

This policy document was created to meet the requirements of the VET Quality Framework.

FEE ADMINISTRATION AND REFUND POLICY

Relevant Standards

National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025	Standard 2.1
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PURPOSE

The Pet Industry College adheres to the relevant compliance and legislative frameworks such as the Standards for Registered Training Organisations (SRTOs 2015). As such, The Pet Industry College will provide transparency in the application and administration of fees and charges, including refunds and will put in place a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate application and administration of fees and handling of client refunds.

POLICY PRINCIPLES

The Pet Industry College implements fair and reasonable refund practices and transparent and process for fee application and administration. The Pet Industry College will ensure that:

1. Prospective students are aware of its fee policies to make informed decisions about enrolment in a course
2. Its fee and refund policy are prominent and accessible to its staff, prospective students, and existing students.
3. It implements and maintains a process for fair and reasonable refund and fees paid; and
4. It provides refunds for fees and charges paid by clients, where training and assessment activities have not been delivered.

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Fee Administration Policy Principles

Fee Information

1. The Pet Industry College will inform its prospective students and employers (if applicable) of the full and accurate course fees associated with the training and the refund policy before enrolment.
2. The Pet Industry College will ensure that the fee and refund policy is accessible to its staff, prospective students, and existing students. The fee information will include but will not be limited to the following information
 - a. Breakdown of the course fee (if any)
 - b. Fee and Refund Policy
 - c. Incidental fees
 - d. Compulsory fees
 - e. Additional charged or co-contributions
 - f. Methods of fee collections
 - g. Process for recovery of outstanding student fees
3. For any incidental fees that may be applicable, The Pet Industry College will inform the prospective student before enrolling that such fees are a charge for an essential good or service and that the student has a choice of acquiring this from a supplier other than The Pet Industry College.

Fee Administration

1. The Pet Industry College will only charge fees for accredited training in accordance with the fee information published and provided to the prospective student and the Fee Administration and Refund policy.
2. The Pet Industry College will retain accurate course fee payment, waiver, exemption, or refund records for each student.
3. The Pet Industry College will require payment prior to commencement of training as well as pre-payment plans for students.

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4. The Pet Industry College will apply standard student fees for Fee-for-Service (FFS) students.
5. The Pet Industry College will allow participant course fees to be paid on behalf of the student by their employer or another third party (if applicable).
6. The Pet Industry College will maintain arrangements for the protection of any fees paid in advance in accordance with 7.3 of the Standards for RTOs.

Fee Payment Arrangements

1. The Pet Industry College ensures that its financial practices promote the protection of fees (paid in advance and exceeding \$1500) made by any student. The Pet Industry College will only adhere to the accepted fee protection measure to protect fees more than the threshold fee amount of \$1,500 as stated in Schedule 6 of the Standards for RTOs.
2. The Pet Industry College implements a fee payment plan and will only collect upon enrolment a \$300 deposit of which \$300 is non-refundable.
3. Tuition fees are broken into instalment payment plans to ensure students do not pre-pay fees over \$1,500. Schedule of payment plans are outlined in the student enrolment forms.
4. Fees must be paid in full before certification is issued.
5. If payment instalment / arrangements are in place, and a payment becomes overdue and remains unpaid for a period in excess of 14 days, The Pet Industry College reserves the right to suspend/withdraw the clients learning or assessments (or both) until all fee payments are up to date.
6. Flexible payment arrangements, such as instalments, direct debit and EFT remittance, are acceptable to accommodate the diverse financial situations of clients.
7. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course (e.g., an extra one (1) month extension of a course will attract a \$125 fee).

Outstanding Student Fees

1. Non-payment of fees by the due date for continuing enrolments will result in suspension/withdrawal of training. The Pet Industry College will notify all parties in

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writing of suspension/withdrawal. If payment is finalized, the parties will be notified of the recommencement of training.

