



Fee and Refund Policy and Procedure

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Fee and Refund Policy

1. Purpose

This policy establishes principles and processes to ensure that all applicants and students are fully aware of the tuition fee and charges including refunds associated with the VET courses offered by Skilled Up. It allows Skilled Up (SKUP) as the registered provider to meet its obligations under:

Statutory and regulatory compliance

- Standards for RTOs 2015
 - Clause 4.1, 4.2
- National Code 2018
 - Standard 3

2. Scope

1. The CEO/RTO Manager is responsible for the implementation of this policy and procedure to ensure that staff are aware of its application and implement its requirements
2. Skilled Up Pty Ltd Trading as Skilled Up Institute (SUI) has developed and will implement a payment plan/fee collection and refund system that ensures and endeavours to make entrance to all advertised courses financially viable for all students and flexible to meet individual financial needs

3. Policy

1. Skilled Up Institute (SUI) ensures that fees and charges are collected and administered in accordance with the provisions of applicable legislative and contractual requirements.
2. To ensure that SUI offers and written agreements include the total fee and charges.
3. To ensure that SUI offer and written agreement includes the refundable schedule.
4. The completion of an enrolment form by an applicant and signing the written agreement including the payment plan from Skilled Up constitutes an agreement to honour the contract outlined.
5. To ensure that SUI offers at least two attempts of re-assessment after a student is not able to achieve a satisfactory level in his/her first attempt.
6. To ensure the protection of all fees and aim to provide clear and accessible information to students about fees, charges and refund guidelines prior to and throughout their enrolment and/or other involvement with the college.

7. Skilled Up Institute may send out a warning letter which states that the student has 20 working days to appeal the decision and may lead to cancellation of the student enrolment due to non – payment of the tuition fee.

Procedure

1. Fee and charges

Students seeking to enrol in a course with the Skilled Up Institute are advised of all fees and charges associated with a course, including course fees, administration fees, material fees and any other fees associated to complete the course within the timeframe. Skilled Up published the Fee on Course information flyer, Skilled Up website, Student handbook, letter of offer, written agreement and student can find the total fee on the CRICOS register

(<http://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03666M>).

The following fee information will be provided prior to enrolment.

- The total amount of all required fees including application fees, course fees, administration fees, materials fees and any other charges that a student may incur dependent upon the situation (e.g. re-assessment)
- Payment terms, including the timing and monthly amount to be paid on the first week of each month. Any non – refundable deposit and administration fees
- Any fees and charges for additional services.

2. Fees in Advance

Skilled Up will not accept pre-paid payment more than \$1500 from individual student prior to commencement of the course (Domestic Student).

3. Fee Schedule:

Course Fee	Published on website and CRICOS register	
Application Fee	200	
Material Fee	Domestic	International
	0	Max \$900
Recognition of prior learning	Total Course fee	
Credit transfer	No Charges	
Re-Assessment (Practical Cookery Course)	\$300 per unit	
Assessment late fee	\$80 per unit	

4. Re-Assessment Charges:

If students miss their practical assessment, \$300 may be applicable for re-assessment. Skilled Up provides two fair re-assessments of theory assessment tasks.

Students will have an opportunity to undertake two supplementary assessments in each unit for which they have been deemed Not Yet Competent (NYC). All reassessment procedures will be provided to students at no charge for their first two attempts after the initial submission is graded as Not Yet Competent.

If students are deemed NYC after their second reassessment, they will have to re-enrol in the unit (failure to do so may result in termination of enrolment), which will incur additional charges.

The re-enrolment fee = (Total course fee/Total hours of the course) X unit hours

5. Late Fee:

Late fee charges will be applicable per week if students miss their monthly instalment.

6. Late assessment Fee Only for International students:

Late assessment or resubmission fee charges will be applicable \$60 per unit if students not submitted within the due date.

7. Payments:

There is no cost attached where a student receives credits based on credit transfer and national recognition. The cost of RPL for each unit is calculated based on the total amount of course fees for that unit (The total cost of the course divided by the total number of units = cost of one-unit multiplied by the unit's students' needs to study). Skilled up may accept payment of no more than 50 per cent of the total fee for course with a duration of more than 26 weeks.

Students need to pay their instalment on the first week of each month. Payments are to be made through direct debit or EFT to Skilled Up, or in person using EFTPOS at the Skilled Up campus. Students can pay their instalments through a direct debit arrangement.

