

CPPS011 Fees and Refund Policy and Procedures

Date of Development	Jan 2020
Date of Approval	Jan 2020
Approved by	CEO
Last review date	July 2025
Next review date	July 2026
References:	<ul style="list-style-type: none"> - Outcome Standards 2025: Standard 2 and Standard 4 - ESOS Act 2000, National Code of Practice for Providers of Education and Training to Overseas Students 2018: Standard 2,3 - National Vocational Education and Training Regulator Act 2011 - Human Rights and Equal Opportunity Commission Act 1986 - National Vocational Education and Training Regulator Act 2011 - Standards for Registered Training Organisations 2015 - The Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012 - The Education Services for Overseas Students (Registration Charges) Amendment (Tuition Protection Service) Act 2012 - The Education Services for Overseas Students (TPS Levies) Act 2012 - Competition and Consumer Act 2010 - Education Services for Overseas Students (Calculation of Refund) Instrument 2024

1. Purpose and Legislative Background

- 1.1.** In accordance with Standard 2 of the Standards for RTOs 2025, COLLINS ACADEMY ensures that all prospective and current learners are provided with clear, accurate, and accessible information about all fees, charges, and financial conditions associated with their training and assessment. This includes tuition fees, non-tuition fees, payment terms, and any additional costs required to complete the course.

COLLINS ACADEMY also ensures that appropriate protections are in place for all prepaid fees received from individual learners, in line with national fee protection requirements. These arrangements are designed to uphold transparency, support informed decision-making, and maintain the financial security of learners throughout their enrolment.

- 1.2.** In accordance with Standard 2 of the Standards for RTOs 2025 and Standard 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, COLLINS ACADEMY ensures that each prospective international student receives a comprehensive written agreement before enrolment. This agreement includes full details of the course, entry

requirements, fees, refund and cancellation terms, and the complaints and appeals process.

This policy outlines the conditions under which refunds may apply and the procedures for requesting a refund. Refund scenarios include, but are not limited to, student-initiated withdrawal, visa refusal, provider-initiated cancellation, or misbehaviour. It also explains the timeframes for refund processing and the respective obligations of both the student and the provider in cases of student or provider default.

- 1.3.** In line with Standard 2 of the Standards for RTOs 2025, as well as Standards 2 and 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, COLLINS ACADEMY provides full disclosure of all fees and charges to learners prior to enrolment. These fees may include tuition, materials, textbooks, student services, and administrative costs.

COLLINS ACADEMY is entitled to charge fees for the delivery of nationally recognised qualifications or other courses within its approved scope. Where any fees are paid in advance, the Institute implements appropriate safeguards under the Tuition Protection Service (TPS) framework to ensure students are either able to complete their course or receive a refund of unused tuition fees if the Institute is unable to deliver the course as agreed.

This policy provides detailed information on the categories of fees, payment terms, and the processes for refunds, ensuring learners are fully informed and protected in accordance with relevant Commonwealth legislation.

- 1.4.** COLLINS ACADEMY ensures that its fees and refund practices comply with all relevant Commonwealth and State legislation, including the Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010) and anti-discrimination laws such as the Human Rights and Equal Opportunity Commission Act 1986.

In accordance with Standard 2 of the Standards for RTOs 2025, the Institute provides clear and accessible information about all fees, refunds, and related processes prior to enrolment. Learners are informed of their right to seek redress under Australian Consumer Law if they believe they have been misled or treated unfairly. Fee and refund information is available in a transparent and equitable manner, supporting inclusive access to education and the protection of learner rights.

2. Scope

- 2.1.** This policy applies to all current and prospective learners of COLLINS ACADEMY, including both international and domestic students. It governs the management of tuition and non-tuition fees, payment arrangements, and refund processes to ensure transparency, consistency, and compliance with the Standards for RTOs 2025, the ESOS Act 2000, and other applicable legislation.

