PET INDUSTRY COLLEGE

FEE ADMINISTRATION AND REFUND POLICY

Relevant Standards

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

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 a transparent 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 of fees paid; and
4. It provides refunds for fees and charges paid by clients, where training and assessment activities have not been delivered.

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 charges or co-contributions
    f) Methods of fee collection
    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 this 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.
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.

Enrolment Fee

1. A $300 non-refundable enrolment fee forms part of the total tuition fee and is payable at the time of enrolment to confirm your place in the course. The remaining course fees are payable as outlined in your payment plan. The enrolment fee is not an additional charge – it is deducted from, and counted towards, your total tuition fee.
2. The $300 enrolment fee is a component of the total tuition fee, payable at enrolment to secure your place. As it forms part of the course fee for a GST-free nationally recognised qualification, no GST applies. This portion is non-refundable once your enrolment is confirmed, except where required by law or PIC's refund policy.

Fee Payment Arrangements

1. The Pet Industry College ensures that its financial practices promote the protection of fees (paid in advance and exceeding $1,500) 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 offers payment plans for eligible Fee-for-Service students over a maximum period of twelve (12) months unless otherwise approved by the CEO or National Education Manager. Students will pay a non-refundable enrolment fee of $300 upon enrolment. The remaining tuition fees are paid by scheduled instalments over the agreed payment plan period. Payment plans are structured to ensure compliance with the Standards for Registered Training Organisations and applicable fee protection requirements. Payment plans are a financial arrangement only and do not alter a student's rights or obligations under this policy.
3. 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 client's learning or assessments (or both) until all fee payments are up to date.
4. Fees must be paid in full before certification is issued.

5. Flexible payment arrangements, such as instalments, direct debit and EFT remittance, are acceptable to accommodate the diverse financial situations of clients.
6. 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 writing of suspension/withdrawal. If payment is finalised, 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 $25 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 for 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, except where a pro rata entitlement applies in accordance with the Pro Rata Refund provisions set out below.
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 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 a refund where:
    a) A client has commenced their course/unit
    b) There are changes to work hours
    c) The student is moving interstate

d) The student leaves before full course completion and does not complete the qualification after assessment

e) Recognition resources and services have been supplied to the client

f) Where a student has been granted access to the College's learning systems, including learning resources, assessment materials and online learning platforms, and has completed payment of their tuition fees under a payment plan, no refund will be payable solely because the payment plan has concluded. Payment plans are a method of paying course fees over time and do not create an entitlement to a refund once the refund period has expired, except where required by law or as calculated under the Pro Rata Refund provisions set out above. As the pro rata refund reduces to nil once the full course duration (up to 12 months) has elapsed, no further refund is payable to a student who has completed all scheduled payment plan instalments.

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.

Pro Rata Refunds – Pre-Paid and Payment Plan Tuition Fees

1. Where a student withdraws from their course after the Refund Period (14 days) but before completing their course, The Pet Industry College will assess entitlement to a refund on a pro rata basis, based on the unused portion of the course, up to a maximum entitlement period of twelve (12) months from the student's enrolment date. This 12-month period reflects the average course duration and aligns with The Pet Industry College's standard payment plan term. This provision applies to all students, whether tuition fees have been paid in full at enrolment or via an approved payment plan.

2. The pro rata entitlement is calculated as follows: tuition fees paid to date, less the tuition fees owed for the portion of the course used to date (calculated up to a maximum of twelve (12) months). Where a student is on a scheduled payment plan and has paid in step with the elapsed portion of the course, no amount will typically be owed either way, and the student's obligation to pay future instalments simply ceases from the date of withdrawal. Where a student has paid tuition fees ahead of the portion of the course they have used – including students who have pre-paid their tuition fees in full – a refund will be issued for the difference between fees paid and fees owed for the portion of the course used. The non-refundable enrolment fee of $300 is excluded from this calculation in all cases, and no refund is payable for any period beyond 12 months from enrolment, regardless of the course's total duration or any amount paid. *See worked examples Annex 2*.

3. This pro rata entitlement applies only where the student has had full access to the Learning Management System (LMS) for the relevant period. Where a student has had full LMS access, no further refund will be provided for that period on the basis of non-engagement, non-attendance, or non-completion of assessment.

Monitoring and Improvement

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 for ensuring all staff, including those from third-party providers, are complying with the provisions of this policy.

