

FEES AND REFUND POLICY AND PROCEDURES

Glossary

CEO – Chief Executive Officer
GST – Goods and Services Tax
NCVER – National Centre for Vocational Education Research
NEM – National Education Manager
NRT – Nationally Recognised Training
RTO – Registered Training Organisation
SMS – Student Management System

****NB:** Not all the terms in the glossary are contained in this document.

CONTEXT

In accordance with applicable legislation, Pet Professionals Australia (PPA) must comply with the NVR Standards for Registered Training Organisation's (2015); Schedule 6 Standard 5 and Clause 7.3 and is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for items such as tuition fees, course materials and student services.

PURPOSE

This policy applies to fees, charges, refunds and fee protection applicable to the provision of training including clients undertaking training. This is consistent with the requirements of Australian Consumer Law and Fair-Trading Act 2012.

FEES PAYABLE

Fees are payable when the student has signed the student enrolment to signify their acceptance of enrolment made by PPA. PPA may withdraw an offer of enrolment or discontinue training if fees are not paid as required.

Students are required to pay a non-refundable application fee of \$275 (included in the course cost). A student or the person responsible for paying the tuition fees, may choose to pay greater than 50 per cent of their tuition fees before they start their course. If the student requests this, PPA must be able to show evidence that the student has exercised choice in how much of their tuition fees are paid up front.

Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course (e.g. an extra three (3) months extension of a course will attract a \$500 fee).

Students can contact Edstart ([Pay your Pet Professionals fees with Edstart](#)) about payment fee, suspension of payments and refund options.

COOLING-OFF PERIOD

The decision to enrol in any PPA training course has to be the right decision for your career aspirations and hopes for the future. To assist you in making the right decision, PPA allows fourteen (14) days cooling off period after the start of the course with a full refund. There will be no refund after this date.

SCHEDULE OF FEES AND CHARGES

The CEO is responsible for approving the PPA Schedule of Fees and Charges. As a minimum, the schedule of fees and charges is to include:

- the total amount of all fees including tuition fees, learning resources fees and any other charges for enrolling in a training program;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/application fee;
- the nature of the guarantee given by PPA to honor its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc.; and
- the PPA Fees and Refund Policy.

REFUNDS - GIVING NOTICE OF ENROLMENT CANCELLATION, SUSPENSION/ WITHDRAWAL

A student who wishes to cancel their enrolment for any of the above reasons after the course has commenced, must give notice in writing. This may be via email or letter. PPA staff who are approached with initial notice of cancellation are to ensure the student understands their rights with regards to the refunding of tuition fees. The student is also to be advised of other options such as deferral or suspension of the enrolment.

Students who give written notice to cancel their enrolment and who may be eligible for a refund are to be provided with a PPA_Refund Application Form. Refunds will be processed within twenty-eight (28) days of receipt of a written application. Students who may not be eligible but are requesting a refund should also be provided with a PPA_Refund Application Form so the request can be properly considered by the CEO. Where a refund request has been declined the student will be notified within ten (10) days together with Complaint and Appeals instructions.

Students must advise PPA that they are withdrawing from a subject or course enrolment. **No refund will be paid for withdrawals fourteen days after the cooling off period at the start of the course.** Fees paid to Edstart are to go through their refund process [Edstart | A better Way to Pay School Fees](#).

PAYMENT OF GST

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. This ruling explains the supply of a course for 'professional or trade course' is a GST-free education course.

Where a student is enrolled in a course which is offering units of competence or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the

payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course.

MISCELLANEOUS CHARGES

PPA will levy some miscellaneous charges for services. These may include:

- Re-issuing a certificate after it has been initially issued to a student (a cost of replacement qualification \$49).
- Replacing issued learning materials which the student has lost or damaged.
- Re-assessment services (if a student does not turn up to the scheduled module practical assessment/ or the student has been deemed Not Satisfactory in a practical unit, there is a charge of \$150 per assessment).

These miscellaneous charges are to be clearly specified in PPA Schedule of Fees and Charges. It is to be made clear if these services will include GST. All miscellaneous charges are based on a cost recovery basis and are not intended to be a source of profit.

CREDIT TRANSFER (CT)/RECOGNISED CURRENT COMPETENCIES (RCC)

PPA does not charge to process CT or RCC. Students must advise PPA at the time of enrolment of any units that they have already obtained from another Registered Training Organisation (RTO) and we do not process CT/RCC after course commencement.

RECOGNITION OF PRIOR LEARNING (RPL)

Students must advise PPA at the time of enrolment of any units that they wish to apply for using the RPL process as we do not process applications for RPL after course commencement.

The non-refundable application fee for RPL is \$400 regardless of the number of units in your application. There is a non-refundable charge of \$295 PER unit. Students must understand that payment of RPL costs does not guarantee successful completion. When you make an application, we will send you the RPL kit and an invoice to pay the application fee. Once you return the RPL kit, we will assess the amount of work we need to undertake and will provide you with a written quote for the cost involved in providing you with RPL.

When we receive your acceptance of the quotation and 50% of the fee, work will commence. Once completed we will invoice you for the remaining 50% and provide you with the outcome of your application.

The process and fee's associated with Recognition of Prior Learning are:

- An application fee of \$400, irrespective of the number of units applied for before course commencement.
- You will receive an RPL kit and a quote.
- You will return a completed RPL kit with payment for 50% of the quote.
- We will process your RPL kit.
- On completion of processing your RPL kit you are to pay the remaining 50% and final outcomes will be recorded in the SMS (Wisenet).



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REPLACEMENT CERTIFICATE OR STATEMENT OF ATTAINMENT

In cases where a student has lost or misplaced their certificate or Statement of Attainment, a fee of \$49 will apply for a copy to be re-produced.

PROVIDER DEFAULT

In the unlikely event PPA is unable to deliver a course where fees have been paid in advance and it does not meet its obligations to either offer the student an alternative course that is accepted or pay the student a refund of the unspent prepaid tuition fees minus the non-refundable application fee.

In the case of provider default there is no requirement for a student to lodge a Refund Request Form.

KEEPING STUDENTS INFORMED

To ensure that students are well informed of the financial considerations of their enrolment, PPA undertakes to provide the following fee information to each student prior to enrolment:

- the total amount of all fees including tuition fees, application fees, materials fees and any other charges;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/application fee;
- the nature of the guarantee given by PPA to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed 'not competent' on completion of training and assessment;
- the amounts that may or may not be repaid to the student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider); and
- the PPA refund policy.

NON-REFUNDABLE ITEMS

There is no refund of fees or any prepaid amount for:

- after the fourteen (14) day cooling off period after course commencement
- any poor and/or non – attendance;
- poor behaviour;
- you provided false or misleading information;
- you failed to comply with the conditions set out in this policy;
- the non-refundable enrolment fee.

STUDENT COMPLAINTS ABOUT FEES OR REFUNDS

Students who are unhappy with the PPA arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint or appeal the decision taken by the CEO. This should occur in accordance with the PPA Complaints and Appeals Policy and Procedure.

This refund policy, and the availability of our complaints and appeals processes, does not remove student rights to take further action under the Australian Consumer Protection laws.

Course Code and Name	Fee
ACM20117 Certificate II in Animal Studies	\$1346
ACM30117 Certificate III in Animal Studies	N/A
ACM30417 Certificate III in Companion Animal Services	Traineeship
ACM30617 Certificate III in Pet Grooming	N/A
ACM40317 Certificate IV in Companion Animal Services	\$2900

END OF DOCUMENT

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