Fees and Refund Policy

1. Purpose

1.1 Job Skills Training Academy (JSTA) is a Registered Training Organisation (RTO).

1.2 The purpose of this policy is to outline JSTA's approach in managing fees and refunds.

2. Scope

2.1 This policy applies to all the students who are enrolled in one or more courses conducted by JSTA.

2.2 It also applies to eligible students with lower fees /subsidized courses.

2.3 Sufficient funds to refund all fees paid in advance are to be held in Job Skills Training Academy's bank account.

2.4 At no time will Job Skills Training Academy hold more than $1500 per Participant paid in advance

2.5 The Fees and Refunds Policy is guided by the principles of equity, fairness, timeliness, and accessibility.

3. Responsibility

Staff members who are responsible for the fees and refund management are:

3.1 Finance Officer

3.2 Accountant

3.3 RTO Administration

4. Definitions

4.1 RTOs - Registered Training Organisations deliver nationally recognised training in VET sector.

4.2 VET - Vocational Education and Training

4.3 TAC - Training Accreditation Council. To deliver this training, RTOs need to be registered and approved by TAC.

4.4 CT - Credit Transfer is a process of awarding credit for a unit(s) of competency previously attained from another RTOs which has a same or equivalent on the National Training Register as in a current course.

4.5 CD - Census date is the date a student may withdraw from their course or part of the course using the withdrawal form prior to their census dates, or withdraw from your units without incurring a debt

5. Fees and charges

5.1 All fees and charges for the delivery of Vocational Training and Assessment services must be approved by the Director prior to their publication, quotation to Participants or tender submission.

5.2 All Participants are to be provided with a numbered tax invoice detailing all fees paid.

5.3 Where an employer is to be invoiced for the tuition fee of his/her employees undertaking training, the invoice must clearly indicate the names of those employees for whom the invoice applies.

5.4 The fee per Unit of Competence includes two (2) reassessment opportunities. Any additional assessment opportunities required will incur a $100 fee.

5.5 Should Participants require a Qualification/Statement of Attainment to be reissued a $100 fee inclusive of GST applies.

5.6 Verified financial projections and reports are to be made available to TAC as requested.

6. Cancellation and Refunds

6.1 Census Date (CD) - An enrolment will be kept as a provisional for the first three (3) days of the morning classes while it would be five (5) days for the evening classes.

Meaning: The students withdrawing within that period will be considered CD. However, under the following circumstances.

6.1.1 All requests for refunds and withdrawal need to be made in writing and be accompanied by supporting documentation where applicable.

6.1.2 Evidence to support their reason, such as medical conditions, family issues, etc.

6.1.3 Where a student withdraws after three (3) days for the morning student

and five (5) days for the afternoon students, the school, or the individual will remain liable to pay the full course fee, subject to the refund policy.

6.2 Where an individual's course fees are payable on a payment plan and by a direct debit card from a credit card account, JSTA will debit the nominated credit card with the balance of the course fees at the time of the course withdrawal**.**

6.3 Where an individual's course fees are involved by their employer or another third party, a final invoice for the full amount of the outstanding fees will be issued at the time of course withdrawal.

7. Refunds and related procedures

7.1 All request for refunds should be addressed to CEO JSTA. Nonetheless, JSTA agrees to providing any refund applicable within ten (10) days of the receipt of a written notice of withdrawal by the student.

7.1.1 75% refund is payable for withdrawals not more than seven (7) days following the course enrolment.

7.1.2 50% refund is payable for withdrawals not more than ten (10) days following the course enrolment.

7.1.3 NO refund is payable for withdrawal more than ten (10) days following the course enrolment date.

7.1.4 NO refund will be granted where a student is withdrawn as a serious act of misconduct.

7.1.5 A non-refundable administration fee of $200 will be charged to all students

7.1.6 All refunds paid will be recorded in the refund register.

8. Discontinued Students

8.1 Students who have ceased to continue their presence, learning activities and other related unit of study (although not officially withdrawn) will be withdrawn officially at the conclusion of the units of study. In addition, they will be liable for the full payment of outstanding fees**.**