

# Fees Administration and Refund Policy

<b>Policy Title</b>	Fees Administration & Refund Policy
<b>Document Reference</b>	POL-SSC-Fees Administration & Refund-2025-V1.0
<b>Approved By</b>	Chief Executive Officer
<b>Date Approved</b>	15 September 2025
<b>Next Review Date</b>	15 September 2026
<b>Version</b>	V1.0

## Table of Contents

Table of Contents .....	1
PURPOSE .....	2
SCOPE .....	2
DEFINITIONS .....	2
POLICY STATEMENT .....	3
PROCEDURES.....	11
RELATED POLICIES.....	11
ROLES AND RESPONSIBILITIES .....	12
1. Chief Executive Officer (CEO):.....	12
2. Principal: .....	12
3. Student Services Manager/Officers:.....	12
4. Finance Department: .....	12
5. Admin Team (CRICOS Learners): .....	12
6. Trainers and Assessors Principal: .....	12
7. Learners: .....	12
RELATED FORMS, TOOLS, AND SYSTEMS .....	12
RELATED LEGISLATION AND STANDARDS.....	13
CONTINUOUS IMPROVEMENT NOTES .....	13
REVISION HISTORY .....	15

# Fees Administration and Refund Policy

## PURPOSE

This policy ensures that South Sydney College (SSC) manages student fees, enrolments, provider transfers, course variations, withdrawals, cancellations, and refunds in compliance with all relevant legislation and standards.

SSC is committed to:

- a. Ensuring transparent and equitable fee administration for all learners – CRICOS, domestic, and offshore.
- b. Providing learners with clear and accurate information about tuition fees, non-tuition fees, refunds, and payment conditions before enrolment.
- c. Establishing fair, consistent, and timely processes for refunds, enrolment transfers, cancellations, and provider default situations.
- d. Protecting learners under the Education Services for Overseas Students (ESOS) Act 2000 and National Code 2018 (for CRICOS learners) and under the Australian Consumer Law (ACL) (for domestic and offshore learners).
- e. Meeting compliance requirements of the Standards for RTOs 2025, particularly Outcome 2 (Learner Support and Engagement).

## SCOPE

This policy applies to:

- a. **Learners:** All students of SSC, including CRICOS learners (international students), domestic students, and offshore online learners.
- b. **Staff:** All SSC staff involved in admissions, student services, finance, training, and compliance.
- c. **Training Products:** All nationally recognised qualifications, units, and skill sets delivered by SSC, across all modes of study.

Special provisions apply for CRICOS learners as required under the ESOS Act 2000, the National Code 2018, and TPS (Tuition Protection Service).

## DEFINITIONS

This policy applies to:

- a. **Tuition Fees:** Fees directly related to the provision of training and assessment.
- b. **Non-Tuition Fees:** Additional charges (e.g., materials, administration).
- c. **Additional Fee Types:**
  - a. **Application Fee (CRICOS only):** A one-time, non-refundable fee charged to international students when applying for enrolment.
  - b. **Administration Fees:** Charges that may apply for specific services such as reassessment attempts, re-enrolments, credit transfer requests, processing cancellations or course variations, issuing replacement testamurs, or refund processing. (Details of administration

# Fees Administration and Refund Policy

fees, including conditions for late payments and CRICOS-specific requirements, are outlined in Policy Statement Section 9 Administration and Late Payment Fees.)