8. College Defaults

In the unlikely event that Skilled Up Institute is unable to deliver your course in full, you will be offered a refund of all the course fees and materials fees you have paid to date. The refund will be paid to you within two weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by Skilled Up Institute at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If the college is unable to provide a refund or place you in an alternative course, Tuition Protection Services (TPS) are provided. In the case of provider default there is no requirement for a student to lodge a refund application form as Skilled Up Institute (SUI) will initiate the payment of the refund.

9. Student defaults

If a student wants to withdraw from their course after fees have been paid, then a refund will be made in accordance with the written agreement the student made with the Skilled Up Institute. The written agreement will be sent to students who are accepted into a course and will not take effect until it is signed and dated by the applicant and received by Skilled Up Institute.

10. Refund conditions

Refund applications must be made in writing to Skilled Up Institute. The student refund application form, available from Skilled Up, must be used as the written application. Skilled Up Institute will accept requests by email to have the student refund application form sent to them. Refunds will be made within 28 days of receipt of a written application and will include a statement explaining how the refund was calculated.

Action	Refund Policy
Application Fee	Non-refundable
Application Fee (Domestic)	Zero Fee N/A.
RPL Fee	Non-Refundable after course commenced.
Initial fee deposit	Non – refundable in case of visa refusal due to fraud documentation submission to Department of Home Affairs.
Visa Refusal (off-Shore)	100 per cent tuition fee refund and full material fee
Withdraw application prior to commencement before 28 calendar days	70 per cent tuition fee refund and full material fee refund
Withdraw from course before 7 calendar days'	30 per cent fee refund and full material fee refund
Withdraw from course on or after commencement date (commencement date is mentioned on your eCoE)	Zero refund on current deposit. 100 per cent refund for other term(s) deposit, material fee (prepaid/unused amount) online login/material remaining months from the month received refund application.
Withdraw from course due to change of visa condition	Zero refund after commencement date.

If the course not offered by Skilled Up Institute or Skilled Up Institute default	Initial fee deposit will be calculated on pro-rata based after the course commencement and full material fee refund in case of Skilled Up Institute not offering course. Prepaid/Initial deposit tuition fee refund in case of Skilled Up default prior to the commencement. Pro-rata calculated in case during study period. Full prepaid fee refund
Material Fee (Domestic)	Full – refundable if student withdraw before commencement. No – refund after course commenced.

Note: Commencement date is written on your eCoE. Your proposed state date on eCoE is your commencement date. For domestic student course commencement is mentioned on the training plan as well as on the confirmation of enrolment.

Skilled Up Institute will pay the refund to the same person or body from whom the payment was received on behalf of the Student. This includes credit cards so where credit cards are used for payment, Skilled Up Institute will refund that credit card.

11. Miscellaneous charges

During a student's study with Skilled Up, the following charges may be applicable.

College Card Replacement	❖ \$50	Documents Re-issue (for one Document)	\$50 (each) Plus Postage
Credit Transfer	No fee applicable	Overseas Health Cover	❖ \$1,275.00 per year for dual family (approx.) ❖ \$2,968.00 per year for multi-family (approx.) If you require Health Cover organized by Skilled Up
RPL application	\$200 application fee	RPL Fee	Your total course fees.
Re-Assessment Charges	<i>For Culinary Art Department:</i> \$60 for theory re-assessment \$300 for Practical Re-Assessment (Skilled up will provide <i>Two free re-assessments after initial NYC for theory</i>)	Unit repeat cost	Total cost of course/total units * unit(s) to repeat/reenrol.
External Appeal Fees	Nil	Interim academic transcript	Nil
Late Tuition Fee charges	AU\$20 per week plus direct debit charges	Re-Issuing Learning materials	\$50 per unit
Learner Books	You can buy learner book, approx. \$35 per unit.	Assessment late submission	\$80 per unit

*Fees might change due to the current economic conditions

Note: RPL fee subject to applicant application and prior experience. If you need further details, please don't hesitate to email at admissions@skilledup.edu.au

12. Debt Recovery

Fair and adequate recovery procedures are in place to manage the collection and recovery of monies. Skilled Up Institute may give outstanding fee collection to an external debit collector.

13. Assurance (Overseas students)

Skilled Up protects students' fees by its insurance with the Australian Government Tuition Protection Services (TPS) for international students. All students also have the right to take action under Australian's consumer protection laws

International students can obtain further information from the Australian Education International website at <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx> or <https://tps.gov.au/Home>

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<p><i>Latest Change Details</i></p>	<p>Updated the enrolment process. Version and document control procedure (2019)</p> <p>Updated the fee and refund (2022)</p> <p>Updated late assessment fee and logo (2023)</p>
<p><i>For Staff access Document Location</i></p>	<p>Saved on Skilled Up Server: Academic/policy</p>