3. Responsibility

- 3.1. COLLINS ACADEMY maintains shared accountability for the implementation, monitoring, and continuous improvement of its fees and refund practices in line with the Standards for RTOs 2025 and relevant Commonwealth legislation.
- 3.2. The **Senior Accountant** (SA) is responsible for overseeing the operational implementation of this policy, ensuring that staff understand and comply with its requirements, and that learners are informed of their financial rights and obligations.
- 3.3. The **Quality Assurance Manager** ensures that the policy is reviewed regularly and remains compliant with current legislative and regulatory obligations, including changes to consumer protection and tuition protection arrangements.
- 3.4. The **Training Manager** is responsible for monitoring financial compliance as it relates to training delivery, and for providing data and reports to inform continuous improvement in student financial experience and access.
- 3.5. The **Accounts Officer** manages the processing of all fee payments and refunds in accordance with this policy and ensures accurate recordkeeping in each learner's financial file.
- 3.6. The **Chief Executive Officer** (CEO) or **Principal Executive Officer** (PEO) ensures the RTO meets its financial assurance obligations by providing formal declarations of financial viability to the registering body, and by maintaining annual certification of accounts by a qualified accountant who is a member of CPA Australia or an ASIC-registered auditor.

4. Definitions

- 4.1. **Confirmation of Enrolment (CoE)**: An official document issued through PRISMS confirming an international student's enrolment in a registered course. Required for student visa applications and changes.
- 4.2. **Course Commencement Date**
 - i) For international students: the date stated on the initial CoE or the date of the CoE granted with the student visa. It excludes deferred or revised CoEs. If no CoE is issued, the date on the first Offer Letter applies.
 - ii) For fee-for-service students: the start date stated on the Verification of Enrolment (VoE) or the first Offer Letter if no VoE was issued.
- 4.3. **Offer Letter (OL)**: A formal document outlining the terms and conditions of enrolment, including detailed course fees, charges, and conditions. Once accepted by the student, this forms part of the written agreement..

- 4.4. Study period:** A study period is a discrete period of time measured in weeks and is specific to each course. Each course may contain one or more study periods. Any study period will not exceed 24 weeks. Within a course, the length of the final study period may be equivalent to, or shorter than other study periods.
- 4.5. Fees:** All charges payable to COLLINS ACADEMY in relation to a student's enrolment, training, and associated services. This includes tuition fees, enrolment fees, materials and equipment charges, student service fees, and any applicable administrative or penalty fees.
- 4.6. Course Fee:** The total amount a student is required to pay for a course. This includes tuition fees, non-tuition fees, and the enrolment fee, as outlined in the student's written agreement.
- 4.7. Other Fees:** Additional charges not included in tuition fees. These may include Overseas Student Health Cover (OSHC), airport transfers, accommodation arrangements, learning materials, and administrative services such as the re-issuance of certificates or statements of attainment.
- 4.8. Fee changes:** Course fees may be revised before a student enrolls. Once a student is enrolled, fees remain fixed for the normal duration of the course. If the student extends their enrolment beyond the originally agreed duration, revised fees may apply to the extended portion of the course.
- 4.9. International Student:** A student who holds a valid student visa issued by the Australian Government and is enrolled in a course registered on CRICOS.
- 4.10. Fee-For-Service Student:** A student who pays full fees for training and assessment and is not accessing subsidised government funding. This includes individuals on temporary or permanent visas with study rights who are not international students under the ESOS Act.
- 4.11. Enrolment Fee:** A non-refundable fee payable upon application, covering administrative costs associated with processing the student's enrolment. Charged per course.
- 4.12. Tuition Fees:** Compulsory fees for training and assessment services directly related to the delivery of the enrolled course. This excludes application fee, enrolment fee, material fees, OSHC, and other non-tuition charges.
- 4.13. Weekly tuition fees:** The tuition fee per week, calculated for refund purposes where required under the ESOS (Calculation of Refund) Instrument 2024. Used to determine the refund value in relation to weeks in default.
- 4.14. Non-tuition Fees:** Charges not directly related to the provision of tuition. This includes fees for learning materials, equipment, and optional services or facilities.
- 4.15. Deposit Fee:** An initial payment required to secure enrolment. For international students, this is typically required prior to the issuance of a Confirmation of

Enrolment (CoE). Admission will not be finalised until the minimum deposit has been received.

4.16. Payment Plan: An arrangement that allows students to pay their course fees in scheduled instalments. If a student defaults on the agreed plan, COLLINS ACADEMY reserves the right to cancel the plan and pursue the outstanding balance as payable in full.

