

## Fees in Advance

### *Policy Statement*

*The RTO must be able to demonstrate to the National VET Regulator, on request, that it is financially viable at all times during the period of its registration.*

## Financial Management

The Skilled Up is committed to meeting all of the financial requirements of the Standards for RTOs 2015 and requirements for registration, and will comply with requests and report on financial activity and status as required within our budgetary constraints. In the Financial Plan the organisation has provided financial projections for the first two years of each Skilled Up's operation. These have been prepared and certified by a qualified Accountant (CPA external Accountant) to Australian Accounting Standards.

## Information for students

The Skilled Up Institute provides the following information to students in the Student Handbook, and will provide the same information on the website:

- The total amount of all fees including course fees, administration fees, materials fees and any other charges – for each qualification
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee
- The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment

The Skilled Up Institute describes (in the Student Handbook) the nature of the guarantee given to students regarding completing the training and/or assessment once the student has commenced study in their chosen qualification or course

The Skilled Up Institute has a documented refund policy, which can be sighted in the Skilled Up institute Student Information. The intention is to make this available to prospective clients on the Skilled Up Pty Ltd Trading as Skilled Up Institute website.

Where the Skilled Up Institute collects student fees in advance it will comply with the following option for collecting student fees paid in advance:

- The Skilled Up Institute will **not accept payment of more than \$1500** from each individual student prior to the commencement of the course. Following course commencement, the Skilled Up may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to costs yet to be incurred on behalf of the student for tuition or other services yet to be delivered to the student does not exceed \$1,500.

## Guarantee to students

The Skilled Up Institute will ensure that students are provided with the necessary, resources, guidance and support to provide a positive learning experience and the best possible chance of completion of course outcomes in a reasonable timeframe.

### *Fees Policy*

Cost of course and the fee structures are reviewed in response to market feedback, competitors pricing and the CPI.

Information about fees and charges is to be made available to students before course commencement.

### **Methods of Payment**

The EFT or direct bank deposit is the only acceptable method payment. The individual Skilled Up's banking details will be provided on the official enrolment form.

Receipts are issued to the payee to acknowledge payments within 7 days of receipt of payment. Invoices for tax purposes are available on request and details should be completed on the enrolment form as directed.

The Skilled Up Institute cannot furnish copies of receipts on request and students are advised to retain any receipts for their ongoing purposes.

### *Refunds*

Skilled Up Institute has adopted a policy for student refunds that is deemed to be fair and equitable to both the student and our Institutions. This refund policy is advised in writing prior to the student enrolment. The refund policy has been designed to enable students to seek a refund where they legitimately believe this to be applicable.

Application for refunds need to be emailed to the RTO Manager [accounts@skilledup.edu.au](mailto:accounts@skilledup.edu.au) or [support@skilledup.edu.au](mailto:support@skilledup.edu.au) or [accounts@skilledup.edu.au](mailto:accounts@skilledup.edu.au) or posted by mail to Skilled Up Level 2 601 Bourke Street, Melbourne VIC 3000

Action	Refund Policy
Application Fee (Domestic) *Certificate IV In Real Estate Practice	Non – refundable *Full refund upon successful completion of the course
RPL Application Fee	Non-Refundable
Recognition of prior learning (RPL) assessments after enrolment, where Recognition resources and services have been supplied to the student	No Refund
Withdraw application 14 calendar days prior to course commencement	100 per cent
Withdraw from course 7 calendar days prior to course commencement	50 per cent

Withdraw from course less than 7 calendar days prior to course commencement	25 per cent
Withdraw from course after commencement of the course	No Refund
Where Skilled Up is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.	100 per cent

**Note:** *Commencement date is written on your confirmation of enrolment (CoE). Your proposed start date on CoE is your commencement date.*