- c. **Other Charges:** Learners may be required to cover additional costs such as textbooks, learning materials, equipment, or travel associated with training and assessment. These charges are disclosed in the Additional Fees List (College Fees and Charges).
- d. **Written Agreement:** A formal contract signed by the learner (or guardian if under 18) that outlines course enrolment, fees, refund policy, and student obligations. This is a requirement under the ESOS Act and National Code.  
*Domestic and offshore learners are not required to enter into a Written Agreement. Instead, enrolment and fee conditions are confirmed through the Enrolment Form, Fee Information Sheet, and Student Handbook.*
- e. **PRISMS:** Provider Registration and International Student Management System, used to manage CRICOS student enrolments and variations.  
*All CRICOS enrolment variations, transfers, and cancellations must be reported through PRISMS in line with the provisions of Policy Statement Section 4 CRICOS Learners – Additional Requirements.*
- f. **RPL/CT:** Recognition of Prior Learning (RPL) and Credit Transfer (CT) assessments that may reduce course duration and cost.
- g. **Refunds:** Refunds refer to the return of tuition or non-tuition fees paid by a learner under conditions set out by South Sydney College.
  - a. **CRICOS learners:** Refunds are governed by the Written Agreement, as required under the ESOS Act 2000 and the National Code 2018. Specific entitlements, conditions, and timelines are detailed in Policy Statement Section 3 Refund Principles for CRICOS Learners, with additional provisions in Policy Statement Section 10 Special Circumstances and Section 11 Provider Default.
  - b. **Domestic and offshore learners:** Refunds are based on the Enrolment Form, Fee Information Sheet, and Student Handbook. Refunds are processed in line with the Australian Consumer Law (ACL) and SSC policy provisions outlined in Policy Statement Section 3 Refund Principles, with additional fairness considerations in Policy Statement Section 10 Special Circumstances and Section 11 Provider Default.

## POLICY STATEMENT

### 1. Fee Transparency

SSC is committed to transparency in fee administration.

- 1.1. All tuition and non-tuition fees are published on the SSC website, in the Student Handbook, and in course information materials.
- 1.2. Domestic and offshore learners receive a Fee Information Sheet prior to enrolment, which outlines tuition and non-tuition fees, payment terms, and refund conditions.
- 1.3. CRICOS learners must also receive a written agreement (Letter of Offer) before any course fees are accepted. This agreement includes a detailed breakdown of tuition fees, non-tuition fees, application fee, instalment plan, and refund policy, in compliance with ESOS and TPS requirements.

# Fees Administration and Refund Policy

## 2. Enrolment Requirements

SSC ensures all enrolments are valid and properly documented.

- 2.1. Domestic and offshore learners: Enrolment is confirmed upon receipt of a completed Enrolment Form, LLND assessment, and acknowledgement of the Fee Information Sheet and Student Handbook.
- 2.2. CRICOS learners: Enrolment is confirmed only once a completed Enrolment Form, LLND assessment, and a signed written agreement are received. SSC will not accept any course fees until the written agreement is in place.
- 2.3. Recognition of Prior Learning (RPL) and Credit Transfer (CT) applications are available to all learners and processed using approved forms.
- 2.4. Entry requirements for each course are applied consistently and published in course information materials.

## 3. Refund Principles

South Sydney College (SSC) processes refunds in accordance with the ESOS Act 2000, the National Code 2018, the Standards for RTOs 2025, and the Australian Consumer Law (ACL).

- 3.1. Refund entitlements are outlined in the written agreement and apply differently depending on whether the case involves provider default, student default, or withdrawal.
- 3.2. Refunds are made only to the original payer and within legislated timelines.
- 3.3. Refunds are applied fairly and consistently for all learners, with additional requirements for CRICOS learners as set out below.

### Refund Principles for CRICOS Learners (Additional Requirements):

- 3.4. Refunds apply to tuition fees only; the application fee and certain administration fees are non-refundable.
  - 3.4.1. Refund entitlements are determined by the timing of withdrawal:
  - 3.4.2. More than 10 weeks before commencement: 100% refund of tuition fees.
  - 3.4.3. Between 6–10 weeks before commencement: 70% refund.
  - 3.4.4. Between 2–6 weeks before commencement: 50% refund.
  - 3.4.5. Less than 2 weeks before commencement: 30% refund.
- 3.5. On or after commencement: no refund for that study period.
- 3.6. Where a student visa application is refused before course commencement, SSC will provide a refund in accordance with ESOS and TPS requirements (less 5% of total fees received or \$500, whichever is lower).
- 3.7. In cases of compassionate or compelling circumstances (e.g., serious illness or hospitalisation), refunds may be approved on a case-by-case basis, with pro-rata calculation where applicable.
- 3.8. Refund applications must be submitted on the Refund Application Form with supporting evidence. Refund decisions will be provided in writing, with a refund calculation letter issued within 30 days of the request