4.17. Default Day: The date on which a student or COLLINS ACADEMY default occurs, used as the reference date for calculating refund entitlements under the ESOS framework.

4.18. Student default: Occurs when a student:

- 4.18.1.** Fails to commence the course on the agreed start date without an approved deferral or withdrawal; or
- 4.18.2.** Withdraws from the course before or after the start date; or
- 4.18.3.** Has their enrolment cancelled due to failure to pay fees, visa breach, or misbehaviour (in accordance with natural justice).

4.19. Provider default: Occurs when COLLINS ACADEMY.

- 4.19.1.** Fails to deliver a course on the agreed commencement date; or
- 4.19.2.** Ceases delivery of a course after it has started and no suitable alternative course is accepted by the student.

4.20. Weeks in default: The number of weeks for which tuition was paid in advance but not delivered, calculated using the method outlined in the ESOS (Calculation of Refund) Instrument 2024:

4.21. Tuition Protection Service (TPS): An Australian Government initiative that protects international students in the event their education provider is unable to deliver their course. TPS ensures students can either complete their studies in an alternative course or receive a refund of any unused tuition fees.

4.22. Application Fee: A fee charged for processing an application for enrolment. This fee is non-refundable in all circumstances.

4.23. CoE Start Date / Agreed Start Date: The date a course is scheduled to commence, as specified on the Confirmation of Enrolment (CoE) or as otherwise agreed in writing between the student and COLLINS ACADEMY.

4.24. Course: A structured program of study leading to a recognised qualification or statement of attainment. A course may comprise multiple units of competency and be divided into defined study periods.

4.25. Materials Fee: Fees charged for course-related materials provided by COLLINS ACADEMY, such as textbooks, printed learning guides, uniforms, or access to specialised equipment or software.

4.26. Pre-paid Tuition Fees: Tuition fees paid by a student before the delivery of training and assessment services. For fee-for-service students, prepaid fees

are protected by limitations under national RTO standards. For international students, prepayments are protected by the Tuition Protection Service (TPS) in accordance with the ESOS Act 2000.

- 4.27. Principal Course of Study:** The main course of study covered by a student visa, typically the final course in a packaged program where multiple courses are listed under one visa.
- 4.28. Study Period:** A study period is a defined interval of learning within a course, not exceeding 24 weeks in duration. It may be referred to as a term, semester, trimester, or short course, depending on the course structure. A study period excludes holidays, breaks, and periods during which no structured training or assessment occurs. Study periods are used for purposes including payment scheduling, progression monitoring, and refund calculations.
- 4.29. Term Start Date:** The date on which a scheduled academic term begins, as published in COLLINS ACADEMY's academic calendar.
- 4.30. Learner:** Any person enrolled, or intending to enrol, in a course of study at COLLINS ACADEMY, whether as an international student or a fee-for-service student.
- 4.31. AQF:** The national policy framework that regulates qualifications in the Australian education and training system. It ensures consistency, quality, and national recognition of learning outcomes.

5. Policy

- 5.1.** COLLINS ACADEMY ensures that all prospective and enrolled learners are provided with clear and timely information about all applicable fees, charges, payment terms, and refund conditions before enrolment or the commencement of training, whichever occurs first. This applies to both international students and fee-for-service students.
- 5.2.** Information provided to learners includes:
- 5.2.1.** All tuition and non-tuition fees payable;
 - 5.2.2.** Conditions relating to deposits and payment terms;
 - 5.2.3.** Eligibility for refunds and how they are calculated;
 - 5.2.4.** The process for requesting a refund and expected timeframes;
 - 5.2.5.** Details of the arrangements in place to protect any pre-paid fees.
- 5.3.** For international students, a written agreement is entered into and accepted before any payments are made. The agreement outlines the conditions under which refunds apply in the event of a withdrawal by the student or if the provider is unable to deliver the course as agreed.
- 5.4.** The written agreement specifies:
- 5.4.1.** Which fees are refundable and which are not;
 - 5.4.2.** How refund amounts are calculated;
 - 5.4.3.** Who may receive the refund;
 - 5.4.4.** The process and timeframes for claiming a refund;

