



Policy Name:	<b>VET Fees, Charges and Refund Policy</b>
Document Number:	FIN8.1.01
Approved by:	College Management committee
Last Approval Date:	May 2019
Review Date:	May 2021
Audience:	UQ College Staff, Students and Community
Contact Officer:	Manager, Business Development
Related Policies:	UQ College Finance Policy and Procedures Manual Complaints and Appeals Policy
Related Documents:	Fees, Charges and Refund Procedure Application for Refund Form
Legislation:	

## 1. Purpose and Objective

This policy describes the fees, charges and refunds relating to VET courses.

## 2. Policy Scope/Coverage

This policy applies to all UQ College Staff and Students

## 3. Definitions

Not required for this Policy

## 4. POLICY

### 4.1 Fee Information

UQ College will provide fee information prior to enrolment or commencement of training/assessment (whichever is earliest). Information will include:

- how and when fees must be paid
- how to request a refund, and
- conditions under which a refund would be provided.

Where a learner is being enrolled under any loan or delayed payment arrangement, the terms of the arrangement will be clearly stated, including any debt that may be incurred; when repayment is required and under what conditions; and any associated fees, indexation or interest.

### 4.2 Funding entitlements

If learners are accessing any government funding entitlement that may reduce their ability to access such funding in the future (such as arrangements that limit funding to one qualification for a person) UQ College will provide this information prior to enrolment.



### 4.3 Consumer rights

UQ College will inform prospective learners about their rights as a consumer, in accordance with state/territory laws.

UQ College will notify learners when any change occurs that may affect the services the college provides. This includes:

- a change in ownership of the RTO, and/or
- any changes to, or new third-party arrangements your RTO puts in place, for the delivery of services to those learners.

### 4.4 Evidence of Compliance

UQ College will retain evidence showing these requirements have been complied with in full.

### 4.5 Refund Period

- All refund requests must be received in writing using the Refund Request Form with supporting evidence (as required).
- All refund requests will be made at the sole discretion of the Manager, Business Development and processed accordingly to the Fees, Charges and Refund procedures.
- If a student is not satisfied with the outcome of the refund process, the student may appeal the decision by following the UQ College Complaints and Appeals policy and procedures.

Version History				
Review Period:		2 years from date of last approval		
Version Number:	Approved by:	Approval Date:	Date:	Sections Modified:
D1				New Policy developed
			Oct 2017	Draft policy modified to reflect requirements of Standards as outlined in Clause 5.3 and 5.4 Some parts of the existing policy were moved to create a procedure for this policy
1.0	CMC			Approval of new policy
2.0	MBD	23.08.2018	23.08.2018	Added Refund Period
3.0	CEO	28.05.2019	28.05.2019	Reflect Policy and Procedure
4.0	CEO	28.05.2019	28.05.2021	Reviewed Policy in line with VET Standards