# Fees Administration and Refund Policy

## 4. CRICOS Learners – Additional Requirements

In addition to the general fee and refund requirements, international students (CRICOS learners) are subject to the following provisions:

- 4.1. Written Agreements:
  - 4.1.1. A written agreement must be signed before any course fees are accepted.
  - 4.1.2. SSC will only accept fees once enrolment is confirmed.
- 4.2. Fee Protection (Prepaid Fees):
  - 4.2.1. In line with the ESOS Act 2000, SSC will not collect more than 50% of the total tuition fees before a course commences unless:
    - 4.2.1.1. the course has a duration of 25 weeks or less, or
    - 4.2.1.2. the student (or payer) voluntarily chooses to pay more.
  - 4.2.2. Prepaid fees are identified and recorded as unearned revenue until the learner commences.
  - 4.2.3. If a written agreement is not received within the specified time, prepaid fees will be refunded in line with TPS reporting obligations.
- 4.3. Third-Party Collections:
  - 4.3.1. Any fees collected on SSC's behalf by third parties (e.g., education agents) are subject to the same ESOS requirements for fee protection and record-keeping.
  - 4.3.2. Written agreements with third parties include these conditions.
- 4.4. Instalment Payments:
  - 4.4.1. Tuition fees are generally paid by instalments as per the written agreement.
  - 4.4.2. Students must comply with the agreed payment plan.
  - 4.4.3. SSC may suspend access to training, withhold results or Statements of Attainment, and report enrolment changes via PRISMS where instalments are not paid.
- 4.5. Transfers and Variations:
  - 4.5.1. Transfers to another provider within the first six months are restricted under National Code Standard 7.
  - 4.5.2. Any deferment, suspension, variation, or cancellation is reported on PRISMS.
- 4.6. Debt Collection:
  - 4.6.1. In cases of persistent non-payment, SSC may initiate debt collection processes, including recovery of administrative, legal, or agency costs, and reporting via PRISMS.

## 5. Domestic and Offshore Learners – Additional Requirements

SSC ensures that domestic and offshore learners have transparent and fair arrangements in line with the Australian Consumer Law (ACL) and the Standards for RTOs 2025.

- 5.1. Information Requirements:
  - 5.1.1. Learners receive clear information on tuition and non-tuition fees, payment terms, and refund conditions through the Enrolment Form, Fee Information Sheet, and Student Handbook before enrolment.
  - 5.1.2. Enrolment cannot proceed without a completed Enrolment Form and the Learner Literacy, Numeracy and Digital Skills (LLND) Assessment.

# Fees Administration and Refund Policy

## 5.2. Refunds:

- 5.2.1. Refunds for domestic and offshore learners are governed by the general provisions in Policy Statement Section 3 Refund Principles and Section 10 Special Circumstances.

## 6. Course Variation, Withdrawal & Cancellation

SSC recognises that learners may need to vary, suspend, or cancel their enrolment.

### 6.1. Learner-Initiated Requests:

- 6.1.1. Learners may apply for deferment, suspension, variation, or withdrawal using approved SSC forms.
- 6.1.2. Refund outcomes for variations or withdrawals are managed under Policy Statement Section 3 Refund Principles and Section 10 Special Circumstances.
- 6.1.3. CRICOS only: All course variations, suspensions, or cancellations must be reported through PRISMS.

### 6.2. SSC-Initiated Cancellations:

- 6.2.1. SSC may initiate cancellations in cases of non-payment of fees, misconduct, or unsatisfactory academic progress.
- 6.2.2. CRICOS only: Cancellations may also occur due to breaches of student visa conditions (attendance, progress, or fee obligations) and are reported on PRISMS.

