

Fee Administration and Refund Policy

RELEVANT STANDARD(S):

Standards for Registered Training Organisations (RTOs) 2015	<i>Standard 5 Chapter 2 - Enrolment</i> <ul style="list-style-type: none"> ▪ <i>Clause 5.1-5.4</i> <i>Standard 7 Chapter 2 - Enrolment</i> <ul style="list-style-type: none"> ▪ <i>Clause 7.3</i>
<p><i>This policy also operates in conjunction with the Australian Consumer Law (Competition and Consumer Act 2010).</i></p>	

Purpose

SNS College of Western Australia is committed to transparent, fair, and lawful administration of fees and refunds.

The purpose of this policy is to:

- ensure students are fully informed of all fees, charges, and refund conditions prior to enrolment;
- provide a fair and reasonable refund framework;
- protect fees paid in advance; and
- ensure compliance with the Standards for RTOs 2015 and Australian Consumer Law.

Scope

This policy applies to:

- all prospective and enrolled students;
- all accredited training products delivered by SNS College of Western Australia; and
- all staff involved in enrolment, fee administration, and refunds.

Policy Principles

SNS College of Western Australia ensures that:

1. Fee and refund information is **clear, accurate, current, and accessible** prior to enrolment.
2. Students are able to make informed decisions about enrolment based on full disclosure of fees and charges.
3. Refund practices are **fair, reasonable, and transparent**.
4. Fees paid in advance are protected in accordance with Clause 7.3 of the Standards.
5. Nothing in this policy limits a student’s rights under **Australian Consumer Law**.
6. All applicable tuition and non-tuition fees are detailed in the SNS – Schedule of Fees (V1.0), which is provided to learners prior to enrolment.

Australian Consumer Law

Nothing in this policy limits, excludes, or modifies a student’s rights under the **Australian Consumer Law (ACL)**.

Refunds may be payable where training or assessment services:

- are not delivered with due care and skill;
- are not fit for purpose; or
- do not meet the agreed training and assessment arrangements,

regardless of whether a student has commenced training or assessment.

Roles and Responsibilities

Role	Responsibility
Training Manager (or delegate)	Overall responsibility for fee and refund decisions, including discretionary refunds
Student Services	Processing enrolments, payments, refund requests, and maintaining records
CEO	Oversight of compliance, continuous improvement, and audit response
Finance / Administration	Processing payments and approved refunds

Fee Information and Disclosure

SNS College of Western Australia will inform prospective students, prior to enrolment, of:

- total course fees and payment schedules;
- compulsory and incidental fees;
- any additional charges or third-party costs;
- refund conditions and processes;
- payment methods and recovery of outstanding fees.

Where incidental fees apply, students will be informed that:

- the fee relates to an essential good or service; and

- the student may source that good or service from an alternative supplier.

Fee Administration

SNS College of Western Australia will:

1. Charge fees only in accordance with published fee information and this policy.
2. Maintain accurate records of all fees charged, payments received, and refunds processed.
3. Allow fees to be paid by a third party (e.g. employer) where applicable.
4. Require payment in accordance with agreed payment arrangements.
5. Withhold Statements of Attainment or Qualifications where fees remain outstanding.
6. All applicable tuition and non-tuition fees are detailed in the SNS – Schedule of Fees (V1.0), which is made available to learners prior to enrolment.

Additional Non-Tuition Fees

SNS College of Western Australia may apply additional non-tuition fees, including but not limited to late payment fees, reassessment fees, course extension fees, and replacement certification fees.

All such fees are published in the Schedule of Fees and disclosed to students prior to enrolment or at the time the fee becomes applicable.

Protection of Fees Paid in Advance (Clause 7.3)

SNS College of Western Australia protects fees paid in advance by collecting tuition fees in instalments, ensuring that students do not pre-pay more than **\$1,500** at any time, in accordance with **Clause 7.3 of the Standards for RTOs 2015**.

This requirement applies to courses with fees exceeding \$1,500. Short courses and stand-alone units with lower total fees are collected in accordance with published fee arrangements.

Payment Arrangements and Outstanding Fees

- Flexible payment options may be offered, including instalments and electronic payment methods.
- Where a payment becomes overdue, SNS College will notify the student in writing.
- If fees remain unpaid after reasonable notice, enrolment may be suspended until payments are brought up to date.
- SNS College may consider individual circumstances, including financial hardship, prior to suspension.

Refund Policy

Refund Period

The refund period is 7 calendar days from the date the enrolment is confirmed in writing by SNS College of Western Australia, unless otherwise specified in writing.

Refund Requests

- All refund requests must be submitted in writing using the **Refund Request Form**.
- Supporting evidence must be provided where applicable.
- Refund requests are assessed upon receipt.

Administration Fees

An administration fee may be deducted from approved refunds, reflecting reasonable costs incurred by SNS College of Western Australia up to the date of withdrawal, and only where permitted under the Australian Consumer Law.

An administration fee applies to full qualification enrolments only and is included in the published course fee. No administration fee applies to stand-alone unit enrolments.

Refund Eligibility

SNS College of Western Australia may decline a refund where:

- the student withdraws for personal reasons unrelated to the delivery or quality of training and assessment; or
- training and assessment services have been delivered in full in accordance with agreed arrangements.

This does not apply where a refund is required under Australian Consumer Law.

RTO-Initiated Cancellation

Where SNS College of Western Australia cancels a course, students will be offered:

- enrolment in an alternative course; or
- a full refund of fees paid.

Students are not required to submit a refund request in these circumstances.

Refund Processing

- Refund requests will be acknowledged within **7 days** of receipt.
- Approved refunds will be processed within **4 weeks**.
- Refunds will be paid to the person or organisation that originally paid the fees.
- A statement of fees will be provided outlining charges and refunds applied.

Records and Continuous Improvement

SNS College of Western Australia will:

- record all refunds in the Refund Register;
- retain records for a minimum of **5 years**; and
- use refund data to inform continuous improvement activities.

Monitoring and Review

This policy will be:

- reviewed at least annually; and
- reviewed sooner where required due to legislative, regulatory, or audit changes

Version Control

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
23/12/2025	Review and update of Fee Administration and Refund Policy based on consultant-provided V1.0 template. Changes included contextualisation for SNS College of Western Australia, alignment with Australian Consumer Law requirements, clarification of fee administration and refund principles, and updates to reflect TAC audit rectification actions and current organisational processes.	SNS college	V2.0	23/12/2025	23/12/2026
29/12/2025	Clarified administration fee application and alignment with Schedule of Fees	SNS college	V2.1	29/12/2025	29/12/2026

RTO INFORMATION

Document Name	SNS Fee Administration and Refund Policy V2.1
RTO/Company Name	SNS College of Western Australia
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