Annex 1

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	Withdrawal 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	$200	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”	$200	Pro rata entitlement based on unused course duration, up to a maximum of 12 months from enrolment (see Pro Rata Refund provisions). Applies only where the student has had full access to the Learning Management System (LMS). Payment plan students who have paid in step with elapsed course duration have future instalments cancelled; no refund is owed. A refund is issued only where fees paid exceed fees owed for the portion of the course used (including pre-paid students). No refund applies once a student has completed all scheduled payment plan instalments (i.e. reached the 12-month payment plan term), as no unused duration remains. The $300 enrolment fee is non-refundable and excluded from this calculation. *As per worked example Annex 2*
Course Cancellation	Cancellation of a course by the RTO (for any reason)	N/A	$0	Full refund or enrolment to a different qualification
Withdrawal – “not of their own accord”	Where training ceased due to RTO closure	N/A	$0	Full refund or referral to a different service provider
RPL / Credit Transfer	Where recognition of prior learning and/or credit transfer has been granted after enrolment	N/A	N/A – Transfer fee of $250 per credit	No refund

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Annex 2

Worked Example 1 — Full Upfront Pre-Payment (Total Tuition Fee $4,000)

Assumptions: Total tuition fee $4,000.00. Non-refundable enrolment fee $300.00 (excluded from all calculations). Refundable / pro rata pool $3,700.00. Monthly value of course ($3,700.00 ÷ 12) = $308.33. Withdrawal fee $200.00, charged only where a refund is actually payable.

Month of Withdrawal	Course Duration Used	Fees Owed for Portion Used	Fees Paid Upfront (excl. enrolment fee)	Gross Pro Rata Entitlement	Less: Withdrawal Fee	Net Refund Payable
1	1/12	$308.33	$3,700.00	$3,391.67	$200.00	$3,191.67
2	2/12	$616.67	$3,700.00	$3,083.33	$200.00	$2,883.33
3	3/12	$925.00	$3,700.00	$2,775.00	$200.00	$2,575.00
4	4/12	$1,233.33	$3,700.00	$2,466.67	$200.00	$2,266.67
5	5/12	$1,541.67	$3,700.00	$2,158.33	$200.00	$1,958.33
6	6/12	$1,850.00	$3,700.00	$1,850.00	$200.00	$1,650.00
7	7/12	$2,158.33	$3,700.00	$1,541.67	$200.00	$1,341.67
8	8/12	$2,466.67	$3,700.00	$1,233.33	$200.00	$1,033.33
9	9/12	$2,775.00	$3,700.00	$925.00	$200.00	$725.00
10	10/12	$3,083.33	$3,700.00	$616.67	$200.00	$416.67
11	11/12	$3,391.67	$3,700.00	$308.33	$200.00	$108.33
12	12/12 (full course used)	$3,700.00	$3,700.00	$0.00	N/A	$0.00

Worked Example 2 — Standard Payment Plan, Withdrawal Partway Through a Month

Scenario: a student on a standard 12-month payment plan (instalments of $308.33 paid in advance at the start of each month) withdraws halfway through Month 7, having completed 6 full months and used half of Month 7 (6.5 of 12 months elapsed). This illustrates that, for payment plan students paying in step with course delivery, any pro rata entitlement is typically limited to the small in-progress-month gap only — not the full remaining course value — with all future instalments simply cancelled from the date of withdrawal.

Item	Amount
Total tuition fee	$4,000.00
Non-refundable enrolment fee (paid at enrolment, excluded from calculation)	$300.00
Refundable / pro rata pool ($4,000 – $300)	$3,700.00
Monthly instalment ($3,700 ÷ 12)	$308.33 for example only
Instalments paid to date (7 of 12, paid in advance at the start of each month)	$2,158.33
Course duration used at withdrawal (6.5 of 12 months — withdrew halfway through Month 7)	$2,004.17
Gross pro rata entitlement (fees paid to date less fees owed for portion used)	$154.17
Less: Withdrawal fee	$200.00
Net refund payable (entitlement is less than the withdrawal fee, so no refund is paid and no amount is owed by the student)	**$0.00**

Disclaimer: These examples are provided for demonstration purposes only. Actual amounts will fluctuate depending on the applicable tuition fee, enrolment fee, instalment structure, and timing of withdrawal, and should not be relied upon as a precise refund calculation for any individual student.