

Fees and Refund Policy

Effective Date: 1 July 2025

1. Purpose

- 1.1** This policy ensures transparent, fair, and accessible processes for fees and refunds at FIT College, detailing: all fees, charges, and payment obligations applicable to Learners and prospective Learners; eligibility, procedures, and conditions for refunds of fees paid for training products; and protection for prepaid fees exceeding \$1,500 under National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 (Compliance Requirements), clause 18(1).
- 1.2** This policy promotes informed financial decision-making and equitable outcomes, complying with the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act), National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Outcome Standards), specifically Standards 2.1, 2.7, 2.8, and 4.4, Compliance Requirements, Education Services for Overseas Students Act 2000 (Cth) (ESOS Act), National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth) (National Code), particularly Standard 3, Privacy Act 1988 (Cth), Disability Discrimination Act 1992 (Cth) (DDA), Fair Trading Act 1989 (Qld) applying the Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)) (ACL), and Australian Skills Quality Authority (ASQA) Practice Guide: Information (2025) (Practice Guide).
-

2. Scope

- 2.1** This policy applies to: all current and prospective Learners (both domestic and international) enrolled in or applying for any training product offered by FIT College; and all FIT College staff, Governing Persons, and Third Parties involved in fee collection, administration, or refund processing.
- 2.2** It covers:
- (a) tuition fees, administration fees, extension fees, upgrade fees, re-enrolment fees, and all non-tuition costs associated with training products;
 - (b) prepaid fees exceeding \$1,500 per training product;
 - (c) fees for course modifications, study mode changes, and additional services;
 - (d) refund eligibility, applications, and processing for cancellations, withdrawals, terminations, and extenuating circumstances;
 - (e) payment plans, payment terms, and financial hardship arrangements; and
 - (f) fee obligations carried over from prior enrolments.
-

3. Principles

Transparency

- 3.1** All fees, charges, payment terms, and refund conditions are clearly disclosed to Learners prior to enrolment, ensuring informed decision-making

Fairness

- 3.2** Refund processes balance the legitimate commercial interests of FIT College with the rights and protections afforded to Learners under consumer law, RTO Standards, and the ESOS Act.

Accessibility

- 3.3** Fee and refund information is publicly available, easy to understand, and accessible to all Learners, including those facing barriers such as language, disability, or digital literacy. Support is provided where appropriate and reasonably practicable.

Timeliness

- 3.4** Refund applications are assessed and processed promptly, with clear timeframes communicated to Learners.

Compliance

- 3.5** FIT College complies with all legislative and regulatory obligations regarding fee protection, refund processing, and consumer rights.

Continuous Improvement

- 3.6** Feedback from Learners regarding fees and refunds is used to identify areas for improvement in financial processes, transparency, and support services.

4. Definitions

ACL: The Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)).

Administration.Fee: A non-refundable fee charged for administrative tasks associated with enrolment changes, course modifications, or withdrawals.

AQF.Qualification: An Australian Qualifications Framework qualification.

Bundled Course Package: Multiple training products enrolled concurrently or sequentially as a package, often with a discount applied to the total fees.

Cancellation: Termination of the Enrolment Contract by either FIT College or the Learner.

Commencement.Date: The date on which a Learner's access to training products, materials, or the Learner Portal begins, as recorded in the Enrolment Contract.

Confirmation.of.Enrolment.(CoE): A document provided to International Students confirming enrolment details, fees, and course information.

Cooling_Off.Period: A negotiated period (if agreed in the Enrolment Contract, Schedule 1) allowing a Learner to withdraw from the Enrolment Contract after signing but before or shortly after commencement, with specified refund entitlements.

Course.Extension: An approved extension of the allowable time to complete a training product beyond the standard duration, subject to payment of an extension fee.

Credit.Transfer: An administrative process recognising prior completion of an equivalent unit or module from another RTO.

Day:

- Working Day: Monday to Friday, excluding Queensland public holidays.
- Calendar Day: Any day of the week, including weekends and public holidays.

Deed.of.Debt.Acknowledgment: A legal agreement acknowledging outstanding payment obligations, typically used for Learners on payment plans who receive partial refunds or have outstanding balances.

Enrolment.Contract: The binding written agreement between FIT College and a Learner, titled Application for Admission and Enrolment Agreement, setting out all terms including fees, payment obligations, and refund conditions.

Extenuating.Circumstances: Post-enrolment circumstances beyond a Learner's control that permanently prevent continuation of studies for more than two years, specifically limited to:

- permanent total disability, or
- terminal illness,

evidenced by a medical certificate from an appropriately qualified specialist relevant to the claimed condition.

Face_to_Face.Delivery: Training delivered in person at a FIT College campus location.

Financial Hardship: Significant financial difficulty impacting a Learner's ability to meet payment obligations, evidenced by supporting documentation (e.g., Centrelink statements, bankruptcy notice, evidence of reduced income, eviction notice, or medical bills evidencing financial strain).

Frivolous: Lacking seriousness or proper purpose, often wasting resources.

Governing.Persons: Individuals overseeing FIT College's operations, including executive officers and directors.

Holding.Fee: A refundable deposit of \$500 paid upon application to secure a place, refunded if Contract Maturity does not occur, and credited toward course fees upon Contract Maturity.

International.Student: A Learner enrolled under FIT College's CRICOS registration, holding a student visa under the Migration Act 1958 (Cth).

Irrevocable.Goods: Non-returnable items, services, or intellectual property provided to a Learner upon or after enrolment, including but not limited to:

- perpetual, non-exclusive licence to copyrighted course materials, digital resources, videos, and intellectual property;
- access to training platform and online resources;
- allocated trainer and assessor time;
- administrative processing and resource allocation.

Learner: A person enrolled in a FIT College training product.

Learner.Action.Request.(LAR): A form available on the Learner Portal for submitting feedback, complaints, appeals, or requests for deferral, suspension, cancellation, refund, or other variations.

Learner.Handbook: A document detailing FIT College policies, procedures, and Learner rights and responsibilities.

Learner.Portal: FIT College's online student management platform for accessing course materials, submitting requests, and managing enrolment.

Material.Breach: A breach of the Enrolment Contract by the Learner as defined in clause 6.1 of the Enrolment Contract, including but not limited to:

- unauthorised withdrawal or termination;
- payment default or failure to maintain payment plan obligations;
- course abandonment (ceasing engagement without formal withdrawal);
- failure to notify FIT College of required changes (contact details, financial circumstances, medical conditions);
- conduct preventing delivery of training or assessment; or
- non-compliance with FIT College policies.