- 5.4.5.** The actions taken if a course is not delivered;
- 5.4.6.** The student's right to seek redress where applicable.
- 5.5.** Once a learner commences training in their chosen course, COLLINS ACADEMY guarantees to complete the delivery of training and assessment as per the enrolment agreement. Where this is not possible, learners will be either refunded any unused portion of their tuition fees or offered an alternative course at no additional cost. If neither is possible for international students, assistance will be provided through the Tuition Protection Service.
- 5.6.** Refund requests must be submitted in writing using the official refund application form or another format acceptable to the Institute. Forms are available from reception and the website.
- 5.7.** Where COLLINS ACADEMY is unable to deliver a course as agreed, any unspent portion of tuition fees will be refunded within 14 calendar days of the default day.
- 5.8.** Refunds will be processed within 20 working days in all other eligible circumstances, including when a student withdraws from a course or defaults on the written agreement, except where the refund is related to a refusal of a student visa.
- 5.9.** Refund requests must be submitted in writing using the appropriate refund application form or another acceptable format. The request must include supporting documentation where applicable.
- 5.10.** Fees that are not specifically identified as refundable in the student's written agreement are considered non-refundable.
- 5.11.** All refunds are subject to approval by the Senior Accountant (SA) or a delegate. The refund application will be reviewed to ensure eligibility under the terms of the written agreement.
- 5.12.** For a student who defaults on the agreement or withdraws from the course, any refund will be made within 20 working days of written notification of approval of the request, including receipt of the refund application form by COLLINS ACADEMY. This excludes cases involving refusal of a student visa.
- 5.13.** A written explanation of how the refund amount was calculated may be emailed to the student. Where applicable, a copy of the refund agreement signed by the student may accompany the refund payment.
- 5.14.** Details of all refund approvals, payments, and correspondence will be maintained in the individual learner's file.

Tuition Protection Service (TPS)

- 5.15.** COLLINS ACADEMY will notify the Tuition Protection Service (TPS) via PRISMS of any additions or deletions to its scope of registration, including courses and qualifications.

- 5.16.** COLLINS ACADEMY will notify the TPS via PRISMS of any variations to course fees or course durations.
- 5.17.** COLLINS ACADEMY will ensure that the annual TPS levy is paid on time in accordance with its regulatory obligations.
- 5.18.** In the event of provider default, COLLINS ACADEMY will notify the TPS in writing via PRISMS through the Enrolment Officer within seven business days of the default occurring. Affected students will also be notified.
- 5.19.** To meet TPS reporting obligations, COLLINS ACADEMY will only report the issuance of a refund to a student in the following situations
- a. Where the student's visa is refused, even if there is a compliant written agreement in place;
 - b. Where no compliant written agreement exists.
- 5.20.** Where a refund or alternative course placement cannot be arranged by COLLINS ACADEMY, international students will be referred to the Tuition Protection Service to receive assistance with alternative enrolment or refund of unspent tuition fees.

PART A - FEES

6. Fees

- 6.1.** COLLINS ACADEMY does not require payment of more than \$1,500 in advance from any fee-for-service student prior to the commencement of the course. After commencement, further payments may be required, provided that at any given time, the total amount attributable to training or services yet to be delivered does not exceed \$1,500.
- 6.2.** Students may choose to pay their full course fees upfront. However, COLLINS ACADEMY does not require payment of more than 50% of total tuition fees prior to commencement for any course longer than 25 weeks. Full payment may be required for courses of 25 weeks or less.
- 6.3.** Before commencing training, students must pay the tuition fees stated in their Written Agreement. Payments can be made by cash, credit card, telegraphic transfer, or direct deposit into the designated prepaid fees account.
- 6.4.** Tuition fees paid in advance by student visa holders are managed in line with the ESOS framework and are protected through the Tuition Protection Service.
- 6.5.** COLLINS ACADEMY meets its provider default obligations by ensuring that refunds or suitable alternatives are offered within required timeframes if it cannot deliver a course as agreed.
- 6.6.** Fee practices and terms comply with the requirements of the Competition and Consumer Act 2010 and the Australian Consumer Law. No unfair or misleading fee conditions are included in student agreements.

