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Fees, Charges and Refunds Policy

1. Purpose

This policy outlines the principles and processes for the administration of fees, charges and refunds to ensure compliance with:

- Standards for RTOs 2025
- WA Vocational Education and Training Act 1996
- Vocational Education and Training (General) Regulations 2009
- WA VET Fees and Charges Policy and applicable funding contracts.

This policy ensures that all fee arrangements are transparent, fair and applied consistently.

2. Scope

This policy applies to all prospective and enrolled students, employers, and third parties engaging with Fairbridge Education for training and assessment services.

3. Definitions

Term	Definition
Course fees	The total cost of the course, made up of the fees for all units a student enrols in, based on training hours and funding arrangements.
Resource fees	Charges for materials and resources required for training that are consumed or retained by the student, and are not included in the course fees.
Refund	The repayment of fees to a student, employer or third party in accordance with this policy.
Fee Concession	A reduced fee applied to eligible students based on government criteria.
Fee Waiver	The full removal of fees in approved circumstances, typically due to severe financial hardship.
Prepaid fees	Fees paid in advance of training delivery, which are limited to $1,500 at any one time, in accordance with regulatory requirements.

4. Policy Statement

Student Cohorts and Fee Arrangements

Fairbridge Education delivers training services to different student cohorts. Fee arrangements vary depending on the type of enrolment and funding model.

External Students (Fee-for-Service or Funded)

- External students are typically employed within the Sport and Recreation industry or within schools delivering Sport and Recreation programs
- In most cases, the employer is responsible for payment of course fees
- Where a student elects to pay their own fees, Fairbridge Education offers payment options including instalment plans
- All applicable fees, charges and refund conditions are disclosed prior to enrolment.

Traineeships and Apprenticeships

- For traineeships, fees are generally paid by the employer in accordance with the relevant training contract and funding arrangements
- Fee amounts may vary depending on government funding, nominal hours, concessions and eligibility criteria
- Exact fee amounts are not specified in this policy but are clearly outlined in the individual Course Fees Agreement prior to enrolment.

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Internal Students (School-Based Delivery)

- Internal students (e.g. students enrolled through the College in Certificate II programs) are not charged fees directly
- Fairbridge Education charges the school a course fee per student to cover training and administrative costs
- Refund arrangements for internal students are managed in accordance with the agreement between Fairbridge Education and the school.

Fees and Charges

Fairbridge Education does not offer inducements or incentives that may compromise compliance or provide an unfair competitive advantage.

Fairbridge Education ensures all fees, charges and refund conditions are clearly disclosed to prospective students prior to enrolment to support informed decision making. This fee information includes:

- All fees payable to Fairbridge Education, clearly describing all costs involved with the course
- How and when fees must be paid
- How to request a refund
- The conditions under which a refund would be provided
- The student's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies.

Types of Fees

Course Tuition Fees

All fees are available prior to enrolment, fee information includes fee rates for each training product, including full fee-for-service, subsidised, concession and exemption fee rates for each course and relevant government jurisdiction.

Fairbridge Education charges students (and/or their employer or school) the mandatory or at least the minimum course tuition fee in accordance with the relevant specific jurisdictional training initiative requirements.

Incidental Expenses, Resource and Other Fees

There may be some instances of a personal cost to a student over and above the general course fees. These costs include:

- Essential equipment and other items that the student has the choice of acquiring from Fairbridge Education, or another supplier, that become the physical property of the student, are retained on completion of training, and are not consumed during training (e.g. tool kit)
- An optional charge for an item that is not essential for the student to complete the training
- An optional charge for an alternative form of access to an item or service that is an essential component of training but is otherwise made readily available at no additional fee
- Field trips and food, transport and accommodation costs associated with the provision of field trips that form part of the training
- Any textbook the student requires for their course that is retained by the student after completion of the qualification.

These fees do not exceed cost recovery. Where appropriate, accountable officers may apply a resource fee to new or existing courses where they have not previously applied. Trainees and apprentices are not exempt from these fees; however, Fairbridge Education provides Trainee Record Books to trainees and apprentices free of charge.

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For each qualification, Fairbridge Education publishes on its website any additional costs that a student will or may incur, and ensures students are aware of these costs prior to enrolment. Fairbridge provides the student or employer (where relevant) with receipts for any monies collected for incidental expenses and retains copies of receipts issued.

Government Loan, Funding, Subsidy and Support Entitlements

Fairbridge Education manages fees for government funded training in accordance with applicable funding contracts and the WA VET Fees and Charges Policy.

Prior to enrolment, students are advised of any government funding arrangements, including how participation in training may impact their future access to subsidised training. Where applicable, Course Fees Agreements outline the student contribution and any relevant government subsidy.

