

## FEES AND REFUND POLICY

### Purpose

This Policy has been developed to ensure that EduNex Training Students are provided with transparent information regarding payment of fees and, where applicable, additional costs determined by their enrolment conditions.

EduNex Training charge fees for services provided to Students undertaking a course of study. These fees are for items such as course materials, administrative support, student services and training and assessment services.

The Policy also clearly outlines the conditions under which a refund may apply and refund process.

### Scope

This Policy applies to past Students, current Students and prospective Students.

### Policy

EduNex Training is entitled to charge fees for services provided to Students undertaking training and assessment that leads to a nationally recognised outcome. These charges are generally for items such as course materials, text books, Student services and training and assessment services.

### Fees Payable

First Aid Short Course Fees are payable prior to commencement of training and are not eligible for a Payment Plan. Full Qualification Fees payable can be paid prior to the commencement of training or within 10 days of receiving an invoice from EduNex Training, or once a Student enters into an approved Payment Arrangement via EziDebit at the time of enrolment. EduNex Training may discontinue training if fees are not paid as required. All Fees must be paid in full before Students can be issued with any AQF Certificate relating to their achievements. For a full list of current Fees and Charges please request a copy of EduNex Training Schedule of Fees and Charges or visit the website [www.edunex.edu.au](http://www.edunex.edu.au).

## Payment Plans via EziDebit

Payment Plans for full qualifications are available to assist Students to spread the cost of their course using smaller regular payments. Note: Payment Plans are not available for First Aid Short Courses.

## Schedule of Fees and Charges

The General Manager is responsible for approving EduNex Training Schedule of Fees and Charges. The Schedule of Fees and Charges is to include the following information:

- The total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;
- The fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment; and
- Reference to the EduNex Training Fees and Refund Policy.

## Payment Methods Accepted

EduNex Training accepts payment for Fees using:

- Credit Card
- Electronic Funds Transfer (EFT)
- Cheque (made payable to EduNex Training)
- Cash
- Payment arrangement through EziDebit.

### Replacement of Textbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. Where a Student has purchased a text or training workbooks and subsequently cancels his or her enrolment, EduNex Training will not refund monies for the text unless a written request for a refund is received and we are satisfied that the text is in as-new condition. For a full list of replacement charges please refer to EduNex Training Schedule of Fees and Charges.

### Student Course Cancellation

A Student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. EduNex Training staff who are approached with initial notice of cancellation are to ensure the Student understands their rights with regards to the refunding of tuition fees. The Student is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Students who may not be eligible but are requesting a refund should also be provided with the Refund Request Form so the request can be properly considered by the CEO or General Manager.

### Course Transfers

Requests for transfers to alternate programs can be arranged if EduNex Training is advised in writing more than 10 working days prior to the program commencement date and there is availability on the selected program. One transfer will be accepted without charge where EduNex Training has been notified in writing at least 10 working days prior to the scheduled commencement date. All subsequent transfers will attract an administration charge of \$55.00 (incl. GST).

### Fees and Refund Policy

The following Fees and Refund Policy will apply:

- Students, who give notice to cancel their enrolment **10 business days** or more prior to the commencement of a program, will be entitled to a full refund of fees paid.
- Students who give notice to cancel their enrolment **9 business days** or less prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by EduNex Training is required to cover the costs of staff and resources which will have already been committed based on the Student's initial intention to undertake the training.
- Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees of any fees paid in advance. An exception to this policy is where EduNex Training fails to fulfil its service agreement and fees are refunded under our guarantee to clients. Note: A Refund of Fees does not apply to any Short Course training programs.

Discretion may be exercised by the CEO or General Manger in all situations, if the Student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the Student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The CEO or General Manger may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the Student within 14 days from the time the Student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the Student on the Refund Request Form.

### Our Guarantee to Clients

If EduNex Training cancels or ceases to provide training, EduNex Training must issue a full Refund for any services not yet provided. The basis for determining "services not yet provided" is to be based on the units of competency completed by the Student and which can be issued in a Statement of Attainment at the time the service is ceased.

As an example: A Student enrolled in a course of 10 units of competency and paid \$1,500.00 up front as the total course fee. The course was cancelled due to the Trainer falling ill and the Student at that time had completed 4 of the 10 units. The Student's enrolment would be finalised, and the Student would receive a Statement of Attainment for the 4 completed units. The Student would also receive a refund of \$900.00 which represents that value of the training not delivered.

EduNex Training is solely responsible for the training and/or assessment and for issuing all Qualifications and Statement of Attainments for all training products listed on our Scope of Registration at <https://training.gov.au/Organisation/Details/45283>

EduNex Training does not guarantee that a Student will be issued with a Qualification or Statement of Attainment.

EduNex Training does not guarantee that any employment outcome will result from training and/or assessment for any Student that successfully completes their training and/or assessment.

EduNex Training does not claim that a Student will be eligible for any licence or accreditation as a result training and/or assessment.

EduNex Training does not guarantee that a Student will successfully complete a training product or that a training product can be completed in a manner that does not meet the requirements of clause 1.1 or 1.2 of the Standards for RTO's 2015.

### **Limiting Fees being Paid in Advance**

EduNex Training acknowledges that it has a responsibility under the Standards for Registered Training Organisations 2015 to limit the fees paid by Students in advance of their training and assessment services being delivered. To meet our responsibilities EduNex Training may accept payment of no more than \$1,500 from each Student prior to the commencement of the course. This requirement only applies when the payment for the fees are being made directly by an individual that falls under the protection of Australian Consumer Law. By this we generally mean the Student or the Student's family member. This requirement is not applicable where the fees are being paid by the Student's Employer or a

Funding Authority. This is an entity to entity transaction and does not require the limiting of fees paid in advance.

Following the course commencement, EduNex Training may require payments of additional fees in scheduled payments in advance from the Student but only such that at any given time, the amount required to be paid in advance is consistent with the portion of training being delivered.

### Payment of GST

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course.

ATO reference:

<http://law.ato.gov.au/atolaw/view.htm?docid=GST/GSTR20031/NAT/ATO/00001>

### AdCharges

EduNex Training will levy some miscellaneous charges for services. These may include:

- Re-issuing a Certificate after it has been initially issued to a Student.
- Replacing issued Textbooks that a Student has lost or damaged
- Photocopy Fee
- RPL Fees
- Re-Assessment Fee

These miscellaneous charges are to be clearly specified in EduNex Training Schedule of Fees and Charges.

### Student Complaints about Fees or Refunds

Students who are unhappy with EduNex Training arrangements for the collection and refunding of tuition fees are entitled to lodge a Complaint. This should occur in accordance with EduNex Training Complaints and Appeals Policy. To make a Complaint or an Appeal, Students are requested to complete one of the following forms:

- Complaint Form
- Request for Appeal of a Decision

These forms, along with the Complaints and Appeals Policies are available via our website at the following address: [www.edunex.edu.au](http://www.edunex.edu.au)

### Changes to Terms and Conditions

EduNex Training reserves the right to amend the conditions of the Student's enrolment at any time. If amendments are made that effect the Student's enrolment the Student will be informed 7 days prior to changes taking effect. Students then have 28 days to submit an Appeal from the date they were informed of the decision. Further information about Appealing a decision is contained in the section relating to Complaints and Appeals handling.