7. TPS Processing Fees for International Students if a provider default occurs

Step 1 – Provider default occurs:

COLLINS ACADEMY defaults, in relation to an overseas student or intending overseas student and a course at a location, if:

- a. COLLINS ACADEMY fails to start providing the course to the student at the location on the agreed starting day; or
- b. after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

Step 2 – Notifying the ESOS Agency, the TPS Director and students:

COLLINS ACADEMY must notify the ESOS Agency and the TPS Director of the default within 3 business days of the default occurring through the Enrolment Officer via PRISMS. COLLINS ACADEMY must also notify students about whom it has defaulted. The notices must be in writing and meet the requirements of section 46B.

Step 3 – Provider obligation period

COLLINS ACADEMY has 14 days after the day of the default (the provider obligation period) to satisfy its tuition protection obligations to the student.

Step 4 – Notification of the outcome- discharge of obligations

COLLINS ACADEMY has 7 days after the end of its obligation period to give notice to the ESOS Agency and the TPS Director via PRISMS of the outcome of the discharge of its obligations. This notice must comply with the requirements of section 46F.

If COLLINS ACADEMY does not meet its obligations, affected students may be assisted by the TPS Director.

8. TPS Processing Fees for International Students if a student default occurs

8.1 COLLINS ACADEMY implements requirements for Student Default – Part 5, Division 2, Subdivision B of the ESOS Act

8.2 COLLINS ACADEMY must enter into a written agreement with each overseas student or intending overseas student that:

- a. sets out the refund requirements that apply if the student defaults; and
- b. meets any requirements set out in the National Code 2018.

Step 1 – Student default occurs

An overseas student or intending overseas student defaults, in relation to a course at a location, if:

- a. the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- b. the student withdraws from the course at the location (either before or after the agreed starting day); or
- c. COLLINS ACADEMY refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
 - I. the student failed to pay an amount payable to the provider for the course;
 - II. the student breached a condition of his/her student visa;
 - III. misbehaviour by the student (Note: the student is entitled to natural justice under subsection 47A(3)).

A student does not default for failing to start a course on the agreed starting day if he/she does not start that course because the provider defaults in relation to the course at the location.

Step 2 – Notifying the ESOS Agency and the TPS Director

To meet Tuition Protection Service (TPS) reporting obligations, providers only need to report on whether they have provided a refund to a student in two cases of student default:

- a. where a student's visa is refused, even if there is a compliant written agreement in place
- b. where there is no compliant written agreement in place. This reporting is done by the Student Support Officer via PRISMS.

Step 3 – Provider obligation period

If a student or intending student defaults, COLLINS ACADEMY must provide a refund following the requirements under either section 47D or 47E of the ESOS Act, depending on which section applies to the circumstances of the default situation.

COLLINS ACADEMY must pay the refund within the period (the provider obligation period) of 4 weeks after the day specified in section 47D or 47E, depending on which section applies to the circumstances of the default situation.

Step 4 – Notification of the outcome – discharge of obligations

COLLINS ACADEMY has 7 days after the end of its obligation period to give notice to the ESOS Agency and the TPS Director of the outcome of the discharge of its obligations where the provider is required to provide a refund under 47E. (i.e. where there is no written agreement in place and also in cases of visa refusal, whether there is a written agreement in place or not). This notice must comply with the requirements of section 47H.

9. Fees for Fee-For-Service students

- 9.1.** COLLINS ACADEMY requires students enrolled in fee-for-service courses to pay the full course fee as outlined in their Written Agreement prior to, or by the agreed date specified in, the payment schedule.

- 9.2.** All fees and charges, including tuition and non-tuition components, are disclosed to the learner before enrolment to ensure full transparency and informed decision-making.
- 9.3.** Students are expected to pay in accordance with the terms specified in the Written Agreement. Payment plans may be considered on request, but approval is at the discretion of COLLINS ACADEMY.
- 9.4.** Fee collection and refund processes comply with Australian Consumer Law. Students retain the right to a refund where services are not provided, and refund terms are clearly documented and accessible.
- 9.5.** COLLINS ACADEMY ensures that no unfair contract terms are included in its student fee arrangements and that students are not misled about their financial obligations.