Online.Delivery: Training delivered remotely via digital platforms, allowing self-paced study.

Payment.Plan: An arrangement allowing a Learner to pay course fees in instalments over an agreed period, as documented in the Enrolment Contract (Schedule 1).

Pro_Rata.Refund: A refund calculated proportionally based on the greater of:

- **Time Used:** proportion of enrolment duration elapsed (e.g., months enrolled ÷ total allowable months); or
- **Services Used:** proportion of course work completed (e.g., assessment items completed ÷ total assessment items across all enrolled courses).

Re_Enrolment: Enrolling in a training product after previously withdrawing or after the allowable time has expired without completion.

Re_Enrolment.Fee: A fee payable when re-enrolling in a training product after prior withdrawal or expiry, covering administrative costs and resource re-allocation.

Recognition.of.Prior.Learning.(RPL): An assessment process evaluating a Learner's prior learning, skills, and experience against the requirements of a training product.

Refund: Return of fees paid by or on behalf of a Learner.

Remaining.Fees: Total course fees minus the Holding Fee and Threshold Prepaid Fee Amount, attributable to service delivery, training and assessment, support services, and ongoing course access.

Services.Rendered: Training, assessment, support services, or materials provided to a Learner during their enrolment.

Services.Used: The proportion of course work completed by a Learner, measured by assessment items submitted or modules completed as a percentage of total course requirements.

Study.Mode: The method of course delivery (e.g., online, face-to-face full-time, face-to-face part-time, blended).

Student.Services: The department responsible for Learner support, enrolment administration, and processing of complaints, appeals, and refund requests.

Threshold.Prepaid.Fee.Amount: Prepaid fees up to \$1,500 per training product, which are non-refundable upon Contract Maturity, commencement, or first access (whichever occurs first), as value is immediately delivered through irrevocable goods and services. This amount applies to each training product enrolled.

Time.Used: The proportion of the training product's allowable duration that has elapsed, measured from the Commencement Date to the date of withdrawal, termination, or last engagement (whichever is later). Calculated as: months enrolled ÷ total allowable months.

Training.Product: An AQF qualification, skill set, unit of competency, accredited short course, or module listed on the National Register.

Training.Product.Accessed: Any engagement by a Learner with training product resources, including but not limited to:

- logging into the Learner Portal;
- viewing or downloading course materials, videos, or resources;
- attending a training session (online or face-to-face);
- submitting or attempting an assessment; or
- accessing intellectual property or digital content.

Upgrade.Fee: A fee payable when changing study mode from online delivery to face-to-face delivery, reflecting the increased cost of in-person training, facilities, and resources.

Vexatious: Intentionally annoying, harassing, or burdensome, submitted without reasonable grounds.

Withdrawal: Voluntary discontinuation of enrolment by the Learner, either during or after the Cooling-Off Period (if applicable).

5. Policy and Procedure

5.1 Fee Information and Transparency

- (a) Before enrolment, FIT College provides all prospective Learners with clear, accurate, and current information about all fees, charges, and payment obligations, including:
- (i) total tuition fees for each training product;
 - (ii) Holding Fee and its refundability or credit conditions;
 - (iii) Threshold Prepaid Fee Amount and its non-refundable nature;
 - (iv) Remaining Fees and payment terms (upfront or payment plan);
 - (v) administration fees, extension fees, upgrade fees, re-enrolment fees, and any other applicable charges;
 - (vi) non-tuition costs (e.g., materials, equipment, IT requirements, travel for work placement, Unique Student Identifier (USI) costs);
 - (vii) payment due dates, methods, and consequences of non-payment;
 - (viii) refund policy, including eligibility, exclusions, and calculation methods;
 - (ix) government subsidies, funding entitlements (if applicable), and eligibility requirements; and
 - (x) transition costs for superseded training products (if applicable).
- (b) Fee information is communicated via:
- (i) FIT College website (www.fitcollege.edu.au);
 - (ii) pre-enrolment discussions with Careers Advisors;
 - (iii) Enrolment Contract (Schedule 1 — Negotiable Terms and Final Fee and Payment Schedule) and Confirmation of Enrolment (CoE); and

- (iv) Learner Handbook provided prior to or at enrolment.
- (c) All fee terms in the Enrolment Contract are individually negotiable, as indicated by 'NEGOTIABLE' markings, and are discussed with prospective Learners before signing.
- (d) FIT College ensures accessibility of fee information by:
 - (i) providing information in plain English;
 - (ii) offering alternative formats (e.g., larger print, electronic) where appropriate and reasonably practicable;
 - (iii) arranging interpreter services for Learners with language barriers, where appropriate and reasonably practicable; and
 - (iv) directing Learners to Student Services (StudentServices@fitcollege.edu.au or 1300 887 017) for clarification or assistance.
- (e) This information is reviewed and updated at least annually, or more frequently if legislative or policy changes occur, to ensure currency and accuracy.

5.2 Fee Types and Charges

FIT College charges the following fees and charges, as applicable:

5.2.1 Tuition Fees

- (a) Informal Tuition fees cover the cost of training delivery, assessment, access to training materials and intellectual property, training platform subscription, trainer and assessor time, and student support services.
- (b) Tuition fees vary by training product and are individually negotiated and recorded in the Enrolment Contract (Schedule 1).
- (c) Tuition fees are structured as follows:
 - (i) Holding Fee: \$500 per application (refundable if Contract Maturity does not occur; credited toward total fees upon Contract Maturity).
 - (ii) Threshold Prepaid Fee Amount: The first \$1,500 of prepaid fees per training product (non-refundable upon Contract Maturity, commencement, or first access, whichever occurs first).
 - (iii) Remaining Fees: Total tuition fees minus Holding Fee and Threshold Prepaid Fee Amount (subject to pro-rata refund calculation if eligible under clause 5.7).

5.2.2 Payment Terms

- (a) Payment may be made:
 - (i) in full upfront at the time of enrolment (may attract a discount — refer to Enrolment Contract, Schedule 1); or
 - (ii) via a payment plan, with instalment amounts, frequency, and duration agreed in the Enrolment Contract (Schedule 1).
- (b) Payment plans are individually negotiated and documented in Schedule 1 of the Enrolment Contract.

