

## FEE ADMINISTRATION AND REFUND POLICY

### RELEVANT STANDARD(S):

<p><a href="#">Standards for Registered Training Organisations (RTOs) 2015</a></p>	<p><b>Standard 5   Chapter 2 - Enrolment</b></p> <ul style="list-style-type: none"> <li>- Clause 5.1-5.4</li> </ul> <p><b>Standard 7   Chapter 2 - Enrolment</b></p> <ul style="list-style-type: none"> <li>- Clause 7.3</li> </ul>
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### PURPOSE

Dynamite Studios Academy adheres to the relevant compliance and legislative frameworks such as the Standards for Registered Training Organisations (SRTOs 2015). As such, Dynamite Studios Academy will provide transparency in the application and administration of fees and charges including refund and will put in place a fair and reasonable refund process according to Australia's consumer protection laws.

The purpose of this policy is to provide for the appropriate application and administration of fees and handling of client refunds.

### POLICY PRINCIPLES

Dynamite Studios Academy implements fair and reasonable refund practices and transparent and process for fee application and administration. Dynamite Studios Academy will ensure that:

1. prospective learners are aware of its fee policies in order to make informed decisions about enrolment in a course;
2. its fee and refund policy is prominent and accessible to its staff, prospective learners, and existing learners;
3. it implements and maintains a process for fair and reasonable refund and fees paid; and
4. it provides refunds for fees and charges paid by clients, where training and assessment activities have not been delivered

### Fee Administration Policy Principles

#### Fee Information

1. Dynamite Studios Academy will inform its prospective learners and employers (if applicable) of the full and accurate course fees associated with the training and the refund policy before enrolment.
2. Dynamite Studios Academy will ensure that the fee and refund policy is accessible to its staff, prospective learners and existing learners. The fee information will include but will not be limited to the following information:
  - a. Breakdown of the course fee (if any)
  - b. Fee and Refund policy

- c. Incidental fees
  - d. Compulsory fees
  - e. Additional charges or co-contributions
  - f. Methods of fee collection
  - g. Process for recovery of outstanding learner fees
3. For any incidental fees that may be applicable, Dynamite Studios Academy will inform the prospective learner before enrolling that such fees are a charge for an essential good or service and that the learner has a choice of acquiring this from a supplier other than Dynamite Studios Academy.

### ***Fee Administration***

1. Dynamite Studios Academy will only charge fees for accredited training in accordance with the fee information published and provided to the prospective learner and the Fee Administration and Refund policy.
2. Dynamite Studios Academy will retain accurate course fee payment, waiver, exemption or refund record for each learner.
3. Dynamite Studios Academy will require payment prior commencement of training as well as pre-payment plans for learners.
4. Dynamite Studios Academy will apply standard learner fees for Fee-for-Service (FFS) learners.
5. Dynamite Studios Academy will allow participant course fees to be paid on behalf of the learner by their employer or another third party (if applicable).
6. Dynamite Studios Academy will maintain arrangements for the protection of any fees paid in advance in accordance with 7.3 of the Standards for RTOs.

### ***Fee Payment Arrangements***

1. Dynamite Studios Academy ensures that its financial practices promote the protection of fees (paid in advance and exceeding \$1,500) made by any learner. Dynamite Studios Academy will only adhere to the accepted fee protection measure to protect fees in excess of the threshold fee amount of \$1,500 as stated in Schedule 6 of the Standards for RTOs.
2. Dynamite Studios Academy implements a fee payment plan and will only collect upon enrolment a non-refundable initial deposit fee (depending on the course to be taken) and a once-off enrolment fee of **\$150** for all courses being offered.
3. Tuition fees are broken into installment payment plans to ensure learners do not pre-pay fees over \$1,500. Schedule of the payment plans are outlined in the learner enrolment forms.
4. Fees must be paid in full before certification will be issued.

5. If payment instalment/arrangements are in place, and a payment becomes overdue and remains unpaid for a period in excess of 30 days, Dynamite Studios Academy reserves the right to suspend the learner's learning or assessments (or both) until all fee payments are up to date.
6. Flexible payment arrangements, such as instalments, credit card, and direct debit are acceptable to accommodate the diverse financial situations of clients.
7. Dynamite Studios Academy uses the assistance of debt collection agencies to retrieve outstanding fees greater than 30 days.

### **Outstanding Learner Fees**

1. Non-payment of fees by the due date for continuing enrolments will result in suspension of training. Dynamite Studios Academy will notify all parties in writing if suspension. Once payment has been finalised, parties will be notified of the recommencement of training.
2. Dynamite Studios Academy will not issue SOAs or Certificates if training fees are outstanding.
3. Dynamite Studios Academy will inform learners of its process for the recovery of outstanding learner fees prior to enrolment through the Fee Administration and Refund Policy.