10. Fee Payment Procedures

- 10.1.** Before commencing their course, a student must pay the relevant tuition fees stated in their Written Agreement to COLLINS ACADEMY that will be paid by cash, credit card, telegraphic transfer or direct deposit into COLLINS ACADEMY's designated pre-paid fees account.
- 10.2.** Accepted payment methods include cash, credit card, telegraphic transfer, or direct deposit into COLLINS ACADEMY's designated prepaid fees account.
- 10.3.** Students may request a customised payment plan at orientation or during their enrolment. Payment plans are subject to approval and may incur an administration fee.
- 10.4.** Invoices for each study period (or in accordance with the payment plan) are issued in advance, and receipts are provided upon payment.
- 10.5.** All fee payments and refunds are recorded in COLLINS ACADEMY's accounting system. This ensures accurate tracking of each learner's financial status and supports clear communication with the student.
- 10.6.** Details of all fee transactions are maintained in each student's file and are available for review upon request.
- 10.7.** Fee management practices comply with Australian Consumer Law. Learners are informed of their rights and obligations, and refund processes are consistent with the agreement and published policy.
- 10.8.** The following additional fees and charges may apply depending on the student's enrolment and course progress. These charges are outlined below.

Additional Fees and Charges The COLLINS ACADEMY has the following additional charges:			
Items	Charge	Items	Charge
Repeat of unit	Up to \$2500.00	Replacement Testamur, Replacement Official Transcript and Replacement Completion Letters	\$100.00
RPL Application Fee (per unit)	\$100.00	Replacement Statement of Attainment	\$50.00
Credit Transfer (per Application)	\$100.00	Domestic Postage of Certificates	\$15.00
Course Enrolment Application fee	\$250.00	Late payment of tuition instalment fees	\$200.00
Catch-up for each unit	\$250.00	Bank dishonour fee	\$95.00
Re-assessment for missing practical/s-this includes observations and simulated assessments	\$50.00	Student ID card replacement	\$20.00
Moderation on appeal (per assessment task per unit)	No charge	Set-up fee for customised payment plan	\$50.00
CoE extension fee	\$250.00	Academic support class (per two-hour class)	No charge

PART B – REFUNDS

11. Refunds

- 11.1.** Refund applications must be submitted in writing using the approved refund application form. The form is available from COLLINS ACADEMY's reception and website.
- 11.2.** Written refund applications will also be accepted by mail or email. Refunds will be processed within 28 calendar days of receiving the completed application and will include a written statement explaining how the refund was calculated.
- 11.3.** Refunds may be paid to the student or to another authorised party, provided written consent is given by the student in the Written Agreement or refund

application.

11.4. The \$250 application fee is non-refundable in all circumstances.

11.5. Fees paid for materials and services may be refundable, except where the student withdraws on or after the agreed course commencement date or fails to commence the course without notice (non-commencement).

11.6 Refund Situations for **International Students** are outlined below

Situation	Refund request timeframe	Conditions for refund	Documents to supply
VISA Refusal	At any time before commencement of a course	Refund = total course fees minus the lesser of 5% or \$500. No refund if visa refusal is due to false or misleading information provided for migration purposes.	Application for Withdrawal Form, Refund Application Form, Proof of VISA Refusal
	At any time after the commencement of a course	Refund of unspent tuition fees. No refund for the spent portion of the paid tuition fee for the current course, material fees, or \$250 application fee. Admin fee up to 5% or \$500. No refund if refusal is due to misleading information.	Application for Withdrawal Form, Refund Application Form, Proof of VISA Refusal
Breach of VISA conditions	At any time after the commencement of a course	No refund for the spent portion of the paid tuition fee for the current course. The outstanding tuition fees scheduled in the Letter of Offer become due for the current course and are payable to the college. Material fee and \$250 application fee are non-refundable.	Application for Withdrawal Form Refund Application Form if applicable Relevant documents: Proof of VISA Refusal, or a valid offer letter from another registered provider or flight ticket
Breach of Suspension conditions	At any time after the commencement of a course	No refund for the spent portion of the paid tuition fee for the current course. The outstanding tuition fees scheduled in the Letter of Offer become due for the current course and are payable to the college. The material fee and the \$250.00 application fee are not refundable.	Application for Withdrawal Form Refund Application Form if applicable Relevant documents: Proof of VISA Refusal, or a valid offer letter from another registered provider or flight ticket