### 6.3. Appeals:

- 6.3.1. All learners have the right to access SSC's complaints and appeals process before any cancellation decision is finalised.

## 7. Provider Transfers (CRICOS only)

SSC manages provider transfers for international students in line with the ESOS Act 2000 and National Code 2018 Standard 7.

### 7.1. Incoming Transfers:

- 7.1.1. SSC will not knowingly enrol a CRICOS learner who has not completed six months of their principal course with another provider, unless an exception under Standard 7 applies (e.g., provider release, provider default, course cessation).

### 7.2. Outgoing Transfers:

- 7.2.1. CRICOS learners requesting transfer to another provider within the first six months must complete a Transfer and Release Request Form with supporting evidence.
- 7.2.2. Decisions are communicated in writing, and refusals may be appealed through SSC's complaints and appeals process.

### 7.3. Administrative Requirements:

- 7.3.1. Approved transfers and cancellations are reported in PRISMS.
- 7.3.2. Any applicable processing fees are outlined in Policy Statement Section 9 Administration and Late Payment Fees.

# Fees Administration and Refund Policy

## 8. Records and Documentation

SSC maintains accurate records of all enrolments, fee transactions, transfers, variations, and refunds for compliance and audit purposes.

### 8.1. All Learners:

- 8.1.1. Records are stored securely in SSC's Student Management System.
- 8.1.2. Documentation includes Enrolment Forms, Fee Information Sheets, refund outcomes, and any approved course variations or cancellations.
- 8.1.3. Records are retained in accordance with legislative and regulatory requirements.

### 8.2. CRICOS Learners (Additional Requirements):

- 8.2.1. All enrolment variations, transfers, and cancellations are reported in PRISMS.
- 8.2.2. Additional records are maintained using approved forms and registers, including:
  - 8.2.2.1. Refund Application Form and Refund Request Register
  - 8.2.2.2. Course Cancellation Request Form and Course Cancellation Request Register
  - 8.2.2.3. Fees and Charges Sheet linked to the written agreement

### 8.3. Evidence of compliance with ESOS and TPS requirements (e.g., prepaid fee protection, refund calculations) is documented and available for audit.

## 9. Administration & Late Payment Fees

South Sydney College may apply administration fees in addition to tuition fees. These charges are disclosed Additional Fees List (College Fees and Charges).

### 9.1. Administration Fees:

- 9.1.1. Re-assessment fees for additional attempts beyond the initial re-submit or re-sit.
- 9.1.2. Re-enrolment fees where a student wishes to extend the course duration after the submission period has lapsed.
- 9.1.3. Fees for processing course variations, transfers, or cancellations.
- 9.1.4. Fees for issuing replacement qualification testamurs.
- 9.1.5. Materials or resource replacement costs (e.g., textbooks, equipment).
- 9.1.6. Refund processing administration fees (deducted from any approved refund).
- 9.1.7. CRICOS only: Application fee (non-refundable).

### Late Payment of Fees:

- 9.2. All learners must pay fees by the due date specified in their written agreement.
- 9.3. Domestic and offshore learners may be subject to reasonable late fees where payments are not received on time.
- 9.4. Late Payment Intervention (CRICOS only): A structured late payment intervention process applies, which may include:
  - 9.4.1. Courtesy reminder prior to due date.
  - 9.4.2. Late payment penalty notice issued after the due date.



# Fees Administration and Refund Policy

- 9.4.3. Financial warning with an additional \$100 late penalty (Day 11).
- 9.4.4. Intention to Report (ITR) to the Department of Home Affairs (Day 12) if payment is not made.
- 9.4.5. Reporting of enrolment status via PRISMS and possible cancellation of Confirmation of Enrolment (CoE).
- 9.4.6. Referral to debt collection, with associated legal and administrative costs payable by the student.
- 9.4.7. A systematic and step by step communication and actions will be taken for the fees not paid by due date:

Step 1	Courtesy Reminder	A courtesy reminder will be sent to student via text/phone/email/RTO Manager 1 week ( <b>7 days</b> ) before payment due date.																										
Step 2	<p>Late payment penalty notice issue to the student if payment not received by day 8 from the due date</p> <p>This will occur in day 8 from due date if student do not pay by due date</p>	Students who do not pay the fees by due date, will be issued a financial penalty notice in <b>day eight (8)</b> from fee due date. Student will be given until Friday ( <b>day 5</b> from fee due date) of the same week to pay the due fees.																										
Step 3	<p>Financial Warning letter issue if Payment not received by day 8 (following Monday) from the fee due date</p> <p>This will occur if student do not follow the payment schedule</p>	<p>Students who do not pay the fees by due date and SSC does not receive the due payment by day eight (8) from the due date, will be issued a financial warning in <b>day 8</b> (the first working day after fee due week).</p> <p>Student will be given until <b>day 11</b> (Thursday) from fee due date to pay the due fees and \$100 late penalty will be applicable.</p> <p>Late payment categories-Tuition fees will be mentioned in Financial Warning:</p> <table><tr><th colspan="2">Late payment Fees:</th></tr><tr><td>1.1 Late Fee: No payment by due date (1 to 7 days from due date)</td><td>\$100.00</td></tr><tr><td>1.2 Late Fee: No payment by due date (8 to 15 days from due date)</td><td>\$200.00</td></tr><tr><td>1.3 Late Fee: No payment by due date (16 to 31 days from due date)</td><td>\$400.00</td></tr><tr><td>1.4 Late Fee: No payment by due date (32 to 63 days from due date)</td><td>\$500.00</td></tr><tr><td>1.5 Late Fee: No payment by due date (64+ days from due date)</td><td>\$1,000.00</td></tr><tr><td>2.0 Payment extension requested for full payment before the due date (Up to 2 weeks extension)</td><td>No Penalty</td></tr><tr><td>2.1.1 Payment plan requested before the due date (Weekly/Fortnightly   Paid 15-30 days from the due date)</td><td>\$100.00</td></tr><tr><td>2.1.2 Payment plan requested before the due date (Weekly/Fortnightly   Paid 31-60 days from the due date)</td><td>\$200.00</td></tr><tr><td>2.1.3 Payment plan requested before the due date (Weekly/Fortnightly   Paid 61-100 days from the due date)</td><td>\$400.00</td></tr><tr><td>2.2 Payment Plan requested after due date</td><td>\$100 + Payment Plan duration Fee</td></tr><tr><td>2.3 Missed payment plan</td><td>\$25/missed installment</td></tr><tr><td>2.3.1 Missed payment plan &amp; stopped paying more than 30 days.</td><td>\$400.00</td></tr></table> <p>Students are also informed that failure to settle fees may result in the college reporting them to the Department of Home Affairs (DHA) through the Provider Registration and International Student Management System (PRISMS) for failure to meet the conditions as an international student studying in Australia.</p>	Late payment Fees:		1.1 Late Fee: No payment by due date (1 to 7 days from due date)	\$100.00	1.2 Late Fee: No payment by due date (8 to 15 days from due date)	\$200.00	1.3 Late Fee: No payment by due date (16 to 31 days from due date)	\$400.00	1.4 Late Fee: No payment by due date (32 to 63 days from due date)	\$500.00	1.5 Late Fee: No payment by due date (64+ days from due date)	\$1,000.00	2.0 Payment extension requested for full payment before the due date (Up to 2 weeks extension)	No Penalty	2.1.1 Payment plan requested before the due date (Weekly/Fortnightly   Paid 15-30 days from the due date)	\$100.00	2.1.2 Payment plan requested before the due date (Weekly/Fortnightly   Paid 31-60 days from the due date)	\$200.00	2.1.3 Payment plan requested before the due date (Weekly/Fortnightly   Paid 61-100 days from the due date)	\$400.00	2.2 Payment Plan requested after due date	\$100 + Payment Plan duration Fee	2.3 Missed payment plan	\$25/missed installment	2.3.1 Missed payment plan & stopped paying more than 30 days.	\$400.00
Late payment Fees:																												
1.1 Late Fee: No payment by due date (1 to 7 days from due date)	\$100.00																											
1.2 Late Fee: No payment by due date (8 to 15 days from due date)	\$200.00																											
1.3 Late Fee: No payment by due date (16 to 31 days from due date)	\$400.00																											
1.4 Late Fee: No payment by due date (32 to 63 days from due date)	\$500.00																											
1.5 Late Fee: No payment by due date (64+ days from due date)	\$1,000.00																											
2.0 Payment extension requested for full payment before the due date (Up to 2 weeks extension)	No Penalty																											
2.1.1 Payment plan requested before the due date (Weekly/Fortnightly   Paid 15-30 days from the due date)	\$100.00																											
2.1.2 Payment plan requested before the due date (Weekly/Fortnightly   Paid 31-60 days from the due date)	\$200.00																											
2.1.3 Payment plan requested before the due date (Weekly/Fortnightly   Paid 61-100 days from the due date)	\$400.00																											
2.2 Payment Plan requested after due date	\$100 + Payment Plan duration Fee																											
2.3 Missed payment plan	\$25/missed installment																											
2.3.1 Missed payment plan & stopped paying more than 30 days.	\$400.00																											



