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Purpose

The purpose of this policy and procedure is to outline Global Training Academy’s approach to managing fees and refunds and to demonstrate how fees paid in advance are protected by Global Training Academy.

This complies with Clauses 5.3, 7.3 and Schedule 6 of the Standards.

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

Note this policy has been written to comply with the requirements for Global Training Academy who are not government entities and Australian universities. Adjust accordingly (in line with Clauses 5.3 and 7.3 of the Standards).

1. Protection of fees paid in advance

Global Training Academy protects the fees that are paid in advance by students.

- Global Training Academy does not require a student to ever 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 off during the course in instalments according to an agreed set payment plan.

2. Fees and refund information

Prospective and current students are advised of the fees associated with a course on the relevant Course Outline and on the Student Agreement. 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 including fees that must be paid and payment terms
- Deposits and refund information and conditions relating to these
- The learners rights as a consumer including any cooling off period

Refund information is outlined on the Student Agreement and in the Student Handbook.

3. Inclusions in course fees

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



- Course fees do not include required text books and learning materials. These are at an additional cost, as outlined on the Course Outline. Textbooks can either be purchased from Global Training Academy or external textbook providers as indicated on the Student Agreement.

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 an additional fee is applicable. This fee is currently \$100 per request.

4. Late payments

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty. Late payment of tuition fees will incur a payment of 10% Total course cost

Debts will be referred to a debt collection agency where fees are more than 40 days past due. Global Training Academy reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

5. Refunds

All course fees, include a non-refundable deposit / enrolment fee which is outlined on the Course Outline. The deposit is non-refundable except in the unlikely situation Global Training Academy is required to cancel a course due to insufficient numbers or for other unforeseen circumstances. In this case, students will receive a full refund of their deposit.

Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to Global Training Academy in writing, outlining the details and reason for their request. Students who have not completed a withdrawal form are not eligible for consideration of a refund or reduction in fees.

Eligibility for a refund will be assessed based on the services provided to the student and the costs incurred by Global Training Academy in order to provide those services to the student.

The outcome of the refund assessment will be provided in writing to the student's registered address or via email, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice. Refund assessments can be appealed following our Complaints and Appeals Policy and Procedure.

- **Circumstances in which a refund will be paid – FULL REFUNDS APPLY**

A full refund of any course fees paid will be provided to students in any of the following circumstances:

- Where a course does not start on the starting date outlined in the Letter of Offer
- If a student cannot commence the course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).
- At the discretion of Global Training Academy's CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.



- If an offer of a place is withdrawn by Global Training Academy and this is not due to incorrect or incomplete information being provided by the student.
- **Refund process for full refunds**
 - In any of the above situations, Global Training Academy will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.
 - **Circumstances in which a partial refunds will be paid – PARTIAL REFUND**
 - Partial refunds will be paid in the event of provider default. The refund will be calculated from the day of the default as per section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
 - Partial refunds will also be provided in the same manner as for provider default (as above) where Global Training Academy fails to enter into a written agreement with a student or the Student Agreement is not compliant with the requirements of the ESOS Act or the National Code.
 - If an international student is refused a visa (student default) before commencing their course, Global Training Academy will refund the total amount of all course fees (tuition and any non-tuition fees) received for the course less whichever is the lower amount of 5% of the total amount of the fees (tuition and non-tuition) or the sum of \$500.
 - If an international student is refused a visa (student default) but has already commenced their course, non-tuition fees will not be refunded. However, tuition fees will be refunded from the day of the student default as per Section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
 - If a student has supplied incorrect or incomplete information and as a result Global Training Academy withdraws the offer prior to commencement of the course, the student will be eligible to receive a refund of all course fees paid less a 20% administration fee.
 - Where a student has not met the conditions included in the letter of offer and withdraws 0 – 28 days before course commencement, the deposit paid will be refunded less a 20% administration fee.
 - Where a student withdraws from a course 0 – 28 days before the course commencement, except for the reasons set out circumstances for full refunds, 50% of the deposit paid will be refunded.
- **Refund process for partial refunds**
 - Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.
 - The refund assessment will be based on reviewing the services provided to the student and the costs incurred by Global Training Academy to provide those services.
 - The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.



- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
- **Circumstances in which a refund will not be paid – NO REFUND**
- A student is not entitled to a refund in the following circumstances:
 - Where a student is refused a visa and the reason for the refusal was because the student did not start the course at the location on the agreed starting day or the student withdrew from the course at that location or the student did not pay the fees due.
 - Where Global Training Academy terminates the student's enrolment because of a failure to comply with Global Training Academy policies, misbehaviour or unsatisfactory course progress.