- (c) Payment methods include:
 - (i) direct debit (preferred for payment plans);
 - (ii) credit card (Visa, Mastercard);
 - (iii) bank transfer; or
 - (iv) EFTPOS (in person).
- (d) Payment plan obligations continue throughout the allowable time of the course, unless the Enrolment Contract is terminated or varied in accordance with this policy and the Deferral, Suspension, and Cancellation Policy.
- (e) Learners on payment plans who receive a pro-rata refund or who withdraw will be required to sign a Deed of Debt Acknowledgment acknowledging any outstanding fees payable under the Enrolment Contract.

5.2.3 Extension Fees

- (a) If a Learner is unable to complete a training product within the allowable time recording in the Enrolment Contract, they may apply for a course extension.
- (b) Extension fees are:
 - (i) \$150 for one month;
 - (ii) \$300 for three months; or
 - (iii) \$500 for six months.
- (c) Extensions must be applied for and paid within 30 calendar days of the allowable time expiry date. Applications submitted after this period will require re-enrolment (see clause 5.2.7).
- (d) Extension applications must be submitted via the Learner Portal. Student Services will assess and respond within 7 working days.
- (e) If an extension fee is paid late (after the allowable time expiry date), the new extension term will be backdated to the expiry of the previous allowable time.
- (f) Extensions are granted subject to availability and FIT College's discretion, considering factors such as:
 - (i) Learner's progress to date;
 - (ii) reasons for delay;
 - (iii) likelihood of completion within the extended period; and
 - (iv) compliance with payment obligations.
- (g) Learners on payment plans must continue scheduled payments during any extension period.
- (h) International Students must be aware that extensions may affect visa conditions and should seek advice from Student Services or a registered migration agent before applying.

5.2.4 Upgrade Fees (Online to Face-to-Face)

- (a) Learners enrolled in online delivery who wish to change to face-to-face delivery (full-time or part-time) must pay an upgrade fee.
- (b) The upgrade fee reflects the increased cost of in-person training, including campus facilities, equipment, face-to-face trainer time, and resources.
- (c) Upgrade fees are individually negotiated and will be calculated based on:
 - (i) the proportion of the course remaining;
 - (ii) the standard face-to-face course fee;
 - (iii) the amount already paid; and
 - (iv) any applicable discounts or bundled package adjustments.
- (d) To request an upgrade, Learners must contact their Careers Advisor via Student Services. The upgrade fee will be confirmed in writing prior to the change taking effect.
- (e) Learners are not entitled to a reduction in total fees when changing from face-to-face to online delivery. However, an administration fee applies (see clause 5.2.5).

5.2.5 Administration Fees

- (a) Administration fees apply to changes in study mode, campus location, or intake date to cover the administrative processing, timetabling adjustments, and resource re-allocation costs.
- (b) The administration fee is \$250 per training product (qualification) for the following changes:
 - (i) Face-to-face full-time to face-to-face part-time;
 - (ii) Face-to-face part-time to face-to-face full-time;
 - (iii) Face-to-face at current campus location to face-to-face at a different campus location;
 - (iv) Face-to-face study intake date to a different face-to-face study intake date; or
 - (v) Face-to-face (any mode) to online delivery.
- (c) Changes from online to face-to-face incur an upgrade fee (clause 5.2.4), not an administration fee.
- (d) Learners on payment plans must continue scheduled payments during and after study mode changes unless otherwise agreed in writing with Student Services.
- (e) Administration fee changes must be requested via the Learner Portal or by contacting Student Services.
- (f) Admin fees cannot be added to the payment plan and must be paid upfront.

5.2.6 Re-enrolment Fees After Withdrawal, Termination or Expiry

- (a) Learners who previously withdrew from a training product, or whose allowable time expired without completion and who did not apply for an extension within 30 calendar days, must re-enrol to continue or complete the training product.
- (b) Re-enrolment requires payment of a re-enrolment fee of \$500, covering administrative costs, resource re-allocation, and systems reactivation.
- (c) In addition to the re-enrolment fee, Learners must pay:
 - (i) any outstanding fees from the previous enrolment (if applicable); and
 - (ii) fees for the remaining portion of the training product, calculated on a pro-rata basis (considering prior completion).
- (d) Recognition of Prior Learning (RPL) or Credit Transfer may be available for units previously completed. Learners should submit an RPL/Credit Transfer application (available via the Learner Portal) at the time of re-enrolment. Fees for RPL assessment apply as per the RPL and Credit Transfer Policy.
- (e) Re-enrolment is subject to:
 - (i) availability of the training product (the training product must still be current on the National Register or have an approved transition pathway);
 - (ii) settlement of any outstanding debts from the previous enrolment; and
 - (iii) FIT College's discretion, considering the Learner's prior engagement, reasons for withdrawal or expiry, and likelihood of successful completion.

5.2.7 Carried-over Fees from Prior Courses

- (a) If a Learner has outstanding fees or debts from a prior enrolment or training product at FIT College, those debts must be settled before:
 - (i) re-enrolling in the same or a different training product;
 - (ii) receiving AQF certification documentation (qualifications or statements of attainment); or
 - (iii) accessing any new training products or services.
- (b) Outstanding debts may include:
 - (i) unpaid tuition fees;
 - (ii) unpaid extension fees;
 - (iii) unpaid administration (including third party billers) or upgrade fees;
 - (iv) amounts owing under a Deed of Debt Acknowledgment; or
 - (v) interest accrued on overdue amounts per the Enrolment Contract (clause 6.2).
- (c) FIT College will notify Learners in writing of any outstanding debts prior to processing new enrolment applications.

- (d) Payment arrangements (e.g., payment plans for outstanding debts) may be negotiated with Student Services on a case-by-case basis, considering Financial Hardship circumstances (see clause 5.9).

5.2.8 Fees for Additional Services

- (a) The following additional services attract fees:
 - (i) Additional educator support: \$60 per hour (if Learner requests one-on-one tutoring or support beyond standard support services).
 - (ii) Hard copy certificate: \$50 per certificate (digital certificates provided at no charge; hard copies issued on request).
 - (iii) Re-posting of physical products (e.g., learning materials, textbooks, shirts).
 - (iv) Replacement of lost or damaged materials: Cost recovery basis (actual cost incurred by FIT College).
- (b) Requests for additional services must be submitted via the Learner Portal or by contacting Student Services.

