

Understanding Fees and Refunds

All Registered Training Organisations (RTOs) must be explicit about their policies for collecting fees from students, and the conditions under which refunds may be issued. Clauses 5.2, 5.3, and 7.3 of the Standards for RTOs 2015 contain specific information regarding fees and refunds.

RTOs are advised to familiarise themselves with their obligations under the Standards, funding contract agreements, and Consumer Rights legislation in their State or Territory to ensure compliance.

- **Fee Collection and Refund Policies** - Clauses 5.2, 5.3, and 7.3 require that RTOs clearly articulate their policies for collecting fees from students and the conditions under which refunds may be issued. This information should be readily available to all stakeholders.
- **Provision of Accurate Information** - Clause 4.1 states that RTOs have an obligation to provide learners with accurate information about their operations. This information should include details about any VET Student Loans, government-funded subsidies, or other financial support arrangements that may affect the total fees payable by a learner.
- **Disclosure of Co-Contribution Fees** - Contracts for government funding may require RTOs to disclose the concessional and non-concessional co-contribution fees charged for each qualification they deliver. A co-contribution fee is the residual cost to the student after contract funding has been applied. RTOs should ensure that this information is published in a prominent place, such as the organisation's website.
- **Refund Policies, Terms and Conditions** - there may be conditions regarding the need to provide students with access to and/or a copy of the RTO's refund policies, terms and conditions.

Note: This VET Fact Sheet provides general information and should not be considered as legal advice.