

Fees and refunds policy

1. Purpose

To ensure that GSD follows regulatory requirements and that prospective and current students have access to information about fees associated with enrolment into GSD (including for Skills Recognition), and their rights and responsibilities in relation to payment and refunds.

2. Scope

This policy covers all student fees and refunds for all courses offered at GSD. This policy should be read in conjunction with the Applications and Enrolment Policy.

3. Principles

Fees and Payments

- a. GSD is responsible for setting all fees.
- b. Current fees for public enrolments are published on GSD's website.
- c. Fees for corporate clients are communicated directly to the client and may be different to public charge rates.
- d. Fees are payable at the time of enrolment unless a written agreement to invoice a third-party is in place prior to the enrolment.
- e. Third parties who are paying for students to attend training may be invoiced directly by GSD. This must be arranged and approved in writing by both GSD and the Third Party prior to enrolment.
- f. No certificates will be issued unless payment has been received in full, regardless of who is responsible for payment.
- g. The total charge for each accredited program consists of two parts:
 - a. Administration fee (20% of the full charge amount)
 - b. Course fee (80% of the full charge amount)

Refunds/Credits

- h. A 24-hour cooling-off period applies to all payments. If enrolment is cancelled less than 24 hours after payment is made, the student is eligible for credit equal to the course fee paid. The administration fee is non-refundable, and the cooling-off period does not apply to the administration fee portion of payment made.
- i. If a student or employer cancels their enrolment more than 2 weeks prior to the scheduled commencement of training, GSD will issue credit equal to 50% of the course fee to the student's account.
- j. Administration fees are non-refundable.

- k. Credits can be used to enrol into future courses or can be refunded into a nominated bank account.
- l. If a student or employer cancels their enrolment less than 2 weeks prior to the scheduled commencement of training, they will not be eligible to receive credit for fees already paid unless they can demonstrate special circumstances. Special circumstances which will be considered are limited to:
 - a. Illness – a medical certificate will be required as evidence prior to a refund being approved. This applies to all illnesses, including COVID-19.
 - b. Extreme personal hardship – evidence must be provided to demonstrate extreme personal hardship prior to a refund being approved
- m. Credits will only be issued for non-government-funded courses.
- n. Credits are not automatically issued when cancellation of enrolment is initiated by the student or employer. To receive credit students or third parties responsible for payment must request credit in writing via GSD’s request for credit form.
- o. All requests for credit must be received no later than 30 days after the enrolment is cancelled. Requests for credit received more than 30 days after the enrolment is cancelled will not be approved.
- p. Credits must be approved by appropriate GSD staff. Delegates may use discretionary powers to determine if credits will or will not be granted.
- q. Any enrolment fee paid is not refundable when the learner voluntarily changes course.

4. Roles, responsibilities, and delegations

| Role | Responsibility |
|---------------------|--|
| Financial Delegates | Determine if credits will or will not be granted |
| Students/Employers | Submit applications for credit via GSD’s electronic forms. |
| GSD Admin staff | Process requests for credit and submit to delegates for approval |
| GSD Finance | Issue credits when required |

| Information | |
|---------------------------|--|
| Approval Date | 18/07/2022 |
| Effective Date | 18/07/2022 |
| Review Date | 18/07/2023 |
| Policy Owner | National Compliance Manager |
| Approving Authority | CEO and Managing Director |
| Legislation and Standards | Standards for RTO’s 2015 Ombudsman Act 1989 (ACT) Smart and Skilled operating guidelines |

| Information | |
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| Related policies and procedures | Fee payment process Refund process |
| Related forms | Enrolment withdrawal form Request for Credit form |