5.2.9 Non-tuition Costs

- (a) Learners are responsible for the following non-tuition costs, which are not included in tuition fees and are not refundable:
 - (i) textbooks, workbooks, or printed materials (if not included in the course package);
 - (ii) personal equipment (e.g., fitness attire, footwear, personal laptop or device for online study);
 - (iii) internet access and data costs for online study;
 - (iv) travel, accommodation, and meals for face-to-face attendance or work placements;
 - (v) first aid and CPR certification or renewal (if required for the training product but sourced externally); and
 - (vi) police checks, Working with Children checks, or other regulatory checks (if required for work placement or employment).
- (b) Non-tuition costs are disclosed to Learners prior to enrolment via the course information page on the FIT College website, in pre-enrolment materials, and in the Enrolment Contract.

5.3 Prepaid Fee Protection (Fees Exceeding \$1,500)

- (a) For prepaid fees exceeding \$1,500 per training product, FIT College implements a tuition assurance scheme as required by Compliance Requirements clause 18(4), ensuring Learner protection in the event that FIT College cannot deliver the training product.
- (b) FIT College's prepaid fee protection arrangement includes membership of the Tuition Protection Service (TPS) for International Students under the ESOS Act and alternative fee protection measures approved by ASQA.

- (c) If FIT College defaults (i.e., is unable to deliver the training product due to closure, loss of registration, sanction, or financial failure), FIT College will:
- (i) arrange for the Learner to be enrolled in an equivalent training product with an alternative RTO at no additional cost to the Learner; or
 - (ii) if an equivalent training product is not available, provide a full refund of all prepaid fees for that training product.
- (d) FIT College will notify affected Learners in writing within 10 working days of a default event, outlining available options and the process for accessing prepaid fee protection.
- (e) For International Students, prepaid fee protection is provided under the ESOS Act via the Tuition Protection Service (TPS). If FIT College defaults, the TPS Director will contact affected International Students directly to arrange placement or refunds. Further information: www.tps.gov.au.
- (f) Domestic Learners should contact Student Services (StudentServices@fitcollege.edu.au) for information about prepaid fee protection arrangements if a default event occurs.

5.4 Cooling-off Period (If Negotiated)

- (a) FIT College is not required by law to provide a cooling-off period. However, Learners may negotiate a cooling-off period during the pre-enrolment process.
- (b) If a cooling-off period is agreed, it will be documented in the Enrolment Contract (Schedule 1) and will specify:
- (i) the duration of the cooling-off period (e.g., 72 hours, 5 working days); and
 - (ii) refund entitlements if the Learner withdraws during the cooling-off period.
- (c) Typical cooling-off refund entitlements (if negotiated):
- (i) If the Learner withdraws during the cooling-off period and has not accessed the training product:
 - Full refund of all fees paid, minus a \$250 non-refundable administration fee (per qualification).
 - (ii) If the Learner withdraws during the cooling-off period and has accessed the training product:
 - No refund is payable (as value has been delivered via access to irrevocable goods and intellectual property).
- (d) To withdraw during the cooling-off period, the Learner must submit a Learner Action Request (LAR) or email StudentServices@fitcollege.edu.au before the cooling-off period expires.
- (e) The cooling-off period commences from the date the Enrolment Contract is signed by the Learner and ceases at the earlier of:
- (i) the expiry of the negotiated cooling-off period; or
 - (ii) the Commencement Date or first access to the training product (whichever occurs first).
- (f) If no cooling-off period is negotiated and recorded in Schedule 1 of the Enrolment Contract, post-enrolment refunds are governed by clause 5.7 (Refund Eligibility and Calculation).

5.5 Payment Plans and Acceleration of Fees

- (a) Learners who elect to pay fees via a payment plan agree to the terms documented in the Enrolment Contract (Schedule 1), including instalment amounts, frequency, and duration.

Ongoing.payment.obligations

- (b) Payment plan obligations continue for the duration agreed, regardless of:
- (i) changes in the Learner's personal circumstances;
 - (ii) changes in study mode or pace;
 - (iii) deferral or suspension of enrolment (unless otherwise agreed in writing with Student Services per the Deferral, Suspension, and Cancellation Policy); or
 - (iv) non-engagement with course materials (course abandonment).

Acceleration.of.fees

- (c) If the Learner commits a Material Breach (as defined in clause 6.1 of the Enrolment Contract), the full unpaid balance of fees becomes immediately due and payable.

- (d) Material Breach includes, but is not limited to:

- (i) failure to make scheduled payment plan payments (payment default);
- (ii) unauthorised withdrawal or termination without following proper processes;
- (iii) course abandonment (ceasing engagement without formal notification);
- (iv) failure to notify FIT College of changes in circumstances as required by the Enrolment Contract (clause 5.1); or
- (v) conduct preventing delivery of training or assessment or breach of the Student Code of Conduct.

Interest.on.overdue.amounts

- (e) If fees are not paid when due, interest accrues at 2% per month (compounded monthly) on unpaid amounts, capped at 24 months or an amount deemed appropriate by a court, commencing from the month in which the breach occurs (per Enrolment Contract clause 6.2).

Recovery.of.outstanding.fees

- (f) FIT College may engage third-party collection services or legal action to recover outstanding amounts. The Learner is liable for the actual reasonable costs incurred, including:

- (i) administrative recovery costs (up to \$50 per recovery process);
- (ii) third-party collection fees;
- (iii) actual legal costs or indemnity costs if a court deems appropriate; and
- (iv) interest on overdue amounts as per clause (e) above.

Deed.of.Debt.Acknowledgment

- (g) Learners who withdraw, receive a pro-rata refund, or have outstanding fees after partial completion may be required to sign a Deed of Debt Acknowledgment, which:
- (i) acknowledges the total amount owing (after deduction of any applicable refund);
 - (ii) confirms the Learner's agreement to repay the outstanding amount per the agreed terms; and
 - (iii) preserves FIT College's rights to recover the debt, including legal recovery and interest.

Discretionary.repayment.arrangements

- (h) Where a Learner has abandoned their course or this Agreement is terminated, FIT College may, at its sole discretion, reduce the minimum payment amount and extend the repayment period for any outstanding balance, for a maximum period not exceeding six (6) years from the date of first default (unless otherwise required by law). This discretion does not waive the Learner's obligations.

5.6 Financial Hardship

- (a) Financial Hardship does not permit termination of the Enrolment Contract or automatically entitle Learners to refunds. However, FIT College is committed to working with Learners experiencing genuine financial hardship to find reasonable solutions.

