

1. PURPOSE

The purpose of this policy is to ensure that participants and staff are fully aware of the way in which participant fees and refunds are to be handled.

2. POLICY

It is the policy of Quality Training and Hospitality College Pty Ltd, trading as Quality College of Australia (QCA) to have fair reasonable financial dealings with participants and to protect fees paid in advance.

It is the policy of QCA that the financial delegation for Refund of Fees lies with the Managing Director or Operations Director. Refund of Fees cannot be made without the express approval of the Managing Director or Operations Director.

All requests for refunds must be made in writing using the QCA Refund Request Form – Domestic Students which can be accessed from our website www.qca.edu.au or by contacting QCA on 1300 511 888 (toll free).

3. PROCEDURE

FEES MANAGEMENT

Enrolment/Administration Fees

Information on course fees, refunds, any required deposits, admin fees, materials fees and any other charges is detailed on the specific course Payment and Collection of Fees Form.

Refunds vary depending on which course of study a participant has enrolled into, as well as what funding (if any) is being accessed. The Payment and Collection of Fees Form a participant signs as part of their enrolment into a course includes the specific refund rights that are appropriate to the participants training contract.

Participants who receive a Government Benefit (i.e. Pension or Allowance) may be exempt from paying this fee or may receive concession rates. Participants claiming an exemption must provide proof that they are receiving benefits (e.g. current Health Care Card or Pensioner Concession Card).

Priority for a place within courses will be given to those who have made full payment.

Replacement (Reissuing) of Qualification Parchment

A fee of \$20.00 for an original parchment to be re-printed applies. Please refer to the QCA Issuing of Qualifications Policy for full details.

Timing for Payment of Fees

Payment of any fees owed by the participant (or their employer) will be invoiced by QCA as detailed in the specific Payment and Collection of Fees Form completed at enrolment.

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Where a payment exceeds \$1,500 QCA has a current membership / insurance policy with a Tuition Assurance Scheme approved by the National Regulator, ASQA. The Tuition Assurance Scheme will protect the participant fees and course completion, in the unlikely event that QCA is not able to fulfil our training agreement.

Under exceptional circumstances special payment arrangements (to those outside of the set schedule as detailed in the Payment and Collection of Fees Form) may be negotiated upon request. The request for special payment arrangements must be made in writing and be received by QCA a minimum of 14 days prior to the course commencement date.

Payment Facilities

Payment may be made by credit/debit card or electronic funds transfer.

Receipts for payments made will be issued upon request.

Deferring a Course

If unable to attend a course that has been booked and where payments have been made, the participant is entitled to:

- *Defer participation to the next/same course on one occasion only and where notice has been made in writing and received by QCA a minimum of 14 days prior to the course commencement date.*

Refund of Fees Received

Fees may be refunded under the following circumstances:

- Participants have overpaid the administration charge
- Participants that were enrolled in training that has been cancelled by QCA
- Participant advises QCA prior to course commencement that they are withdrawing from the course (in some instances only – refer to the specific Payment and Collection of Fees Form completed at enrolment)
- If the participant withdraws from a course or program, prior to course commencement, due to exceptional circumstances such as illness or extreme hardship as determined by QCA
- In the event that QCA fails to provide the agreed services

QCA Cancellation

In the event of a course being cancelled by QCA, the student will be issued with a full refund of any fees paid. The refund will only be made after the course fees paid by a participant have been cleared through QCA's bank account.

Where possible, reasonable notice of cancellation will be given including an offer of transfer to another program within 8 weeks will be given to participants. If QCA cannot honour the transfer within the eight (8) week period and the participant prefers, QCA will refund the full amount of fees paid.

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Important Information

- *Any requests for refunds must be made in writing using the QCA Refund Request Form – Domestic Students which can be accessed from our website www.qca.edu.au or by contacting QCA on 1300 511 888 (toll free)*
- *Exceptional circumstances will be considered by QCA when assessing an application for a refund. However, participants may be required to provide proof to support claims of exceptional circumstance e.g. Illness – (doctor's certificate) or family crisis*
- *Approved refunds will only be made after the course fees paid by a participant have been cleared through QCA's bank account*