Situation	Refund request timeframe	Conditions for refund	Documents to supply
Cancellation of enrolment by the College due to student breach	At any time after the commencement of a course	No refund for the spent portion of the paid tuition fee for the current course. The outstanding tuition fees scheduled in the Letter of Offer become due for the current course and are payable to the college. The material fee and the \$250.00 application fee are not refundable.	Application for Withdrawal Form Refund Application Form if applicable Relevant documents: Proof of VISA Refusal, or a valid offer letter from another registered provider or flight ticket
Student transferred to another registered provider and has been granted a release letter	At any time after the commencement of a course	No refund for the spent portion of the paid tuition fee for the current course. The outstanding tuition fees scheduled in the Letter of Offer become due for the current course and are payable to the college. The material fee and the \$250.00 application fee are not refundable.	Application for Withdrawal Form Refund Application Form if applicable Relevant documents: Proof of VISA Refusal, or a valid offer letter from another registered provider or flight ticket
Withdrawal, Transfer or Enrolment Cancellation (The withdrawal application is subject to the approval by the college)	Written notification is provided 28 days or more before the commencement of the course	Total course fees paid minus of 10%. The material fee and the \$250.00 application fee are not refundable.	Application for Withdrawal Form, Refund Application Form, supporting documents
	Written Notification is provided less than 28 days before the commencement of the course	No refund for the deposit. The material fee and the \$250.00 application fee are not refundable.	Application for Withdrawal Form, Refund Application Form, supporting documents
Withdrawal, Transfer, or Enrolment Cancellation (The withdrawal application is subject to the approval by the college)	At any time after the commencement of a course	No refund for the spent portion of the paid tuition fee for the current course. The outstanding tuition fees scheduled in the Letter of Offer become due for the current course and are payable to the college. The material fee and the \$250.00 application fee are not refundable.	Application for Withdrawal Form Refund Application Form if applicable Relevant documents: Proof of VISA Refusal, or a valid offer letter from another registered provider or flight ticket

Situation	Refund request timeframe	Conditions for refund	Documents to supply
Student does not commence the course on the start date for any reason and subsequently provides notice of withdrawal from the course	At any time after the commencement of a course	The refund is calculated by considering the weeks in default. Outstanding tuition fees scheduled in the Letter of Offer that become due are payable to the college. The Material fee and the \$250.00 application fee are not refundable.	Application for Withdrawal Form Refund Application Form if applicable Any relevant supporting documents
COLLINS ACADEMY is unable to deliver the course for any reasons	On the course commencement date	100% refund of the paid tuition fee and material fee. The \$250.00 application fee is not refundable.	Application for Withdrawal Form Refund Application Form if applicable
COLLINS ACADEMY is unable to complete the delivery of the course that has been started	After the commencement of a course	Paid tuition fee that has not been spent will be refunded. Spent tuition fee is payable to the college. Paid material fee that has not been spent will be refunded. The \$250.00 application fee is not refundable.	Application for Withdrawal Form Refund Application Form if applicable
Withdrawal from Recognition of Prior Learning (RPL process)	After payment of the fees	Paid RPL assessment fee as per the offer letter and \$250.00 application fee are not refundable.	Application for Withdrawal Form Refund Application Form if applicable

11.7 Fees not listed in this refund section are not refundable

11.8 Refund will be paid only to the student that has made the application. Refund will not be paid to any third party or representative of the student unless there is sufficient documentary evidence that there is a direct relationship with student.

11.9 Prior to a student enrolling, fees may be altered without notice. Once a student has completed their enrolment, fees will not be subject to change for the normal duration of the course. If the student extends the course length, then any fee increases will be required to be paid for the extended component of the course as agreed with the student.