Eligibility.for.Financial.Hardship.consideration

- (b) A Learner must demonstrate significant financial difficulty that impacts their ability to meet payment obligations, evidenced by documentation such as:
- (i) Centrelink statements showing receipt of income support payments;
 - (ii) bankruptcy notice or insolvency documents;
 - (iii) payslips or employment separation certificates showing significant reduced income or job loss;
 - (iv) eviction notice or evidence of housing instability;
 - (v) medical bills or documents evidencing unexpected medical expenses creating financial strain; or
 - (vi) other verifiable evidence of financial hardship (e.g., statutory declaration supported by financial records).

Application.process

- (c) Learners claiming financial hardship must submit a Financial Hardship Request Form via the Learner Portal (or email StudentServices@fitcollege.edu.au if the Learner cannot access the Portal) within 7 calendar days of the hardship arising, including:
- (i) full name, Student ID, contact details, and training product(s) enrolled;
 - (ii) detailed description of the financial hardship circumstances;
 - (iii) supporting documentation as listed in clause (b) above; and

- (iv) a statement of the Learner's proposed solution or request (e.g., adjusted payment plan, temporary payment pause, deferral).

Assessment.and.response

- (d) Student Services will:
 - (i) acknowledge receipt of the application within 1 working day;
 - (ii) assess the application (including verification of supporting evidence) within 7 working days; and
 - (iii) communicate the outcome in writing, outlining approved solutions or reasons for refusal.

Solutions.for.Financial.Hardship

- (e) FIT College will collaborate with the Learner to exhaust all reasonable solutions before considering deferral or other measures. Solutions may include:
 - (i) Adjusted Payment Plan: Extended payment terms with reduced instalment amounts, subject to a revised Deed of Debt Acknowledgment.
 - (ii) Temporary Payment Pause: A temporary suspension of payment plan obligations (e.g., for 1-3 months) while the Learner addresses immediate financial difficulties, with repayment resuming thereafter and the payment plan duration extended accordingly.
 - (iii) Access to Training Support Services: Continued access to academic resources, tutorials, and educator support to maintain progress and increase likelihood of completion, per the Training and Assessment Policy and Student Support, Diversity, and Wellbeing Policy.
 - (iv) Referral to External Support: Referral to financial counselling services (e.g., National Debt Helpline: 1800 007 007, www.ndh.org.au) or community support services.

Deferral.as.a.last.resort

- (f) If the solutions in clause (e) are insufficient or inappropriate, FIT College may approve a deferral of enrolment (suspension) for up to 6 months, in accordance with the Deferral, Suspension, and Cancellation Policy. During deferral:
 - (i) the Learner's enrolment is placed on hold;
 - (ii) the Learner does not have access to training materials or support services;
 - (iii) fees are deferred (not waived) and payment obligations resume upon return from deferral; and
 - (iv) the allowable time to complete the training product is extended by the period of deferral.
- (g) To apply for deferral on Financial Hardship grounds, the Learner must submit a Learner Action Request (LAR) via the Learner Portal, including evidence of:
 - (i) financial hardship (as per clause (b)); and
 - (ii) exhaustion or inappropriateness of alternative solutions (as per clause (e)).

No.automatic.refund.entitlement

- (h) Financial Hardship does not entitle a Learner to withdraw from the Enrolment Contract and receive a refund. Refunds are only available if the Learner meets the criteria in clause 5.7 (Refund Eligibility and Calculation).

International.Students

- (i) Financial Hardship may have implications for visa conditions, course progress, and attendance requirements. International Students experiencing financial hardship should seek advice from Student Services and a registered migration agent before submitting a Financial Hardship Request Form. Necessary notifications to the Department of Home Affairs via PRISMS will be made as required by the ESOS Act and National Code.

5.7 Refund Eligibility and Calculation

5.7.1 Refund Eligibility

- (a) Learners may be eligible for a refund of fees paid in the following circumstances:
 - (i) Withdrawal during Cooling-Off Period (if negotiated): As per clause 5.4.
 - (ii) FIT College Cancellation or Default: FIT College is unable to deliver the training product, ceases to be a registered RTO, or materially breaches the Enrolment Contract.
 - (iii) Extenuating Circumstances: The Learner experiences post-enrolment permanent total disability or terminal illness preventing continuation of studies for more than two years, supported by a medical certificate from an appropriately qualified specialist relevant to the claimed condition.
 - (iv) Ordered by an external body: A court, tribunal, or arbitrator orders FIT College to provide a refund following a complaint, appeal, or dispute resolution process.

Non_eligible.refund.reasons

- (b) The following circumstances do not entitle a Learner to a refund:
 - (i) Pre-existing medical conditions: Conditions that existed prior to enrolment and were not disclosed, or conditions that were disclosed and for which reasonable adjustments were offered but declined or found to be insufficient (unless the condition deteriorates to meet the definition of Extenuating Circumstances).
 - (ii) Change of mind, career, or personal circumstances: Including but not limited to employment changes, pregnancy, relocation, family circumstances, loss of interest, or change in career goals.
 - (iii) Financial Hardship: As addressed in clause 5.6, Financial Hardship does not entitle a Learner to terminate the Enrolment Contract and receive a refund. However, payment arrangements may be negotiated.
 - (iv) Non-achievement of competency: Failure to achieve competency in assessment after receiving adequate training, support, and reassessment opportunities (per Outcome Standards Standard 1.7).
 - (v) RPL or Credit Transfer after resources provided: Applying for RPL or Credit Transfer after having already accessed training materials, resources, or intellectual property. RPL and Credit Transfer applications should be made prior to or at the time of enrolment to avoid incurring non-refundable fees.

- (vi) Misconduct or breach of Student Code of Conduct: Termination of enrolment due to the Learner's misconduct, breach of policies, or behaviour preventing delivery of training.
- (vii) Course abandonment: Ceasing engagement with the course without formal withdrawal or communication with FIT College (constitutes Material Breach).
- (viii) Requests made after the enrolment period has expired: Unless the Learner has an approved extension or re-enrols, refund requests must be made during the active enrolment period (within the allowable time or approved extension).

