FEE ADMINISTRATION AND REFUND POLICY

RELEVANT STANDARD(S):

Outcome Standards for NVR Registered Training Organisations Instrument 2025	Standard 1.6 – Recognition of prior learning Standard 1.7 – Credit transfer Standard 2.1 – Information
Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements Instrument 2025	Section 9 – Issuance of AQF certification documentation Section 18 – Prepaid fee protection measures

PURPOSE

Melbourne Tech Institute adheres to the relevant compliance and legislative frameworks, including the Standards for Registered Training Organisations 2025 and the Australian Consumer Law. As such, Melbourne Tech Institute 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

Melbourne Tech Institute implements fair and reasonable refund practices and a transparent process for fee application and administration. Melbourne Tech Institute will ensure that:

1. prospective students are aware of its fee policies in order to make informed decisions about enrolment in a course;
2. its fee and refund policy is 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. Melbourne Tech Institute 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. Melbourne Tech Institute 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 and the payment schedule

g. Process for recovery of outstanding student fees

h. How fees apply to recognition of prior learning and credit transfer

3. For any incidental fees that may be applicable, Melbourne Tech Institute 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 Melbourne Tech Institute.

Fee Administration

1. Melbourne Tech Institute 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. Melbourne Tech Institute will retain an accurate course fee payment, waiver, exemption or refund record for each student.
3. Melbourne Tech Institute requires an initial payment before training or assessment begins. Where the course fee exceeds $1,500, the initial payment will not exceed $1,500, and the balance is payable in instalments as training is delivered or on completion, as set out in the student's written payment schedule.
4. Melbourne Tech Institute will apply standard student fees for Fee-for-Service (FFS) students.
5. Melbourne Tech Institute will allow participant course fees to be paid on behalf of the student by their employer or another third party (if applicable).
6. Melbourne Tech Institute will protect any fees paid in advance in accordance with section 18 of the Compliance Standards for NVR Registered Training Organisations 2025.

Fee Payment Arrangements

1. Melbourne Tech Institute protects students' prepaid fees by not holding, from or on behalf of an individual, prepaid fees in excess of the threshold prepaid fee amount of $1,500 for the same course (Compliance Standards 2025, section 18). All payments received for services not yet delivered count towards this threshold, including instalments and payments made through buy-now-pay-later providers.
2. Melbourne Tech Institute implements a fee payment plan. No enrolment administration fee is charged; the course fee is divided across the instalments.
3. The payment schedule, including the amount of each payment and when it is due, is provided to the student in writing before the first payment is made.
4. Fees must be paid in full before AQF certification documentation is issued. Certification is issued within 30 calendar days of the student completing the requirements of the training product and paying all agreed fees (Compliance Standards 2025, section 9).
5. If payment instalment / arrangements are in place, and a payment becomes overdue and remains unpaid for a period in excess of 14 days, Melbourne Tech Institute reserves the right to suspend the client's learning or assessments (or both) until all fee payments are up to date.

6. Payments may be made by credit or debit card (including digital wallets) through Melbourne Tech Institute's secure online invoice or checkout, by bank transfer (EFT), or by invoice to an employer or other third party. Melbourne Tech Institute may send automatic reminders for unpaid invoices.

Fees for Recognition of Prior Learning and Credit Transfer

1. The course fee is the same whether units are achieved through recognition of prior learning (RPL), training and assessment, or credit transfer. Any unit that is not recognised through RPL is trained and assessed at no additional tuition fee.
2. Credit transfer is offered to every student and is assessed and recorded in accordance with Standard 1.7. Unless the published fee information for a course states otherwise, a credit transfer does not reduce the course fee.
3. Melbourne Tech Institute will tell the student in writing how fees apply to RPL and credit transfer before any payment is made.

Outstanding Student Fees

1. Non-payment of fees by the due date for continuing enrolments will result in suspension of training. Melbourne Tech Institute will notify all parties in writing of the suspension. Once payment has been finalised, parties will be notified of the recommencement of training.
2. Melbourne Tech Institute will charge a recommencement fee for any suspended training to cover administration cost.
3. Melbourne Tech Institute will not issue Statements of Attainment or Certificates if training fees are outstanding.
4. Melbourne Tech Institute will inform students of its process for the recovery of outstanding student fees prior to enrolment through this Fee Administration and Refund Policy.