2. The Pet Industry College will charge a recommencement fee for any suspended training to cover administration costs.
3. The Pet Industry College will not issue SOAs or Certificates if training fees are outstanding.
4. The Pet Industry College will inform students of its process for the recovery of outstanding student fees prior to enrolment through the Fee Administration and Refund Policy.
5. A \$10 fee will be applied to late payments made through payment plans

Refund Policy Principles

1. Details of The Pet Industry College Refund Policy are publicly available to prospective students and employers (if applicable), staff and existing students and employers (if applicable).
2. The Pet Industry College will make students aware of the refund policy prior to enrolment.
3. With regard to all withdrawal of training, The Pet Industry College will first encourage a client to continue training or provide other options such as enrolling in another course date, prior to processing refund applications.
4. All refund requests made must be made in writing via the Refund Request Form. The Pet Industry College will only acknowledge, and review requests based on information provided through the form. Exemptions are made to mitigating circumstances, provided there is supporting evidence.
5. No refunds will be issued for cancellations/withdrawals outside of the Refund Period (14 days) after enrolment.
6. For refund applications within the Refund Period, the Refund Request Form must be received by The Pet Industry College, within the Refund Period. A refund of the course fee, less the applicable Administrative Fees will only be issued if all above criteria have been met and the student has no previous outstanding monies with The Pet Industry College.
7. The Pet Industry College requires written notification of withdrawal from training; this must be the completion of the Withdrawal Form. A refund will be assessed upon receipt of the request. A statement of fees that includes all fees applied and

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- any fees refunded (if applicable) will be provided where a student withdraws from training.
8. The Pet Industry College will process refund requests within 1 week from the date of receipt. The reimbursement procedure for approved refunds may take up to 4 weeks.
 9. A non-refundable enrolment fee of \$300 will be subtracted from any refund granted under the terms and conditions outlined in this policy.
 10. All refunds will be paid to the person or organisation that originally paid the fees.
 11. The Pet Industry College does not provide refund where:
 - a. A client has commenced their course/unit
 - b. There are changes to work hours
 - c. Moving interstate
 - d. Student leaves before full course completion and does not complete qualification after assessment
 - e. Recognition resources and services have been supplied to the client.
 12. The Pet Industry College may provide consideration for refunds for students who have commenced training at the discretion of the CEO/National Education Manager.
 13. The Pet Industry College does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
 14. The Pet Industry College provides a full refund to all clients, should there be a need for The Pet Industry College to cancel a course. In the first instance The Pet Industry College will (where possible) provide an opportunity for the client to attend another scheduled course. If The Pet Industry College cancels a course, clients do not have to apply for a refund; The Pet Industry College will process the refunds automatically.
 15. Refunds for cancellation of enrolments and other conditions are granted based on the refunds table in the annex of this policy.

MONITORING AND IMPROVEMENT

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The Pet Industry College National Education Manager is responsible for ensuring compliance with this policy. The Administration Team of The Pet Industry College will process refund requests.

The Pet Industry College's CEO is responsible for all continuous improvement processes in relation to the fee administration and refund policy and procedure and ensuring all staff, including those from the third-party providers are complying with the provisions of this policy.

Annex

The Pet Industry College Refund Table

1. The Pet Industry College Refund for enrolments is subject to the following refund formula.
2. "Refund Period" - 14 calendar days of the enrolment application date.

Refund Type	Description	Notification Requirements	Non-refundable fee	Refund
Enrolment cancellation/ withdrawal from training within the "refund period"	-For all individual units NOT commenced and -For all individual units commenced	-In writing, within the refund period	\$300 administration and processing fee	-Full refund less the administration and processing fee -Future payments may be cancelled for students under payment plans
Withdrawal from Course beyond the refund period "Withdrawal outside the refund period"	Withdrawal from Training - for all individual units commenced/attended/ completed from within the qualification /Accredited course	-In writing, any day beyond the "refund period"	\$300 administration and processing fee	- No refund or -In some cases, upon the discretion of the RTO, the calculated refund less the administration and processing fee
RPL / Credit Transfer	Where recognition of prior learning and/or credit transfer has been	N/A	\$300 administration and processing fee	- No refund

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	granted after enrolment			
Course Cancellation	Cancellation of a course by the RTO (for any reason)	N/A	\$300 administration and processing fee	Full refund or enrolment to a different qualification
Withdrawal – “not of their own accord”	Where training ceased due to RTO closure	N/A	\$300 administration and processing fee	Full refund or referral to a different service provider