5.7.2 Refund Calculation if Ordered by an External Body or in Approved Extenuating Circumstances

Refunds ordered by an external body (e.g., a court, tribunal, arbitrator) or for Extenuating Circumstances are calculated as follows:

- (a) Cooling-Off Period Refund (if negotiated in Enrolment Contract):
 - (i) If training product not accessed: Full refund minus \$250 non-refundable administration fee (per qualification).
 - (ii) If training product accessed: No refund (value delivered via irrevocable goods).
 - (iii) Exception: SIS40221 Certificate IV in Fitness — refund (minus \$250) provided even if accessed during cooling-off period.
- (b) Post Cooling-Off Period or No Cooling-Off Period:
 - (i) Threshold Prepaid Fee Amount (first \$1,500 per training product): Non-refundable upon Contract Maturity, commencement, or first access (whichever occurs first). This amount covers irrevocable goods (intellectual property licence, course materials, allocated trainer time, administrative processing, resource allocation).
 - (ii) Remaining Fees (total fees minus Holding Fee and Threshold Prepaid Fee Amount): Refunded on a pro-rata basis, calculated as the unused portion based on the greater of:
 - (iii) Time Used: Proportion of enrolment duration elapsed.
 - Formula: $(\text{Total allowable months} - \text{Months enrolled}) \div \text{Total allowable months} \times \text{Remaining Fees}$.
 - Months enrolled run from the Commencement Date to the later of: (a) date of written notice of withdrawal, or (b) date of last engagement.
 - No refund for partial months.
 - (iv) Services Used: Proportion of course work completed.
 - Formula: $(\text{Total assessment items across all enrolled courses} - \text{Assessment items completed or submitted}) \div \text{Total assessment items} \times \text{Remaining Fees}$.
 - Assessment items include: assignments, practical assessments, written exams, projects, or any other assessable component.
 - For bundled course packages with multiple training products enrolled, assessment items across all enrolled courses are counted.

- (v) Calculation principle: The refund is the unused portion based on whichever is greater — unused time or unconsumed services.
- (c) Extenuating Circumstances Refund:
 - (i) Threshold Prepaid Fee Amount (\$1,500 per training product): Non-refundable (as irrevocable goods have been provided).
 - (ii) Remaining Fees: Refunded on a pro-rata basis (per calculation in clause (b) above), minus prorated fees for time used or services used (whichever is greater).
 - (iii) Discretionary reduction: In exceptional cases of significant hardship arising from permanent disability or terminal illness, FIT College may, at its discretion and on a case-by-case basis, reduce the non-refundable Threshold Prepaid Fee Amount or waive prorated charges. Learners seeking such consideration must submit supporting documentation and a written request to the CEO (via Student Services).
- (d) FIT College Cancellation or Default:

If FIT College cancels a course and fails to offer an alternative course that commences within a reasonable timeframe, it will provide a full refund of all prepaid fees for the affected training product, processed within 21 calendar days, excluding the Threshold Prepaid Fee Amount.
- (e) Bundled Course Packages and Discount Allocation:
 - (i) Where a Learner is enrolled in multiple training products as a bundled package with a discount applied to the total fees, the discount is deemed allocated exclusively to the fees for the second or subsequent training product.
 - (ii) The first training product is calculated at the standard rate without discount.
 - (iii) If a refund is ordered or awarded for any training product in the bundle:
 - (A) the refund is limited to fees attributable to the second or subsequent training product, calculated at the discounted rate applied; and
 - (B) no refund is provided for any training product that has been commenced (accessed), given the delivery of irrevocable goods.
 - (iv) This clause serves as a fallback provision and does not affect FIT College's rights under the Enrolment Contract (clause 6) to retain fees or enforce payment obligations.
- (f) Sequential Courses:

For Learners enrolled in sequential training products (e.g., Certificate III, then Certificate IV):

 - (a) If the subsequent course has not commenced (no assessments released, no access to materials, no time allocated), it is treated separately and a full refund of its apportioned Remaining Fees is provided (minus the Threshold Prepaid Fee Amount for that training product, if applicable).
 - (b) If the subsequent course has commenced, the pro-rata refund calculation applies to that course as per clause (ii) above.

5.7.3 Deductions from Refunds

In addition to the non-refundable Threshold Prepaid Fee Amount and prorated fees for time or services used, the following may be deducted from refunds:

- (a) Outcomes Cancellation or withdrawal fees: Where specified in the Enrolment Contract or this policy (e.g., administration fees for study mode changes prior to withdrawal).
- (b) Outstanding amounts owed: Any unpaid fees, extension fees, or other charges owed to FIT College will be deducted from the refund amount. If outstanding amounts exceed the refund, the Learner remains liable for the balance.
- (c) Third-party costs: Where FIT College has incurred non-recoverable costs on behalf of the Learner (e.g., work placement fees, external certification fees paid to third parties), these may be deducted from the refund if the service was provided prior to withdrawal.

5.8 Refund Application Process

5.8.1 Submission of Refund Application

- (a) Learners seeking a refund must submit a Refund Request Form via the Learner Portal (or email StudentServices@fitcollege.edu.au if unable to access the Portal) within 3 calendar days of the refund trigger event (e.g., date of withdrawal notice, date of Extenuating Circumstance diagnosis, date of FIT College cancellation notice).
- (b) The Refund Request Form must include:
 - (i) Learner's full name, Student ID, contact details (postal address and email);
 - (ii) training product(s) enrolled;
 - (iii) reason for refund request (e.g., withdrawal during cooling-off, Extenuating Circumstances, FIT College default);
 - (iv) date of the refund trigger event;
 - (v) outcome sought (full or partial refund, amount expected); and
 - (vi) supporting documentation, including:
 - For Extenuating Circumstances: medical certificate from an appropriately qualified specialist relevant to the claimed condition, confirming permanent total disability or terminal illness and inability to continue studies for more than two years;
 - For FIT College cancellation/default: copy of cancellation notice or evidence of default;
 - For ordered refunds: copy of the arbitrator's award, court order, ombudsman determination, or regulator decision;
 - Evidence of payment (receipts, bank statements showing payments made);
 - Any other relevant evidence to support the refund request.

Accessibility

- (c) If a Learner has difficulty submitting the Refund Request Form via the Learner Portal due to disability, language barrier, or other accessibility issue, Student Services should be contacted at

StudentServices@fitcollege.edu.au or by phone (1300 887 017) to arrange an alternative submission method (e.g., paper form, phone-assisted submission, email).

5.8.2 Screening of Refund Requests

- (a) Incomplete requests: Refund Request Forms that are incomplete or lack required supporting documentation will be returned to the Learner within 1 working day with an explanation of the missing information. The Learner must resubmit the completed form within 2 calendar days.
- (b) Frivolous or Vexatious requests: Refund requests deemed Frivolous or Vexatious after initial screening by the Student Services Manager (or delegate) will be returned to the Learner within 1 working day with reasons. The Learner may resubmit with additional information or clarification within 2 calendar days if appropriate.
- (c) Verbal refund requests will not be accepted for the formal process; they must be documented in a Refund Request Form.

