



Learner's Fee Protection Policy

Responsibility for Implementation: The Management Team

Date of Approval: 23 Oct 2015

Date of review: 23 Oct 2017

1 Purpose

In order to protect the prepaid fee made by the learners, the institute has this policy in place.

2 Scope

This policy applies to all students of the Institute.

3 Principles

- 3.1 When a prospective or current learner prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), this fee will be kept in trust account and cannot be used until the term starts.
- 3.2 If the RTO is unable to provide services for which the learner has prepaid, the learner will be either
 - a) placed into an equivalent course such that:
 - the new location is suitable to the learner; and
 - the learner receives the full services for which they have prepaid at no additional cost to the learner; or
 - b) be paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.
- 3.3 The Institute has joined the Tuition Protection Service (TPS) framework, if the Institute is unable to fulfill its obligations to complete a course. The TPS framework will facilitate the placement of students in the first instance, and where this is not possible, provides a refund of unexpended tuition fees (i.e. tuition the student has paid for but has not been delivered by the provider).