12 Refund for Fee-For-Service Students

- 12.1** Refund applications must be submitted in writing using the official refund application form. The form is available from COLLINS ACADEMY's reception and website.
- 12.2** Written refund applications will also be accepted by email. Refunds will be processed within 28 calendar days of receiving the completed application and will include a written explanation of the refund calculation.
- 12.3** The \$250 application fee is non-refundable under all circumstances listed below.
- 12.4** Fees paid for materials and services are non-refundable under any circumstances, including if the student withdraws before, on, or after the agreed course commencement date, or fails to commence the course.

12.5 Refund Situations for Fee-For-Service Students

Situations	Refund request timeframe	Conditions for refund	Documents required
Withdrawal before course commencement	Before course start date	The prepaid tuition and material fees are non-refundable. The Administrative Fee (\$250.00) is not refundable.	Application for Withdrawal Form
Withdrawal after course commencement	After course start date	No refund for any spent portion of the tuition fees. Material and service fees are non-refundable. Outstanding tuition fees remain payable in full. Refund of unspent portion of tuition fees may be approved on a discretionary basis. Material and service fees are non-refundable.	Refund Application Form

- 12.6** Fees not listed in this refund section are considered non-refundable under all circumstances.

- 12.7** Refund will be paid only to the student that has made the application. Refund will not be paid to any third party or representative of the student unless there is sufficient documentary evidence that there is a direct relationship with student.
- 12.8** Prior to enrolment, COLLINS ACADEMY may revise any published fees without notice. Once a student has completed their enrolment, the agreed fees will remain fixed for the normal duration of the course. If the student extends their course duration beyond the agreed period, any applicable fee increases must be paid for the extended portion of the course.

13 Payment plan variation

- 13.1** A student may apply to vary their payment plan for reasons including financial hardship, deferral, or suspension. All applications are assessed by the Student Experience Team, and the student will be informed in writing of the outcome.
- 13.1.1** Students requesting a variation due to financial hardship must:
- Complete the Change of Payment Plan Application Form with a clear explanation of their financial circumstances and the requested changes.
 - Submit the form with all relevant supporting documentation to assist the Student Experience Team in assessing the request.
 - Cooperate with any additional clarification or information requests from the Student Experience Team.
 - Upon approval, adhere to the terms of the new adjusted payment plan issued by the College.
- 13.1.2** A student who applies for and is granted a deferral will receive an adjusted payment plan aligned to the revised course schedule.
- 13.1.3** A student who applies for a suspension may submit a Change of Payment Plan Application Form for consideration.
- 13.1.4** If an international student is granted a suspension that affects their Confirmation of Enrolment (CoE) dates, a revised payment plan will be issued to reflect the updated course duration and tuition schedule.

12 Policy Control

Version	Date	Changes / Updates	Approved
1.0	Jan 2020	RTO Policy and Procedure of COLLINS ACADEMY	CEO
2.0	Sep 2023	<p>Latest Logo Policy code and Name Reference/Added: Standards for RTOs 2015: Clause 5.3,7.3, schedule 6 ESOS Act 2000, National Code of Practice for Providers of Education and Training to Overseas Students 2018: Standard 2,3 and Tuition Protection Service requirements. National Vocational Education and Training Regulator Act 2011 Human Rights and Equal Opportunity Commission Act 1986 Added Title and content of clause 3. Responsibility: 3.1-3.2 Added Title and content of 4. Definition: 4.1-4.25 Added Title Clause 5. Policy: 5.5-5.18 Added Title 6. Fees for International Students: 6.1-6.3 Added title 7. TPS Processing Fees for International Students if a provider default occurs Added Title 8. TPS Processing Fees for International Students in a case of a student default: 8.1-8.2 Added title 9. Fees for Domestic/ Other Temporary Visa Holder students Added title 10. Fee Payment Procedures: 10.1-10.7 Added title 11 Refund for International Students: 11.1-11.8 Added title 12 Refund for Domestic/ Other Temporary Visa Holder Students: 12.1-12.7 Added title 13 Policy Control</p>	CEO
	May 2024	Policy update	CEO
	Oct 2024	Policy updates to reflect the changes in the Education Services for Overseas Students (Calculation of Refund) Instrument 2024	CEO
	Nov 2024	Policy updates for clarification	CEO
2.4	Apr 2025	Policy update	CEO
3.0	Jul 2025	Policy updates to reflect the changes for the Outcome Standards	CEO