5.8.3 Acknowledgement and Assessment

- (a) Student Services will acknowledge receipt of a valid refund request via email within 1 working day, confirming:
 - (i) the request has been received;
 - (ii) the expected timeframe for assessment; and
 - (iii) any additional information required (if identified upon initial review).
- (b) The refund request will be assigned to an appropriate, unbiased FIT College staff member (e.g., Student Services Manager, Finance Manager) for assessment.
- (c) Assessment will commence within 7 working days of receipt of the complete refund request and will involve:
 - (i) reviewing the Refund Request Form and all supporting documentation;
 - (ii) verifying the Learner's enrolment status, payment history, and course engagement (time used, services used);
 - (iii) confirming eligibility for refund per clause 5.7.1;
 - (iv) calculating the refund amount per clause 5.7.2 (if eligible); and
 - (v) identifying any outstanding fees or amounts to be deducted from the refund.

5.8.4 Refund Decision and Communication

- (a) The Learner will be provided with a written outcome of the refund request via email within:
 - (i) 20 working days from the date of formal submission for International Students; or
 - (ii) 28 calendar days from the date of formal submission for Domestic Students.
- (b) The outcome letter will include:
 - (i) a clear statement of whether the refund has been approved, partially approved, or refused;

- (ii) the refund amount (if approved), showing:
 - Total fees paid;
 - Non-refundable Threshold Prepaid Fee Amount;
 - Pro-rata calculation (time used or services used, whichever is greater);
 - Any deductions (outstanding fees, administration fees, third-party costs);
 - Net refund amount to be paid;
 - (iii) detailed reasons for the decision;
 - (iv) payment method and expected timeframe for refund payment (if approved);
 - (v) information about the Learner's right to appeal the decision if not satisfied, including reference to the Complaints and Appeals Policy; and
 - (vi) contact details for Student Services for further inquiries.
- (c) If the refund request is refused, the Learner will be informed of alternative options, such as:
- (i) deferral of enrolment (if eligible per the Deferral, Suspension, and Cancellation Policy);
 - (ii) transfer to a different training product (if available and suitable);
 - (iii) access to training support services to assist with completion; or
 - (iv) payment plan renegotiation (if Financial Hardship applies per clause 5.6).

5.8.5 Refund Payment Processing

- (a) Approved refunds will be processed and paid within 21 calendar days of the Learner being notified of the approval decision.
- (b) Refunds will be paid to:
 - (i) the person or entity that made the original payment (e.g., the Learner, the Biller, a sponsor, or government funding body); or
 - (ii) if requested in writing by the payer and approved by FIT College, to an alternative nominated account (e.g., the Learner's bank account if fees were paid by a parent or guardian).
- (c) Refunds will be paid via:
 - (i) electronic funds transfer (EFT) to the nominated bank account; or
 - (ii) cheque (if EFT is not possible).
- (d) Refunds will be paid in Australian dollars (AUD).
- (e) If the original payment was made by credit card, the refund will be credited to the same credit card account where possible.

- (f) International Students: Refunds will be paid in accordance with the National Code Standard 3.3 and any requirements specified in the written agreement. Refunds may be paid to the International Student or their sponsor (if fees were paid by a sponsor) as per the original payment arrangement.

5.8.6 Records and Reporting

- (a) A record of all refund requests, assessments, decisions, and payments will be stored confidentially in the Learner Portal and FIT College's records management system in accordance with the Data and Records Management Policy.
- (b) For International Students, refund outcomes that affect enrolment status will be reported to the Department of Home Affairs via PRISMS in accordance with the ESOS Act (sections 19 and 50D) and National Code requirements.

5.9 Payment Plan Learners and Deed of Debt Acknowledgment

- (a) For Learners on payment plans who are eligible for a refund, a Deed of Debt Acknowledgment will be required if there are outstanding fees payable under the Enrolment Contract after the refund is deducted.
- (b) The Deed of Debt Acknowledgment:
 - (i) acknowledges the non-refunded Threshold Prepaid Fee Amount (up to \$1,500 per training product);
 - (ii) acknowledges prorated fees for time used or services used (whichever is greater);
 - (iii) confirms the total outstanding amount owed to FIT College after deduction of the refund;
 - (iv) sets out a revised payment plan or lump-sum payment arrangement for the outstanding amount; and
 - (v) preserves FIT College's rights to recover the outstanding amount, including through legal action, third-party collections, and interest on overdue amounts (per Enrolment Contract clause 6.2 and clause 5.5 of this policy).
- (c) Breach of the Deed of Debt Acknowledgment or the Enrolment Contract renders the full outstanding amount immediately due and payable, with interest and recovery costs applicable per clause 5.5.
- (d) Learners will not receive AQF certification documentation (qualifications or statements of attainment) until all outstanding fees under the Deed of Debt Acknowledgment and Enrolment Contract are paid in full.

5.10 Alternatives to Refunds

- (a) If a Learner is not eligible for a refund, or if the Learner withdraws a refund request, FIT College will discuss and offer (where appropriate and available) the following alternatives:
 - (i) Deferral (suspension) of enrolment: Per the Deferral, Suspension, and Cancellation Policy, allowing the Learner to take a break and return to complete the training product at a later date. Fees are not refunded but are held for future completion.
 - (ii) Transfer to a different training product: If the Learner's circumstances or interests have changed, FIT College may facilitate transfer to an alternative training product (subject to availability, suitability, and payment of any applicable fees or fee adjustments).

- (iii) Access to training support services: Per the Student Support, Diversity, and Wellbeing Policy and Training and Assessment Policy, including academic support, tutoring, learning resources, reasonable adjustments, and wellbeing support to assist the Learner to continue and complete their studies.
 - (iv) Payment plan renegotiation: If Financial Hardship applies (clause 5.6), Student Services may negotiate a revised payment plan with extended terms or reduced instalments.
 - (v) Course extension: If the Learner requires additional time to complete the training product, they may apply for an extension (clause 5.2.3).
- (b) Requests for alternatives must be submitted by requesting an alternative to refund citing one of the options in (a) above as the outcome sought via submitting a Learner Action Request (LAR) form within 3 calendar days of the refund application being refused or within 3 calendar days of the Learner's decision to pursue an alternative.
- (c) Student Services will assess alternative requests within 7 working days and communicate the outcome in writing.