The course fee is the sum of fees for all units of competency in which the student is enrolled. Fees for publicly funded training are calculated based on the applicable fee rates, nominal hours and course requirements current at the time of commencement of each unit of competency, regardless of enrolment date. Fee arrangements are applied consistently regardless of mode of delivery.

Fairbridge Education:

- Collects and manages fees in accordance with applicable funding and regulatory requirements
- Retains records of fee calculations, payments, concessions and waivers, including evidence of eligibility, for a minimum of five (5) years
- Provides itemised invoices and receipts to students and, where applicable, employers, with sufficient detail to identify the student, course, enrolled units, applicable fees and total amount payable
- Applies fee concessions, exemptions and waivers in accordance with eligibility requirements.

Resource fees and other additional charges are applied in accordance with cost recovery principles and are disclosed prior to enrolment. Where changes occur to course classification or funding arrangements, fees are applied in accordance with the requirements in place at the time of unit commencement, and refunds are provided in accordance with the WA VET Fees and Charges Policy where fees have been paid in excess of the applicable amount. Where a student transfers between providers to complete the same course, total fees charged will not exceed the maximum fee caps prescribed.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system in respect of a specific unit. Fees for students enrolling in RPL are determined based on assessment requirements and are published and disclosed prior to enrolment in accordance with this policy.

Recognition of Current Competencies (RCC)

Recognition of Current Competencies (RCC) applies if a student has previously successfully completed the requirements for a unit and is now required (e.g. by a licensing authority) to be reassessed to ensure that competency is being maintained.

Credit Transfer

Students are not charged for credit transfer. Credit transfer provides the student with an exemption from relevant units within a course and does not involve an assessment of the student's knowledge or skills — it is an assessment of the credentials of formal accredited learning presented against the destination course. Students may be granted credit for the completion of formal accredited learning with a school, university or RTO.

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Payment of Fees and Charges

Enrolment is not complete until statutory and RTO-based fees and charges are paid, or a deferred payment arrangement or fee waiver has been approved. Irrespective of payment option, details of all student enrolments must be retained for audit purposes.

Payment Options

On enrolment, students take up one of the following payment options: payment in full, employer invoicing, payment by instalment, or application for a fee waiver on the grounds of severe financial hardship.

Payment options, instalment arrangements and prepaid fee protection requirements are set out in the Fee Payment and Instalment Procedure.

Advice of Withdrawal

Students are advised that written advice of withdrawal is necessary to ensure that they are eligible for refunds. Refunds relating to withdrawal, course cancellation or extenuating circumstances are managed in accordance with the Refund Application Procedure.

Charges for Specific Services

Fairbridge Education does not generally charge fees for the following services. However, if fees are charged, maximum fees apply as specified below:

- Assessment only, held in normal assessment period — each unit $20.00
- Replacement of award/qualification/academic record — hard copy $50.00, electronic copy (no charge)
- Re-issue of academic statement — hard copy $20.00, electronic copy (no charge).

Fee Concessions and Exemptions

Fee concessions and exemptions apply to a range of publicly funded vocational education and training course services provided by Fairbridge Education across WA. Fairbridge Education collects, records and retains all evidence relating to fee transactions; where a fee concession, waiver, exemption or refund is granted, the RTO retains all supporting evidence relating to the decision for each student.

Fee concession and exemption arrangements vary depending on any government support program available. Fairbridge Education only permits a fee concession or exemption for a student where evidence supporting eligibility is obtained from the student prior to the finalisation of the enrolment process.

Concessions

Eligibility for the concession rate on course fees is determined at the time of enrolment. If the concession is valid for the full enrolment period, all eligible units commenced within that period attract the concession rate. If the concession is valid for part of the enrolment period, only eligible units commenced on or after the start date and prior to the expiry of the concession attract the concession rate.

Fee waiver eligibility, assessment and approval is set out in the Fee Waiver (Severe Financial Hardship) Procedure.

Evidence of Eligibility

Eligibility for a fee exemption or concession is assessed at enrolment and cannot be adjusted after course commencement. Evidence of eligibility for a fee concession, exemption or waiver is verified and retained in accordance with the Evidence of Eligibility Verification Procedure.

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Notifications and Guarantee

Fairbridge Education notifies clients as soon as practical after any change occurs that may affect the course services being provided. This includes changes of significant impact including:

- Any changes to, or new Third Party arrangements Fairbridge Education puts in place, for the delivery of services to those specific clients
- A change in ownership of the RTO entity, should that occur.

Fairbridge Education guarantees that no additional charges will be imposed during the period covered by the Course Fees Agreement. All students are offered the option to pay fees across multiple instalments; where an employer pays fees, this is typically paid in one instalment.