# Fees Administration and Refund Policy

<b>Step 4</b>	<p><b>Intention to Report (ITR) to Department of Home Affairs</b></p> <p><b>This will occur if student do not act on Financial Warning</b></p>	<p>Students who do not pay the fees by due date specified in the Financial Warning, will be issued an ITR on the next day after fee due date <b>[Friday] (day 12</b> from actual fee due date) specified in Financial Warning. The student will be given 20 working days from the Financial Warning date to make the payment.</p> <p>Students are warned in the final warning: Non-payment of fees will result in immediate turn-over of account to debt collection agency. These proceedings will include claims for pre-judgment interest on student's account and all legal and court-related costs it may incur in connection with collection of this past due account and will substantially increase the amount owed by the student. Collection proceedings may also have an adverse effect on the student's credit rating.</p> <p>In addition, the final warning also includes repercussions for failing to meet the conditions as an international student studying in Australia:</p> <ul style="list-style-type: none"> <li>• Cancellation of their CoE(s)</li> <li>• Reporting their status to the Department of Home Affairs via PRISMS</li> <li>• No entitlement to receive any course documentation or refunds</li> </ul>
<b>Step 5</b>	<p><b>Notification to Department of Home Affairs – Abandonment of course</b></p> <p><b>This will occur if student do not act on Financial Warning &amp; ITR</b></p>	<p>Where there is no action taken by student to pay the fees and no contact to the college to discuss financial situation. Failure to do so will result in cancelling your CoE(s) for Non-Payment of Fees and subsequently reporting the situation to Department of Home Affairs via PRISMS. Student will not receive any course documentation or refunds.</p>
<b>Step 6</b>	<p><b>Turning over account to debt collection</b></p> <p><b>This will occur if student do not act on Financial Warning &amp; ITR</b></p>	<p>Where there is no action taken by student to pay the fees and no contact to the college to discuss financial situation. Failure to do so will result in immediate turnover of the account to the debt collection agency.</p> <p>These proceedings will include claims for pre-judgment interest on student's account, along with any applicable fees imposed by the debt collection agency and all legal and court-related costs it may incur in connection with collection of this past due account and will</p>

# Fees Administration and Refund Policy

		substantially increase the amount owed by the student. Collection proceedings may also have an adverse effect on the student's credit rating.
--	--	---

Example chart for financial monitoring and act:

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

## 10. Special Circumstances

SSC recognises that in some situations learners may experience circumstances beyond their control that affect their ability to continue study.