5.11 International Students

Written.agreements

- (a) All International Students receive a written Enrolment Contract prior to enrolment that includes:
- (i) total fees for the course;
 - (ii) payment terms and due dates;
 - (iii) refund policy, including eligibility and calculation methods; and
 - (iv) prepaid fee protection arrangements (per National Code Standard 3.1).

Refund.timeframes

- (b) Refund requests from International Students will be assessed and responded to within 20 working days from the date of formal submission, and approved refunds will be paid within 21 calendar days of the approval decision (per National Code Standard 3.3).

PRISMS.reporting

- (c) FIT College will report refund outcomes and any changes to enrolment status arising from refunds (e.g., withdrawal, cancellation) to the Department of Home Affairs via PRISMS in accordance with ESOS Act sections 19, 19(1)(d), and 50D(1), and National Code requirements.

Visa.implications

- (d) International Students should be aware that withdrawal, refund, or changes to enrolment may have implications for their student visa conditions. International Students are encouraged to seek advice from Student Services and a registered migration agent before submitting a refund request or withdrawing from their course.

Tuition.Protection.Service.(TPS)

- (e) If FIT College defaults (is unable to deliver the training product), International Students are protected under the TPS. The TPS Director will contact affected International Students to arrange placement in an alternative course or provide a refund. Further information: www.tps.gov.au.

5.12 Continuous Improvement

- (a) FIT College is committed to using feedback and data from fee and refund processes to drive continuous improvement in financial transparency, Learner support, and administrative efficiency.
- (b) The Student Services Manager (or delegate) will periodically analyse fee and refund data to identify trends, issues, and opportunities for improvement, including:
 - (i) common reasons for refund requests;
 - (ii) frequency of Financial Hardship requests and effectiveness of support solutions;
 - (iii) Learner satisfaction with fee transparency and refund processes (via Learner Portal surveys);
 - (iv) processing timeframes and adherence to policy timelines; and
 - (v) clarity and accessibility of fee and refund information.
- (c) This analysis will be reported to Governing Persons and relevant managers at least annually.
- (d) Actions taken to address identified issues will be documented in FIT College's Continuous Improvement Register and monitored for effectiveness.
- (e) Compliance with policy timeframes and the overall effectiveness of fee and refund processes will be monitored internally.

6. Responsibilities

6.1 Learners are responsible for:

- (a) Reading, understanding, and complying with this Fees and Refunds Policy.
- (b) Requesting clarification from Student Services when unsure about fees, charges, entitlements, or refund procedures.
- (c) Providing accurate payment information and supporting documents when lodging refund requests or fee change applications.
- (d) Engaging honestly in any negotiations or Financial Hardship requests.

6.2 FIT College Governing Persons are responsible for:

- (a) Authorising fee schedules, changes, and refund eligibility criteria.
- (b) Oversight of compliance with regulatory and legislative standards applying to fees and refunds (including NVETR Act, Outcome Standards, ESOS Act, ACL).
- (c) Reviewing policy effectiveness and continuous improvement initiatives.

6.3 FIT College Student Services Manager (or delegate) is responsible for:

- (a) Managing fee invoicing, payments, extensions, upgrades, and re-enrolment processing.
- (b) Assessing and communicating outcomes of refund requests and fee change applications.
- (c) Ensuring timeframes and confidentiality are maintained.
- (d) Supporting Learners through all fee and refund processes, including portal and accessibility assistance.

6.4 FIT College Managers and Accountants are responsible for:

- (a) Accurate financial record-keeping and reporting.
- (b) Ensuring prepaid fee protection arrangements (e.g., TPS, bank guarantees) are maintained and effective.
- (c) Participating in annual reviews and audits of fee and refund practices.

7. FAQs

7.1 Q: What fees can be charged to Learners?

A: Tuition fees, holding fees, extension fees, upgrade fees (for online-to-campus changes), administration fees (for mode changes), re-enrolment fees, and fees for additional services (see Section 5.2).

7.2 Q: When and how will fees be charged?

A: Fees are charged prior to or during enrolment and as specified in individual contracts and approved schedules. Some charges, such as extension or upgrade fees, arise only if a Learner requests those changes. Payment plans are negotiated individually.

7.3 Q: How do Learners apply for refunds?

A: Submit a Refund Request Form via the Learner Portal, with evidence and supporting documents as required. All steps, eligibility, and calculation methods are detailed in Section 5.8.

7.4 Q: What is a Threshold Prepaid Fee Amount?

A: The first \$1,500 prepaid per training product is non-refundable upon contract maturity, commencement, or first access (as irrevocable goods are delivered), per section 5.7.2.

7.5 Q: Will Financial Hardship entitle me to a refund?

A: No. Financial Hardship triggers case management for payment arrangements but does not create a right to terminate the contract or receive a refund (see section 5.6).

7.6 Q: What records are held to demonstrate compliance in fee handling?

A: Detailed records of all fee schedules, payments, refund applications and outcomes, signed contracts, communications, and compliance audit results.

8. Continuous Improvement

FIT College uses data and feedback from fee and refund processes to drive improvement. The Student Services Manager analyses requests and outcomes to identify systemic trends, compliance risks, or learner support gaps. Reports are made to the Governing Persons at least annually. Actions taken (such as fee policy changes, improved communication, or streamlined hardship processes) are documented in the Continuous Improvement Register and monitored for effectiveness and regulatory alignment. This policy will also be reviewed annually, or more often in response to legislative or regulatory changes, with broad stakeholder consultation.

9. Related Documents

- Application for Admission and Enrolment Agreement
- Enrolment Policy
- Information Policy
- Complaints and Appeals Policy
- Student Code of Conduct Policy
- Deferral, Suspension and Cancellation Policy
- Learner Handbook
- Data and Records Management Policy
- RPL and Credit Transfer Policy
- Student Support, Diversity, and Wellbeing Policy
- Continuous Improvement Policy
- VET Workforce Management Policy
- International Student Handbook

10. Document Control

Version	Date	Change Description	Author
1.0	06/07/2017	Policy Generated	RTO Manager
1.1	02/05/2018	Policy Updated	RTO Manager
1.2	13/02/2020	Policy Updated	HR Officer
1.3	21/09/2021	Policy Reviewed	Education Manager
1.4	July 2024	Policy Reviewed	HR & Education
1.5	Feb 2025	Policy Reviewed & Updated	Compliance Manager
2.0	01/07/2025	Redrafted for 2025 Standards and CRICOS	Compliance Manager
2.1	17/03/2026	Policy Updated	Compliance Manager