

Fee and Refund Policy

1. Purpose

To comply with the relevant legislation under which the Registered Training Organisation Transformational Institute is bound and to ensure the RTO delivers a transparent, effective and efficient Refund process.

To provide for appropriate handling of student payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow clients the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon the notification time frame.

2. Scope

This policy covers all fees payable for training services provided within the Transformational Institute scope of registration.

3. Procedure for Enrolment

3.1 Fee for Service

In the event that Transformational Institute engages Fee-for-Service clients, we shall apply the following:

- a) Fees must be paid in advance and no later than thirty (30) days prior to the commencement of the course.
- b) A non-refundable administration charge of ten percent (10%) of the total fee is required to secure a place of enrolment.
- c) Full payment for courses under the value of \$1000.00 is required prior to the commencement of the course.

For courses over \$1000, a deposit of \$1000 is required prior to commencement. Further payments equal to the “student fee schedule” will be payable upon successful completion of each unit of competency until the full cost of the course has been paid. This will be calculated per unit as per fee agreement Pro Forma if the schedule of fees is over \$1000.

Note: At no time will Transformational Institute hold more than \$1500.00 in advance of any training from an individual student.

3.2 Short Course Fee for Service

- a) Full payment for courses under the value of \$1000.00 is required prior to the commencement of the course.
- b) For a course fee refund, Transformational Institute must receive at least 24 hours’ notice that you are unable to attend the session and you must not have accessed any virtual learning materials or assessments.
- c) Once you have attended the first session or accessed any virtual learning, Transformational Institute will not refund the course fee, however Transformational Institute will offer you a future date to complete the course.
- d) Transformational Institute allows one free of charge reschedule to another suitable course date. Any further reschedules will require payment of the full course fee to rebook and continue training.

3.3 Payment Plan

Transformation Institute operates under a Fee For Service model, however if requested by the student, the Institute may consider this however with an additional fee charged over this service.

4. i) Fee Free Students

- a) Changes to student fees: The student will pay the fee for the qualification that applies at the time that they are to commence training. The student will not be affected by any subsequent changes to Smart and Skilled fees if enrolled under that program.
- b) Where a student is enrolled in a qualification that is superseded and the student is required to transition to the new qualification to continue and complete the training, and the price of the new qualification is different to that of the superseded qualification the student fee will remain the same. This only applies to students under the Smart and Skilled fees structure.
- c) Transformational Institute will provide to each incoming student (prior to confirming their enrolment) a link to attain a copy or view the contents of the Smart and Skilled Fee Administration Policy via their Student Pre-enrolment Fact Sheet . The Transformational Institute will abide by the contents of this Policy.
- d) Transformational Institute will allow each student up to three attempts to complete any unit of competency they have been deemed Not Yet Competent in, before recording the NYC result on their testamur. For offshore students, fees apply when reattempting a unit; please refer to your offer letter and the reassessment policy.

ii) Offshore Students can refer to the table below for the possible fee structure relating to their course:

Fee Schedule

The table below lists a Schedule of Fees charged by Transformational Institute to students where applicable:

Fee type	Amount*
Course Material Fee ¹	Refer to Offer Letter
Course Fee	Please refer to Offer Letter
Unit Repeat Fee ²	A\$300
RPL Fee ²	Subject to qualifications and units
Enrolment Variation Fee	A\$200
Administration Fee	A\$200
Reassessment Fee ²	Subject to reassessment policy
Late Payment Fee	A\$50

* Fees are subject to change without notice. Please contact student administration for updated fees and charges.

1. For Hospitality courses course tuition fee includes the ingredients and materials.
2. Applicable to eligible courses only

5 Refund Arrangements

- Where a student withdraws from studies prior to commencement of the course or unit of competency, providing 1 months notice a full refund will be payable less the non-refundable administration fees.
- Where a student withdraws from a course or unit of competency providing 15-27 days notice, 75% of the course fee will be refunded, less the non-refundable administration fees.
- Where a student withdraws from a course or unit of competency providing less than 2 weeks notice, no fees paid will be refunded except for fees paid towards any future terms. The non-refundable administration fee will still apply.
- Where a student withdraws after the course has commenced, the student will not be refunded, and no further fees will be charged.
- As all courses operate under a "Fee For Service " model, refunds will apply to the deposit only being 10% of each individual unit of competencies aligned to the studies, payable prior to commencement of studies. Where a student withdraws from studies they will be assessed on an individual basis when determining the refunds which may apply.
- Offshore Students studying at the Offshore Campus can refer to their offer letters for the refund arrangements. Offshore students studying at the offshore campus can refer to the table below for refund information:

Written notice of withdrawal received	Refund of fees paid (term withdrawing) *	Refund of fees paid (future terms) *	Refund of material fees
28 days or more before the course/term start date	80%	80%	100%
15 to 27 days before the course/term start date	70%	80%	100%
Within 14 days before the course/term start date, as well as from the day course/term started	No refund	80%	100%

Less Administration Fees

** Please read all other policies regarding refunds, etc*

6. General Rules

- The refund process reflects the commitment by the Transformational Institute to hold places as booked by students and the amount of administrative resources consumed at the various stages.
- Refunds must be requested in writing to the CEO of Transformational Institute.
- The Accountant or nominated person of Transformational Institute will process refund requests within 10 working days from the day of receipt.
- All requests for refunds will be processed on an individual basis, taking into account impact on follow on units if applicable.
- The term "commencement" in this policy refers to the first day of the first program attended by the client.
- Issues with regard to payment are to be handled within 10 working days and directed to the GM of Transformational Institute. All refunds are to be logged in the Refund Log.
- Where a student has applied for and been granted either CT and/or RPL, the student's fees will be adjusted accordingly, and the student notified and granted the appropriate refund.
- Offshore students studying at the Offshore campus need to file the necessary refund form to apply for a refund. The form can be located on the Institute' website.

Details concerning the scope of Transformational Institute Refund Policy are clearly disseminated to prospective clients prior to contractual arrangements being made, this dissemination is in the form of the Student Handbook, and via the Letter of Offer Agreement.

Related Policies and Procedures

Enrolment

Related Forms

Pre-enrolment Checklist

Student Handbook