practical outcomes
early childhood education

POLICY

EN1 Fees and Refunds

Version: 2.3
Policy Owner: Head of Finance
Approved by: Head of Quality & Compliance
Original Approval Date: June 2025
Current Approval Date: October 2026
Next Review Date: October 2027

1.0 Purpose

This policy outlines the guidelines in which Practical Outcomes (#21857) sets its fees and determines refunds for its accredited courses and services in line with the Outcome Standards for RTOs 2025 (OSRTOs) and Victorian VET Funding Contract Skills First Program

2.0 Scope

This policy applies to all employee of the RTO in relation to fees and charges defined and distributed. This policy includes all regulatory, contractual and legislative requirements that fall under the RTOs obligations as a registered training organisation

3.0 Definitions

Term	Definition
Cancellation	Withdrawal of enrolment in a course
Cooling off period	A period of time after a sale contract is agreed during which the buyer can cancel the contract without incurring a penalty
Deferral	Temporary postponement of enrolment during a course
The Department	Refers to the Department of Jobs, Skills, Industry and Regions, VIC
RTO	Means Practical Outcomes (21857)
OSRTOs	Stands for Outcome Standards for Registered Training Organisations (ORTOs) 2025
SMS	Student management system, in this case aXcelerate
Tuition fee	The total fees for the course
Withdrawal	Withdrawal of enrolment in course

4.0 Policy

4.1 Fees and Charges

- Prior to enrolment, all potential learners are provided with the full details regarding tuition fees and any other charges associated with the course they wish to enrol in. Fees are provided verbally by the Client Experience team and published on our website https://practicaloutcomes.edu.au/child-care-courses-fees/
- Prior to enrolment, all potential learners are advised of any implications their enrolment (and commencement) into the course may have on their eligibility for future government funding
- Learners who cannot present evidence of concession at enrolment will be given the opportunity to provide proof prior to commencement of the course. If the learner is unable to present evidence of concession prior to commencement, then they will be charged the full tuition fee payable for the course

- For concession card verification, the RTO uses Centrelink Confirmation eServices.
- This Policy is provided to all learners prior to enrolment and is made available to all potential learners on our website and Learner Handbook

4.2 Enrolment Variation Fee

- The RTO charges a Funding Transfer Administration Fee for the following enrolment variation scenarios:
    - Transfers from a non-traineeship enrolment to a traineeship enrolment
    - Transfers from a traineeship enrolment to a non-traineeship enrolment
    - Transfers of a traineeship enrolment to a new employer
- This fee is applicable to cover administrative costs associated with processing these enrolment changes
- Transfer applications will be rejected if the applicable Funding Transfer Administration Fee is not paid by the learner in full within 7 days from the date the invoice is issued

4.2 Victoria Skills First Program

- Prior to enrolment, all learners will be assessed for their eligibility to receive funding under the Victorian Skills First Program. Please refer to the *EN2 Application and Enrolment Policy* for full details of the eligibility criteria
- The RTO follows the 'Guidelines about Fees' published under the Skills First Program
- Prior to commencement of training, the RTO provides Statement of Fees along with an Acknowledgment letter to each Skills First learner
- The RTO grants eligible learners with a fee waiver/exemption. Fee waivers/exemptions apply to individuals who fall under the following categories:
    - A prisoner under the *Corrections Act 1986* who are in the Judy Lazarus Transition Centre
    - Young people on a community-based order under the *Children, Youth and Families Act 2005.*
        - Self-identify as being Aboriginal or of Torres Strait Islander decent in the *Student Application Form*
- The RTO ensures that any individual who is exempt from paying tuition fees supplies written confirmation of their exemption from the referring agency, centre or Government Department.
- The RTO provides a concession of 20% of the total tuition fee to learners who enrol in a Certificate IV qualification or below and who:
    - Hold a valid and current concession card prior to commencement. A dependant spouse or dependent child of a card holder is also entitled to the fee concession. Valid concession cards are:
        - Health care Card issued by the Commonwealth
        - Pensioner Concession Card
        - Veterans Gold Card
        - Any other concession as approved by the Minister
        - Is an Asylum Seeker from the Asylum Seekers Resource Centre or Australian Red Cross Victims of Human Trafficking upon receipt of the validly endorsed referral form
- The concession evidence is verified using Green ID (Document Verification Service). A link is provided to the learner to input details of their concession entitlement.
- The RTO retains a copy of DVS verification which does not include concession card number or learner CRN.