### **Refund Policy Principles**

1. Details of Dynamite Studios Academy's Refund Policy are publicly available to prospective learners and employers (if applicable), staff and existing learners and employers (if applicable).
2. Dynamite Studios Academy will make learners aware of the refund policy prior enrolment.
3. With regard to all withdrawal of training, Dynamite Studios Academy will first encourage a client to continue training or provide other options such as enrolling to another course date, prior to processing refund applications.
4. All refund requests made must be done in writing via the **Refund Request Form**. Dynamite Studios Academy will only acknowledge, and review requests based on information provided through the form. Exemptions are made to mitigating circumstances, provided there is supporting evidence.
5. No refunds will be issued for cancellations outside of the Cooling off period.
6. For refund applications within the Cooling off period, the Refund Request Form must be received by Dynamite Studios Academy, within the Cooling off period. A refund of the course fee, less the applicable Administrative Fees will only be issued if all above criteria have been met and the learner has no previous outstanding monies with the Dynamite Studios Academy.
7. Dynamite Studios Academy requires written notification of withdrawal from training; this may be via letter, email or the completion of the **Withdrawal from Training Form**. Refund will be assessed upon receipt of the request. Statement of fees that includes all fees applied and any fees refunded (if applicable) will be provided where a learner withdraws from training.

8. Dynamite Studios Academy will process refund requests within 1 week from the day of receipt. The reimbursement procedure for approved refunds may take up to 4 weeks.
9. A non-refundable initial deposit fee (depending on the course to be taken) and a once-off enrolment fee of \$150 for all courses being offered under the terms and conditions outlined in this policy.
10. All refunds will be paid to the person or organisation that originally paid the fees.
11. Dynamite Studios Academy does not provide refund where:
  - a. A client has commenced their course/unit
  - b. There are changes to work hours
  - c. Moving interstate
  - d. Learner leaves before full course completion and does not complete qualification after assessment
  - e. Recognition resources and services have been supplied to the client.
12. Dynamite Studios Academy may provide consideration for refund for learners who have commenced training with the discretion of the CEO/ Administration Manager.
13. Dynamite Studios Academy does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
14. Dynamite Studios Academy provides a full refund to all clients, should there be a need for Dynamite Studios Academy to cancel a course. In the first instance Dynamite Studios Academy will (where possible) provide an opportunity for the client to attend another scheduled course. If Dynamite Studios Academy cancels a course, clients do not have to apply for a refund; Dynamite Studios Academy will process the refunds automatically.
15. Refunds for cancellation of enrolments and other conditions are granted based on the refunds table in the annex of this policy.

**MONITORING AND IMPROVEMENT**

The Dynamite Studios Academy Administration Manager is responsible for ensuring compliance with this policy. The Administration Team of Dynamite Studios Academy will process refund requests.

Dynamite Studios Academy's CEO and/or Administration Coordinator is responsible for all continuous improvement processes in relation to the fee administration and refund policy and procedure and ensuring all staff, including those from the third-party providers are complying with the provisions of this policy.

**Annex A**
**Dynamite Studios Academy Miscellaneous Fees**

Fee Type	Price	Inclusions
Enrolment Fee	<b>\$165.00</b>	Administration Fee and Learner Set-Up
Graduation Concert Fee (Full Time)	<b>\$2,310.00</b>	Graduation and Performance Team Costumes
		Graduation Video Link & Program
		Headshot
		Course Jacket
Graduation Concert Fee (Part Time)	<b>\$990.00</b>	Graduation and Performance Team Costumes
		Graduation Video Link & Program
		Headshot
		Course Jacket
RPL Application Fee	<b>\$165.00</b>	Where applicable
RPL Assessment Fee	<b>\$1,650.00</b>	
Independent Assessment Appeal Fee	<b>\$165.00</b>	

**Annex B**
**Dynamite Studios Academy Refunds Table**

1. Dynamite Studios Academy Refunds for enrolments are subject to the following refund formula.
2. "Cooling off period" – **14 calendar days** after the enrolment application date

Refund Type	Description	Notification Requirements	Non-refundable fee	Refund
Enrolment cancellation / withdrawal from training within the "cooling off period"	- For all individual units NOT commenced and - For all individual units commenced	- In writing, within the cooling off period	Initial deposit fee (depending on the course to be taken) and a once-off enrolment fee of \$150 for all courses being offered.	- Full refund less the administration and processing fee - Future payments maybe cancelled for learners under payment plans
Withdrawal from Course beyond the cooling off period / "Withdrawal outside the cooling off period"	Withdrawal from Training - for all individual units commenced / attended / completed from within the course	- In writing, any day beyond the "cooling off period"	Initial deposit fee (depending on the course to be taken) and a once-off enrolment fee of \$150 for all courses being offered.	- No refund or - In some cases, upon the discretion of the RTO, the calculated refund less the administration and processing fee
RPL / Credit Transfer	Where recognition of prior learning and/or credit transfer has been <b>granted</b> after enrolment	N/A	N/A	No refund
Course Cancellation	Cancellation of a course by the RTO (for any reason)	N/A	N/A	Full refund <b>or</b> enrolment to a different qualification
Withdrawal – "not of their own accord"	Where training ceased due to RTO closure	N/A	Initial deposit fee (depending on the course to be	Full refund or referral to a

Refund Type	Description	Notification Requirements	Non-refundable fee	Refund
			taken) and a once-off enrolment fee of \$150 for all courses being offered.	different service provider