits and refund information and conditions relating to these
- Under the Australian Consumer Law (ACL) (ACL), learners at Dijan Training Program Ltd are protected by consumer rights that ensure:
 - Services are provided with due care and skill.
 - Services are fit for the intended purpose as advertised.
 - Services are delivered within a reasonable timeframe.

Learners are also protected against unfair contract terms and false or misleading representations.

In cases where services fail to meet these guarantees, learners may be entitled to remedies such as a refund, re-supply, or compensation for consequential loss.

The learner's rights as a consumer also include the statutory cooling-off period in the event of an unsolicited sales contract. Dijan Training Program Ltd **does not engage** in cold calling, door-to-door marketing, or any other unsolicited sales tactics, and complies fully with all requirements under Australian Consumer Law (ACL).

Refund information is outlined in the Learner Handbook.

3. Inclusions on course fees

Unless otherwise specified, course fees include all the training and assessments required for learners to achieve the qualification or course in which they are enrolling.

Course fees include the issuance of a Testamur and record of results and/or Statement of Attainment.

For additional copies or re-issuing of any of these documents, a fee is applicable: \$20 per electronic copy and \$100 per physical copy. This fee is paid in advance

4. Recognition of Prior Learning and Credit Transfer

Credit Transfer

- there are no charges associated with a direct credit transfer

RPL

- RPL is charged at 80% of the standard tuition fee per unit.
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5. Refunds

All course fees include a non-refundable deposit/enrolment fee, which is outlined in the Course Outline. This deposit is non-refundable except in the unlikely situation where Dijan Training Program Ltd cancels a course due to insufficient numbers or unforeseen circumstances. In such cases, learners will receive a full refund of their deposit.

- Learners who withdraw from a course and wish to seek a refund or fee reduction must apply in writing, outlining their reasons.
- Learners who have not completed a withdrawal form are not eligible for refund consideration.
- Refund eligibility is based on the services provided and the costs incurred by Dijan Training Program Ltd.
- The outcome of the refund assessment will be provided in writing, detailing the decision and reasons. Refund decisions can be made via the Complaints and Appeals Policy.

Dijan Training Program Ltd offers a fair and consistent refund policy:

- Non-Attendance: may forfeit course fees, and these fees may not be transferable. Exceptions may apply under extenuating circumstances.
- Course Transfer: transfer to another course, a written request must be made at least seven (7) days before the course begins.
- Refunds: A full refund minus the administration fee will be issued for cancelled enrolments seven (7) days or more before the course start date. No refunds or transfers are available for cancellations made within seven (7) days of course commencement.
- Course Cancellation: If Dijan Training Program Ltd cancels a course, a full refund will be issued, including any deposit paid.
- Postponed Courses: If a course start date is postponed by more than 4 weeks, a full refund will be given unless alternative arrangements are agreed upon by the learner.

6. Learner Cancellation -Administration Fees

Dijan Training Program Ltd charges an administration fee for course refunds based on the total course cost:

- \$50 for refunds on courses under \$300.
- \$75 for refunds on courses between \$300 and \$1,500.
- \$150 for refunds on courses over \$1,500.

These fees do not apply if Dijan Training Program Ltd cancels the course.

When a Learner commences a course, and does not complete that course, full payment is required by that Learner. The CEO may grant an acquittal if circumstances are extenuating

Procedures

7. Learners Fees

A. Deposit invoices

- All learners should pay their deposit/enrolment fee upon enrolment, preferably prior to course commencement.
- Administration will raise an invoice in line with the course payment schedule.
- Learners have 14 days to pay an invoice.
- A copy of the invoice is retained in the learner's file.

B. Fee instalment invoices

Charge instalments according to the payment schedule.

- Learners have 14 days to pay an invoice. Fees must be paid prior to the scheduled training session or as per the payment plan.
- A copy of the invoice is retained in the learner's file.

C. Receiving Payments

- Payments may be made by cash or direct bank transfer.
 - Payment options include:
 - o Through the Cloud Assess LMS
 - o At Administration
 - o Via electronic transfer

- Via credit card
- All payments must be recorded in Xero against the relevant invoice.
- A receipt must always be provided to the learners as evidence of payment.

Accurate and transparent handling of payments is essential to maintain financial integrity, comply with legislative requirements, and build trust with learners. Recording payments promptly ensures that learners accounts are up to date, supports effective financial management, and provides clear evidence in the event of disputes or audits.

Note: In accordance with the Privacy Act, Dijan Training Program Ltd will not retain physical copies of credit card information. Any paper-based copies will be securely disposed of to protect the privacy and security of learners' personal financial data. Protecting this information is critical to safeguarding individuals against identity theft and ensuring compliance with privacy laws.

D. Managing overdue fees

- Send monthly statements to learners showing outstanding fees.
 - Call learners when payments are more than 14 days overdue.
 - Refer invoices over 40 days' overdue to the debt collection agency.
 - Consider suspending training for unpaid invoices and notify the learners in writing.
 - Notify the trainer/assessor and consider withdrawal if fees remain unpaid.
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8. Refunds

If a course is cancelled, issue a refund automatically and notify the learners in writing.

- Refund requests from learners must be submitted in writing.
 - Assess refund based on training received, support given, and assessments completed
 - Deposit/enrolment fee is non-refundable as it covers administration costs. This remains at the discretion of the CEO and is dependent on individual circumstances. The learner remains liable for the full payment of course fees
 - Approval of refunds by CEO/Training Manager is required.
 - Notify the learners in writing about the refund decision.
 - Keep a copy of the refund assessment in the learners' file.
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Alignment with the Standards for RTOs 2015

This Fees and Refunds Policy is developed and maintained in alignment with the following clauses of the Standards for Registered Training Organisations (RTOs) 2015, and in accordance with guidance provided in the Dijan Training Program Ltd Program Learner Handbook:

- **Clause 5.3:** Dijan Training Program Ltd ensures that all prospective learners are provided with clear and accurate information about fees and refund conditions before enrolment. This is reinforced through Course Outlines, Learners Agreements, and the Learner Handbook.
- **Clause 7.3:** This policy reflects our commitment to protecting prepaid fees by learners. We ensure that no more than \$1,500 is accepted in advance for training not yet delivered, in accordance with the requirements for fee protection mechanisms.

- **Schedule 6:** Dijan Training Program Ltd maintains a written agreement (the Learner Enrolment Form) that includes all relevant fee information, terms and conditions of enrolment, and refund arrangements, thus meeting the requirements outlined in Schedule 6 of the Standards.

Australian Consumer Law (ACL): This policy complies with obligations under Australian Consumer Law (ACL), ensuring learners understand their rights relating to refunds, cooling-off periods, and fair treatment. These are further articulated in the Learner Handbook.