4.3 Fee for Service

- Learners who are not eligible for government funding can enrol as fee for service learners.

- Tuition fee is charged for each unit of competency. Total fee for the course is calculated by using the number of units that must be completed to achieve a qualification.
- A non-refundable upfront fee is payable before the course commences.
- The RTO will not charge learners more than $1500 in advance at any given time. If required, learners can access an interest free payment plan to pay for their fee for service program should they require it. If a learner makes a payment of more than $1500 in advance in error, RTO will return any additional money to the learner.
- Payment plans are offered via Catalyst Plus Loan application as part of enrolment process.
- Upon course cancellation, payment plan is cancelled effective from date of course cancellation and a refund are processed if payment received exceeds payable fees.
- A fee-for-service learner can apply to transfer to a government subsidised program if they become eligible for government funding during their course. The due fees must be paid prior to transfer
- If payment received is less that payable fees, a fee notification is sent to learner to pay the balance within 7 days of notification. The existing payment plan will continue until balance fee is paid.

Failed Payments

- If a payment fails, the student will have multiple opportunities to engage with Finance and address the overdue payment before ultimately leading to possible enrolment suspension.
- This process typically occurs over a period of **six (6) weeks**.

4.4 Refunds

- A request for refund of tuition fees can only be made if learner is withdrawing their enrolment or if RTO is cancelling their enrolment
- If a learner transfers to a different study mode, they are not entitled to a refund
- All requests for a refund must be in writing
- Learners are entitled to a full refund of tuition fees paid if the RTO cancels a course prior to commencement. The RTO will make every effort to reschedule the course and offer an alternative place to the learner. The learner is not obliged to accept alternative offers and may request a full refund of fees paid instead
- If the course tuition fees are paid in advance by the learner, a refund will be processed if the amount exceeds fee payable

Right of Appeal

- If a learner disagrees with a refund decision, they will be given the opportunity to appeal the decision through the RTO's Complaints and Appeals Policy. All appeals will be handled in accordance with the procedures outlined in the policy.

4.5 Summary Table for Refunds

Fee for Service	Skills First Program Smart & Skilled Program
Selmar cancels a course prior to commencement	
100% refund	100% refund
Learner withdraws prior to the course commencement	
100% refund	100% refund

Learner withdraws within 4 weeks after the course has commenced	
50% refund provided for each unit commenced but withdrawn 100% refund for units not commenced No refund for units completed	50% refund provided
Learner withdraws after 4 weeks after the course has commenced	
50% refund provided for each unit commenced but withdrawn 100% refund for units not commenced No refund for units completed	No refund
Learner withdraws and applies for another funding source	
50% refund provided for each unit commenced but withdrawn	No refund

4.6 RTO Responsibilities

The Head of Finance (HoF) is responsible for ensuring fees are charged correctly and processed accordingly

4.7 Records Management

All documentation from fees and charges processes are maintained in accordance with Records Management Policy

4.8 Monitoring and Improvement

All fees and refunds practices are monitored by the HoF of the RTO and areas for improvement identified and acted upon (see *Continuous Improvement Policy*)

5.0 Legislative Context

Name	Section
Outcome Standards for RTOs 2025	Quality Area 2, standard 2.1
Victorian Skills First Program	Guidelines about fees

6.0 Related Documents

Reference	Document Type
EN1.1 Fees and Refunds Procedure	Procedure
EN2 Application and Enrolment Policy	Policy
EN3 Withdrawal and Cancellation Policy	Policy
Record Management Policy	Policy
Continuous Improvement Policy	Policy
Acknowledgement Letter	Letter
Commencement of Enrolment (COE)	Letter
Statement of Fees	Letter

7.0 Version Control and Revision Information

The RTO reserves the right to vary, replace or terminate this policy from time to time

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Version #	Approval Date	Approved By	Details
1	June 2025	HQC	Document creation to align with OSRTOs 2025
2	September 2025	HQC	Added upfront and failed Payments information (FFS)
2.1	October 2025	HQC	Added information about concession evidence retention
2.2	August 2026	HQC	Updated concession verification evidence and role titles
2.3	October 2026	HQC	Added Right of Appeal information