- 10.1. Domestic and Offshore Learners: Refund requests will be assessed fairly in line with the Australian Consumer Law (ACL). Cases such as serious illness, unexpected personal hardship, or other compelling reasons may be considered for a pro-rata refund where training and assessment services have not been provided.
- 10.2. CRICOS Learners: In addition to the general provisions above, refunds may be considered under special circumstances, including:
  - 10.2.1. Serious illness or hospitalisation (two weeks or more) supported by a medical certificate.
  - 10.2.2. Other compassionate or compelling circumstances assessed on a case-by-case basis by SSC.
  - 10.2.3. Refunds will not normally be approved for:
  - 10.2.4. Change in work hours or job change.
  - 10.2.5. Moving interstate or overseas for personal reasons.
  - 10.2.6. Difficulty with technology, language, or literacy where not declared during application.
  - 10.2.7. Insufficient workplace access to complete course requirements.
  - 10.2.8. Where more than 50% of the course is completed. Refunds in these cases will be determined proportionally based on attendance, duration, and units of competency achieved

# Fees Administration and Refund Policy

## 11. Provider Default

South Sydney College (SSC) recognises its obligations under the ESOS Act 2000, the National Code 2018, and the Tuition Protection Service (TPS) framework in the event of provider default.

- 11.1. Definition of Provider Default: Provider default occurs when SSC is unable to deliver a course or continue a course of study once it has commenced.
- 11.2. CRICOS Learners: SSC will offer affected learners either an alternative course arrangement at no additional cost or a refund of unspent tuition fees.
  - 11.2.1. A refund calculation letter will be provided, outlining the amount refundable, deductions (if applicable), and the refund processing method.
  - 11.2.2. Refunds will be paid within 20 working days (4 weeks) of default being confirmed, in compliance with TPS obligations.
  - 11.2.3. Where services are delivered through a third party and the third party cannot deliver the agreed training and assessment, SSC will arrange a suitable alternative or provide a refund.
  - 11.2.4. Domestic and Offshore Learners:
  - 11.2.5. Where SSC cannot deliver training or assessment services, learners are entitled to a refund for any services not yet provided.
  - 11.2.6. Refunds will be made in line with the Australian Consumer Law (ACL) and paid within a reasonable timeframe, generally not exceeding 30 days.

## PROCEDURES

The following procedures support the implementation of this policy and ensure consistency across SSC operations:

- a. **Enrolment Procedure:** Outlines the steps for processing learner enrolments, confirming eligibility, and ensuring LLND assessment completion.
- b. **Provider Transfer Procedure (CRICOS only):** Details requirements for assessing and approving incoming and outgoing provider transfer requests in line with National Code Standard 7.
- c. **Course Variation, Withdrawal & Cancellation Procedure:** Defines the process for learner-initiated and SSC-initiated changes to enrolments, including suspension, deferment, and cancellation.
- d. **Refund Procedure:** Specifies how refund applications are assessed, approved, calculated, and processed in accordance with Policy Statement Sections 3, 10, and 11 of this policy.

## RELATED POLICIES

This policy should be read in conjunction with the following SSC policies:

- a. **Complaints & Appeals Policy:** Provides learners with access to internal and external complaints and appeals processes for fee, refund, and enrolment decisions.
- b. **Privacy Policy:** Outlines how SSC collects, stores, and uses personal and financial information in line with privacy legislation.
- c. **Additional Support & Welfare Policy:** Ensures that learners experiencing hardship are provided with appropriate support and referral services.

# Fees Administration and Refund Policy

- d. **Course Progress Policy:** Defines academic progress monitoring requirements, including intervention strategies for learners at risk.

