



Policy Number & Name: RTOPRO012 Fees, Charges & Refund

Policy Area: Domestic Students Only

Organisation Definition:

Crown Melbourne Limited trades as Crown Melbourne Limited, Crown College and Crown College International. For the purpose of this policy, any reference to Crown College, or the “college” should be considered a reference to any of these respective trading names.

Crown College RTO – includes the following Registered Training Organisations as identified on www.training.gov.au

- Crown Melbourne Ltd trading as Crown College RTO ID # 3743
- Crown Training Pty Ltd RTO ID # 40529

Portfolio – relates to the following three key operational sectors;

- Hotels, Retail, Food & Beverage
- Support Services, including Security & Surveillance
- Gaming

1. Policy

1.1 This policy applies to fees, charges and refunds applicable to the provision of training and assessment for domestic students only, through Crown College RTO or Crown Training RTO. It outlines the circumstances of when refunds will be issued to participants and how they will be processed.

1.2 This policy includes requirements under the WA Department of Training and Workforce Development VET Fees and Charges Policy 2018, access: <https://www.dtwd.wa.gov.au/sites/default/files/uploads/VET-Fees-and-Charges-Policy-2019v2.pdf.pdf>

1.3 This policy includes requirements under the Victorian Skills First Funding Contract 2018-2019, access: <http://www.education.vic.gov.au/training/providers/rto/Pages/serviceagree.aspx>

1.4 All refund information is made available to participants throughout the enrolment process and detailed information is included in the relevant Course Handbook.

Related Standards

This policy relates to the following standards from *Standards for Registered Training Organisations 2015*.

Standard 3

The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records.

Standard 5.3

Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- a) all relevant fee information including:
 - i) fees that must be paid to the RTO; and
 - ii) payment terms and conditions including deposits and refunds;
- b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- c) the learner's right to obtain a refund for services not provided by the RTO in the event the:
 - i) arrangement is terminated early; or
 - ii) the RTO fails to provide the agreed services.

Standard 7.3

Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.

2. Scope

This Policy relates to all Crown College RTO & Crown Training RTO potential and current participants of training and assessment.

3. Responsibility

The Group Training Manager RTO, along with the VIC & WA RTO team members, are responsible for the implementation of this policy.

4. Procedures

4.1 Crown Resorts employees as Crown College clients/participants:

- 4.1.1 As an enterprise RTO, Crown College has elected to waive Vocational Education and Training (VET) course fees and charges for persons currently employed by Crown Resorts and enrolled in an Apprenticeship or Traineeship.

4.1.2 All internal marketing and advertising materials must clearly state that Crown College will waive course fees and charges for current Crown Melbourne and Crown Perth employees.

Such materials include but are not limited to:

- Course Guides and Handbooks
- Intranet content
- Pre-enrolment/application communiqués
- Student Information Handbook

4.1.3 Crown College staff will re-iterate waiver arrangements at course information and enrolment sessions.

4.1.4 RTO Administration team members will process enrolments accordingly.

4.1.5 In Victoria, \$0.00 course fee is entered in VETtrak.

4.1.6 There is no internal transfer of monies or record of such.

4.2 Crown College External clients/participants

4.2.1 All fees and charges are advised to participants prior to and at the time of enrolment through the relevant Course Guide or Handbook.

4.2.1 Crown College advises its fees and charges in course marketing materials, on the Crown College website, in the Student Agreement, in pre-course invoices and the respective qualification Course Guide or Handbook.

4.2.2 Participants (and/or their employers) engaged in training which is funded by the State or Commonwealth Government programs, will be made aware of the funding that is provided by the Government, as well as any additional fees applicable such as administrative charges, resource or material costs.

4.2.3 Payment and refund arrangements are aligned to courses and may vary depending upon factors such as length of course, licensing and legislative requirements and relevant State Funding Contract requirements.

4.2.4 Detailed information of the specific fees and charges, and withdrawal and refund policy for each individual course is located in the respective Course Guide or Handbook.

4.2.5 All requests for refunds will be dealt with in accordance with the relevant course Withdrawal and Refund Policy, and the decision of Crown College will be final, subject to any right to appeal stated in the relevant policy.

4.2.6 Refunds may be paid via direct debit or cheque and a statement of attainment will be issued for any units that have been deemed competent prior to the withdrawal of the participant.

4.3 WA Traineeship Policy

4.3.1 Course Fees are calculated as per the current VET Fees and Charges Policy. An hourly fee rate is set by the Department of Training and Workforce development and is calculated for each unit of competency in the student enrolment.

