

I. FITTA Policies and Procedures

A. Student Fees Policy

1. Policy

Fitta will provide clear information regarding tuitions and additional fees to all parties. By doing so students will be empowered to make informed choices regarding their education with FITTA.

2. Purpose

This policy is designed to provide accurate and accessible information to staff, administrators, applicants and students about all student fees, including tuition and fees, invoice due dates, sufficient for applicants and students to understand their requirements when studying with FITTA.

This policy also outlines accessible refund methods for **domestic**, ensuring there are fair and equitable processes for the issuing of refunds to students in accordance with relevant legislation and policy.

To ensure that the prospective student is informed of all charges prior to commencement of the enrolled qualification. Conditions of which a refund application will be assessed and granted.

3. Scope

This policy applies to all student applicants, current and past students.

4. Procedure

The FITTA team has multiple opportunities to discuss the fees and relevant tuition as outlined below.

Step 1: Discussion

When discussing course information with an applicant, it is imperative that all the fees of the course are provided. All marketing material will contain tuition and additional fee information.

Should the student be eligible for any funding, inform the student of the limitations or obligations that are associated with that funding ie. Cert 3 Guarantee – for example, They will no longer be eligible to use Cert 3 funding again.

Domestic students - personalised installment plans may be offered by FITTA within parameters such as Administration fee and Resource fee paid at enrolment and the remaining balance to be spread over the duration of the selected course. This is discussed and organised on an individual basis.

Step 2: Enrolment

As the applicant is enrolling into the desired course, the total tuition and

course fees, cancellation and refund conditions are to be reiterated with instruction to go to fitta.com.au for access to view the full Student Fees Policy (please see Enrolment Policy).

FEES:

Non refundable Administration Fee \$200

Tuition cost (calculated per course - see Student Fee Schedule)

Resource Fee \$500

- Students are required to pay \$500 (part payment for tuition) , Administration fee \$200 and Resource fee \$500 to secure their position on the course. Total \$1200
- The remainder of the tuition fees relative to the student's specific course must be paid for in full within 14 days of the commencement of their studies with FITTA.

How to Pay

FITTA accepts DIRECT DEPOSIT and credit card payment is available upon request

Fitness Training Academy
BSB: 484 799

Account Number: 203497704

**FITTA will never request any student pay more than \$1500 before the commencement of any course as per Standards for RTOs *Clause 7.3.

 **Step 3: Duration of their studies**

After commencement of their studies, a change in the fee schedule for the course they are currently enrolled in, will not affect the student's fee and no additional fee will be charged for the course.

 **Step 4: Application for refund**

FITTA has developed a fair and equitable approach to refunds as follows:

- Where the RTO cancels a course, students will be notified in writing and given the option of a full refund of tuition - tuition or credit towards another course. (Appendix 1. Student Refund Application)

FOR DOMESTIC STUDENTS

- Where the student fails to attend and fails to provide notice of their intention not to attend, full course fees will be charged.
- Where a student cancels their enrolment in writing and FITTA receives the Application for Refund 10 days or more before the commencement of the course start date, 100% of tuition and resource fees paid thus far will be returned to the student. Administration fee will not be refunded.
- Where a student advises of their intention to cancel within 10 days prior to and until 13 days after the course commencement, 10 % of the total tuition will be charged. Administration fee and Resource fee will not be refunded.

- Where a student advises their intention to cancel 14 days after course commencement 100% of the total fees will be charged and no refund will be given.
- Where non-attendance is advised and subsequently deemed by the RTO as beyond the participant's reasonable control, cancellation fees (above) may be waived in the form of a full credit for future course attendance.

DOMESTIC STUDENT REFUND TABLE	
Cancellation of enrolment more than 10 days prior to commencement date.	100% Refund of tuition paid The administration fee is non-refundable
Cancellation within 10 days prior to commencement and 13 days after course commencement	10% of tuition retained as cancellation fee, if resources have been issued there will be no refund of the resource fee. The administration fee non refundable
Cancellation 14 days after course commencement.	No refund
Course cancelled by FITTA (provider default)	Full refund of all fees or offer for alternate course (if agreed to by student)
Student enrolment cancellation or suspension due misconduct as outlined in the Student Code Policy	No refund.

Applications for a refund need to be submitted by the student in writing to:

Fitness Training Academy Mail:
7a Bellfinch Rd,
Eagleby Qld 4207
 or
admin@fitta.com.au

- Students will be informed by email within 14 days of refund decisions and fee refunds will be made by direct bank deposit to the original payee bank account within 7 business days of notification.

Students will not be entitled to a refund for the following reasons once the course has commenced: they changed jobs, their work hours changed, they do not complete the required assessment within the specified time frame as outlined and agreed to on their CoE (without prior discussion with their trainer), they move residences or they change their mind.

However, FITTA will consider individual circumstances for each student refund application.

By signing the enrolment form and application form the student is agreeing to pay for the full amount of the course as outlined above. If student fails to make a payment once the course has commenced and does not discuss it with FITTA, the entire balance of the account becomes due immediately. Awards will not be issued to students who have not made full payment by the completion of their course.

5. Record of student financial files

Details recorded by FITTA are sufficient to ensure evidence of the request for payment and payment received/or given. No personal credit card or bank account details will be stored once payment has been processed. Such details will be destroyed immediately

upon completion of the transaction.

6. Applicable regulations

Standard 7 (*Clause 7.3)

7. Created by:

Luana Ross 07.07.2016

8. History:

21/06/2018 - Updated

9. To be reviewed

21/12/2018