## ROLES AND RESPONSIBILITIES

South Sydney College assigns the following responsibilities to ensure compliance with ESOS, the National Code, the Standards for RTOs 2025, and the Australian Consumer Law (ACL):

- 1. Chief Executive Officer (CEO):**
  - 1.1. Accountable for overall compliance with ESOS, National Code, TPS, and RTO Standards.
  - 1.2. Oversees continuous improvement of fee and refund processes.
- 2. Principal:**
  - 2.1. Approves enrolments, provider transfers, suspensions, and cancellations.
- 3. Student Services Manager/Officers:**
  - 3.1. Process enrolments, maintain student records, manage course variations, and ensure PRISMS reporting requirements are met for CRICOS learners.
- 4. Finance Department:**
  - 4.1. Administers tuition and non-tuition fee collection, refunds, and financial reporting.
  - 4.2. Maintains fee registers and compliance evidence, including Refund Request Registers and Course Cancellation Registers for CRICOS learners.
- 5. Admin Team (CRICOS Learners):**
  - 5.1. Processes refund applications and ensures compliance with ESOS/TPS refund timelines.
  - 5.2. Monitors fee collection, intervention steps, and debt collection procedures specific to CRICOS learners.
- 6. Trainers and Assessors Principal:**
  - 6.1. Confirm learner suitability through LLND assessments and entry requirement checks.
  - 6.2. Provide accurate feedback on learner progress that may impact enrolment or refund considerations.
- 7. Learners:**
  - 7.1. Provide accurate enrolment information, pay fees as agreed, and comply with SSC policies and procedures.
  - 7.2. CRICOS learners must also comply with visa conditions related to attendance, progress, and fee payment.

## RELATED FORMS, TOOLS, AND SYSTEMS

This policy should be read in conjunction with the following SSC policies:

- a. Enrolment Form
- b. LLND Assessment Tool
- c. RPL / Credit Transfer Forms
- d. International Student Agreement (Written Agreement)
- e. Fee Information Sheet
- f. Support Plan Template (if required)
- g. PRISMS (for CRICOS reporting)

# Fees Administration and Refund Policy

## RELATED LEGISLATION AND STANDARDS

Legislation / Standard	Relevant Provision	How This Policy Addresses It
ESOS Act 2000	Requires clear written agreements, refund provisions, and protection of overseas student fees	SSC requires signed written agreements before accepting fees from CRICOS learners and manages refunds in compliance with ESOS and TPS.
National Code 2018 – Standards 1–3	Marketing, information, recruitment, and enrolment	SSC provides accurate fee and refund information in its website, Student Handbook, course materials, and written agreements.
National Code 2018 – Standard 7	Transfer between providers	SSC manages CRICOS provider transfers fairly and in compliance with Standard 7, with restrictions on transfers within the first six months of study.
National Code 2018 – Standard 12	Complaints and appeals	SSC ensures learners can appeal refund, enrolment, or transfer decisions using the internal and external complaints and appeals process.
Standards for RTOs 2025 – Outcome 2	RTOs must ensure transparent enrolment processes, equitable access, and fair fee administration.	SSC applies consistent enrolment requirements (LLND, entry checks), ensures fee transparency, and maintains fair refund processes for all learners.
Australian Consumer Law (ACL)	Protects consumers in relation to fairness, refunds, and services.	SSC applies ACL to domestic and offshore learners, ensuring refunds are fair and transparent where training or assessment has not been delivered.

## CONTINUOUS IMPROVEMENT NOTES

SSC reviews this policy and its implementation regularly to ensure ongoing compliance and learner protection.

- Annual Review:** Fee administration, enrolment, and refund outcomes are reviewed annually against legislative and regulatory requirements.
- Feedback Collection:** Feedback from learners, staff, and industry partners is considered in making improvements.
- Documentation:** All changes are recorded in the Continuous Improvement Register and retained for audit purposes.
- Communication:** Updates are communicated through staff professional development sessions and incorporated into learner information materials such as the Student Handbook and Fee Information Sheet.

# Fees Administration and Refund Policy

---

- e. **Responsibility:** The CEO and Admin Team oversee continuous improvement processes and ensure alignment with the Standards for RTOs 2025.

# Fees Administration and Refund Policy

## REVISION HISTORY

Version no.	Date	Revision details	Author	Approved By
1.0	15 Sep 2025	Consolidation of policies and alignment with Standards for RTOs 2025	SSC	CEO