Refund Policy Principles

1. Details of Melbourne Tech Institute's Refund Policy are publicly available to prospective students and employers (if applicable), staff and existing students and employers (if applicable).
2. Melbourne Tech Institute will make students aware of the refund policy prior to enrolment.
3. With regard to all withdrawal of training, Melbourne Tech Institute 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 must be made in writing. An email to support@melbtech.edu.au is enough; a letter or the Refund Request Form may also be used. No particular form is required.
5. No refunds will be issued for cancellations outside of the Refund Period, except where the annex sets out a refund for a specific course.
6. For refund applications within the Refund Period, the written request must be received by Melbourne Tech Institute within the Refund Period. A full refund of fees paid is issued where the student has no previous outstanding monies with Melbourne Tech Institute.
7. Melbourne Tech Institute requires written notification of withdrawal from training; this may be via letter, email or the completion of the Withdrawal from Training Form. 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. Melbourne Tech Institute will process refund requests within 72 hours from the day of receipt. The reimbursement is returned to the original payment method.
9. No administration or cancellation fee is subtracted from a 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. Melbourne Tech Institute does not provide refund where:
    a. The course is complete and certified, and the Refund Period has ended
    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. Melbourne Tech Institute may provide consideration for refund for students who have commenced training at the discretion of the CEO / Administration Manager.
13. Melbourne Tech Institute does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
14. Melbourne Tech Institute provides a full refund to all clients should there be a need for Melbourne Tech Institute to cancel a course. In the first instance Melbourne Tech Institute will (where possible) provide an opportunity for the client to attend another scheduled course. If Melbourne Tech Institute cancels a course, clients do not have to apply for a refund; Melbourne Tech Institute 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

The Melbourne Tech Institute Administration Manager is responsible for ensuring compliance with this policy. The Administration Team of Melbourne Tech Institute will process refund requests.

Melbourne Tech Institute's CEO and/or Administration Coordinator 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, comply with the provisions of this policy.

ANNEX

Melbourne Tech Institute Refunds Table

1. Melbourne Tech Institute refunds for enrolments are subject to the following refund formula.
2. Refund Period: 30 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	Nil	Full refund of fees paid. Future payments are cancelled for students on payment plans.
Withdrawal from course beyond the refund period / "withdrawal outside the refund period"	Withdrawal from training for all individual units commenced / attended / completed within the course	In writing, any day beyond the "refund period"	Nil	No refund. In some cases, at the discretion of the RTO, a calculated refund.
Withdrawal outside the refund period – CHC33021 Certificate III in Individual Support and CHC43015 Certificate IV in Ageing Support	Individual units not commenced. A unit is commenced once the student has started its learning or assessment.	In writing, any day beyond the "refund period"	Nil	Refund of the fees paid for units not commenced. Future payments are cancelled for students on payment plans.
Unable to find a work placement host – CHC33021 and CHC43015	The student cannot find a work placement host for the compulsory work placement	In writing	Nil	The same refund as above: a full refund within the refund period, then a refund for units not commenced.
RPL / Credit Transfer	Where recognition of prior learning services have been supplied and/or credit transfer has been granted after enrolment	N/A	Nil	No refund
Course cancellation	Cancellation of a course by the RTO (for any reason)	N/A	N/A	Full refund or enrolment in a different qualification
Withdrawal – "not of their own accord"	Where training ceased due to RTO closure	N/A	Nil	Full refund or referral to a different service provider

VERSION HISTORY

Version	Date	Changes
1.0	—	Original policy.
1.1	25 September 2026	References updated to the Standards for RTOs 2025 (Outcome Standards 1.6, 1.7 and 2.1; Compliance Standards sections 9 and 18). Initial payment and payment schedule wording clarified (prepaid fees never exceed $1,500 per individual per course). Certification issued once all agreed fees are paid. New section on fees for RPL and credit transfer. Payment methods and automatic invoice reminders updated. Remaining references to an administration fee on refunds removed, consistent with Refund Policy Principle 9.
1.2	2 November 2026	Course-specific refunds added to the annex for CHC33021 and CHC43015: after the refund period, a refund for units not commenced, and the same refund where the student cannot find a work placement host. Refund Policy Principle 5 updated to match.
1.3	12 November 2026	Aligned with the published 30-day money-back guarantee: refund requests may be made by any written means, including email (Refund Policy Principles 4 and 6); a completed and certified course is excluded from refund only after the Refund Period (Principle 11a).

RTO INFORMATION

Document Name	Fee Administration and Refund Policy v1.3
RTO/Company Name	Melbourne Tech Institute
RTO Code	45799
Manager	Administration Manager
Approved	CEO, 12 November 2026