4.3.2 A Statement of Fees detailing the units of enrolment for each calendar year is provided to the student.

- 4.3.3 Notification of withdrawal and request for refunds for Traineeship programs must be made in writing and submitted to Crown College RTO.
- 4.3.4 Students are entitled to a full refund of the applicable course fee where;
 - i. A unit is cancelled or re-scheduled to a time unsuitable to the student
 - ii. A student is not given a place due to a maximum number of places being reached; or
 - iii. Due to other circumstances caused by the RTO.
- 4.3.5 Census dates are set for each unit, at no less than 20% of the total proposed duration of the unit.
- 4.3.6 Students who withdraw before the census/withdrawal date for a unit will be eligible for a full refund of the course for the unit.
- 4.3.7 Students cannot make a claim for refund of course fees if these have been paid for by an employer or third party.
- 4.3.8 All approved refunds will be paid to the original payee of the fees.
- 4.3.9 Pro rata refund of fees and charges may be approved by the Group Training Manager RTO if the student must withdraw for reasons of personal circumstances beyond their control. Examples may be;
 - i. Serious illness resulting in extended absence from classes/training;
 - ii. Injury or disability that prevents the student from completing their program of study;
 - iii. Other exceptional circumstances.
- 4.3.10 All pro rata refunds will only be approved at the sole discretion of the Group Training Manager RTO or Group General Manager, Learning & Development.
- 4.3.11 All requests for refunds must be made in writing and include relevant documentary evidence of circumstances.

4.4 Crown Training RTO external clients/students

- 4.4.1 All relevant course fees and charges are advised to potential students prior to and at the time of enrolment through the relevant Course Guide.
- 4.4.1 Crown Training RTO provides details of its tuition fees and charges in course marketing materials, available on the website and the respective Course Guide.
- 4.4.2 Additional fees and charges may be applicable and charged according to the table below.

ADDITIONAL CHARGES	COST IN AUD
Re-issue of Student ID/Access Card	\$30
Re-sit of Training Day	\$100
Re-sit of Assessment	\$200

- 4.4.3 Students who miss a day of training due to non-approved leave may be required to re-sit the training day at a later time. The re-sit of training day may be at an additional cost.

4.4.4 Students who miss a day of training due to non-approved leave during which a scheduled assessment was conducted may be required to re-attend the assessment at a later time. The re-sit of assessment may be at an additional cost.

4.4.5 Students who misplace or cannot produce the Crown issued Student ID/Access Card are liable to pay for the replacement of the card. All students must display a valid Crown Student ID/Access Card at all times for the duration of the course.

4.4.6 All requests for refunds will be provided as set out in the Table of Refunds below.

TABLE OF REFUNDS				
Type	Timeframe	Amount Refunded	Documents Required	Optional
Course cancelled by Crown Training	At any time	Full Refund	Refund Request Form	Option to transfer to a future course within 6 months (subject to availability). <i>(No refund provided)</i>
Withdrawal from the course	After the course has commenced	Nil	Nil	Nil
Withdrawal from the course with medical certificate	Written notification provided prior to course commencement date	80% of the full fee	Refund Request Form Medical certificate	Option to defer to a future course within 6 months (subject to availability). (requires medical clearance prior to commencement). <i>(No refund provided)</i>
Withdrawal from the course prior to course commencement	Written notification provided more than 5 days prior to course commencement date	80% of the full fee	Refund Request Form	Option to defer to a future course within 6 months (subject to availability). <i>(No refund provided)</i>
Withdrawal from the course prior to course commencement	Written notification provided less than 5 days prior to course commencement date	50% of the full fee	Refund Request Form	Option to defer to a future course within 6 months (subject to availability). <i>(No refund provided)</i>

4.4.7 Notification of request for refund must be made using the Request for Refund Form and returned to Crown Training via the email studentadmin@crowncollege.edu.au

4.4.8 Refunds may be paid via direct debit or cheque and a statement of attainment will be issued for any units that have been deemed competent prior to the withdrawal of the participant.

4.4.9 All students have the right to make complaints and seek appeals of decisions and action under various processes. This policy does not affect the rights of the student to take action under the *Australian Consumer Law*.

5 Related Documents

Student Information Handbook
 Course Guides and Handbooks
 Student Agreement form

6 Policy Publication

All policies and procedures that are applicable to prospective students and enrolled students (domestic or international) and all relevant organisation employees/contractors are made available on request at all times, and form part of the induction and orientation for employees/contractors and students and are made available via the website (where appropriate), student administration/management systems, learning management system and internal electronic systems.

7 Definitions

Non-approved leave is non-attendance for any period of time at a scheduled course, where the student does not provide any evidence to justify the reason for the absence. Reasonable evidence may include, but is not limited to, medical certificate or travel documents.

8 Amendment Schedule

Table detailing any amendments made to the policy between review dates

Date	Modification	Version	By
26.11.2014	New policy	1.0	Rebecca Hantler Vanessa Hoppe
3.4.2017	Changed formatting and numbering system; included specific WA DTWD policy reference	2.0	Heather Gilbert Vanessa Hoppe
27.12.2017	Update to 2018 policy references	3.0	Heather Gilbert Vanessa Hoppe
24.04.2018	Included procedure 4.4 reference to Crown Training RTO, included Definition.	4.0	Vanessa Hoppe
21.01.2019	Updated reference to DTWD 2019 Fees & Charges Policy	5.0	Vanessa Hoppe

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