Third Party Fee Arrangements

Fairbridge Education Third Party representatives do not collect fees on behalf of Fairbridge Education.

Fee Protection

Fairbridge Education does not collect more than $1,500 in prepaid fees (fees in advance) from an individual student at any time, unless an approved fee protection mechanism is in place in accordance with regulatory requirements. This requirement applies to all mandatory fees a student is required to pay, including enrolment, tuition and materials fees, but does not apply to employers, for example, where an employer engages Fairbridge Education to provide training and/or assessment to its personnel. Prepaid fee protection arrangements are managed in accordance with the Fee Payment and Instalment Procedure.

Recovery of outstanding student fees is managed in accordance with the Outstanding Fees Recovery Procedure.

Refunds

Students may access Fairbridge Education's Appeals Policy, and Complaints Handling Policy for review of any fee, charge or refund decision. Refund arrangements apply to all students; however, where a third party (e.g. employer or school) has paid the fees, any applicable refund will be made to that party.

Refund information and arrangements are made available to students prior to enrolment through Fairbridge Education's Student Handbook and as part of the Course Fees Agreement completed prior to enrolment. Refund applications are managed in accordance with the Refund Application Procedure.

Enrolment Fees

Enrolment fees paid for any course service cover administrative components of service provision and are often mandatory in the case of publicly funded course services. In these cases, enrolment fees are non-refundable once the course service has commenced.

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Fairbridge Education's general refund entitlements for all course services, including the provision of refunds to employers/industry for additional charges paid beyond the student and government contributions, are as follows:

Circumstance	Entitlement
Fairbridge Education is unable to commence the course for which the original enrolment and payment have been made.	• Full refund of all fees levied, or placement in an appropriate alternate course, as per the client's preference.
Student withdrawal before course commencement. Students are advised that written advice (such as email) of course withdrawal is necessary to ensure that they are eligible for refunds.	• Full refund of course tuition fees paid. • 50% of any resource fee.

The same refund arrangements outlined above apply to the provision of refunds to employers/industry for any additional charges paid beyond the student and government contributions.

Third Party Refunds

If course services fees have been paid to Fairbridge Education by a Third Party, any refunds payable will be remitted to that Third Party.

Course Fees Agreement

All prospective students, prior to enrolment, receive a Course Services Agreement from Fairbridge Education. The agreement makes a formal enrolment offer to the prospective student and/or relevant supporting client, and includes all relevant fees, charges, refunds and government support information relevant to the student's course selection.

5. Roles and Responsibilities

Role	Responsibility
CEO	Provides oversight of fee, charging and refund practices, approves exceptional refund decisions, and ensures compliance with regulatory and funding requirements.
RTO Manager	Oversees implementation of the policy, ensures fees and charges are correctly applied and disclosed, manages refunds and fee arrangements, and maintains accurate financial and student records.
Trainers	Inform students of fees, refer queries to appropriate personnel, and ensure enrolment, attendance and progression information is accurate to support fee and refund decisions.
Students	Provide accurate information, meet agreed payment arrangements, understand fee obligations prior to enrolment, and submit withdrawal or refund requests in accordance with policy requirements.

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6. Implementation and Compliance

Fairbridge Education implements this policy through clear communication of fees, charges and refund conditions prior to enrolment, supported by formal agreements, published fee information and student handbooks. Systems are maintained to ensure accurate fee calculation, invoicing, payment tracking and refund processing, with all records retained for audit purposes. Staff are supported to apply this policy consistently, ensuring compliance with applicable legislation, funding requirements and the Standards for RTOs 2025.

7. Related Policies and Documents

- Fairbridge Education Complaints and Appeals Policy
- Fairbridge Education Pre-enrolment, Enrolment, RPL and Credit Transfer Policy
- Fairbridge Education Enrolment Procedure
- Fairbridge Education Fee Waiver and Refund Application Procedure
- Fairbridge Education Outstanding Fees Recovery Procedure
- Fairbridge Education Fee Payment and Instalment Procedure
- Fairbridge Education Evidence of Eligibility Verification Procedure
- Fairbridge Education Student Handbook
- Fairbridge Education Enrolment Form

8. Review and Amendment Log

Document No	Version	Document Owner	Key Stakeholders
RTO_POL_002_V03	3.0	RTO Manager	All RTO staff

Approval Date	Authorised by	Review Frequency	Next Review Date
21/04/2026	CEO	Annually	27/08/2027

Review Version	Review Date	Context
V3	27/08/2026	Internal review and update
V2	21/04/2026	Post-external audit updates; SRTOs 2025
V1	07/2025	Document creation