



SITS
COLLEGE

Fees Charges Refunds Domestic Policy and Procedure



Fees, Charges, Refunds Domestic Policy and Procedure

Purpose

The purpose of this policy and procedure is to clearly outline SITS College's (SITS) processes on how fees are charged, what they cover, how they are paid and the refund conditions and processes that apply for Domestic students. These procedures support both the Standards for RTOs 2025 and Government Funding requirements.

Policy

SITS College applies fees and charges for the delivery of nationally accredited training and assessment services that are consistent with all applicable performance requirements. Tuition Fees and other charges such as course materials, textbooks, any administration services or penalty fees are listed and provided to students prior to and throughout their enrolment. SITS College publishes the current fees and charges, including details on tuition and concession fees for government subsidised training for each course/qualification as applicable. The transparency, governance and management of fees and charges are integral to financial transparency and ensuring Students' rights and responsibilities are fully explained and maintained.

Scope

This policy applies to all current and prospective Domestic Enrolment students at SITS College.

Definitions

AISS	AISS means the apprentice, trainee and all students information self-service search tool, accessed through the Department's Partner Portal https://dtet.qld.gov.au/training/providers/partnerportal
Apprentice /Trainee	Apprentice/Trainee means an employee who is being trained in an apprenticeship or traineeship with a Training Contract under the Further Education and Training Act 2014 or any subsequent Act.
Apprenticeship /Traineeship	Apprenticeship/Traineeship means a Qualification declared by the Chief Executive of the Department of Trade, Employment and Training (DTET), under the authority of the Further Education and Training Act 2014 (FET Act) that combines work with study for a Qualification in a trade or occupation.
Co-contribution fee	Co-contribution fee means the non-government financial contribution paid to the SAS to help cover the cost of training and assessment services, with the remaining cost subsidised by the government
Concessional student	As defined in the SAS Policy 2025–2028, or Schedule, or relevant Program Policy.
Department	Department the Department of Trade, Employment and Training (DTET)
Eligible	Eligible means meeting a set criteria or conditions required to qualify for a program.
Enrolment Date	Enrolment Date is the date the student is made aware they are eligible and have been enrolled into the Training Product. This date is then used to calculate the timeframes for certain evidence such as AISS searches, official letter or email from employers, etc.
Fee Concession	Fee Concession means a concession on tuition fees granted, or to be granted, in circumstances where Skills-Assure-Supplier Policy specify
Fee for Service (FFS)	Fee for Service (FFS) means student enrolment place paying full fees without any government funding.



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FET Act	FET Act means the Further Education and Training Act 2014 (Qld)
General training Pathways	General training Pathways are Qualifications and skill sets delivered through a general training pathway are available for direct enrolment and do not require the student to enter into a training contract (apprenticeship/traineeship) with an employer.
Government subsidy	Government subsidy means the amount of public funding the Queensland Government will contribute towards the cost of training and assessment services for an eligible student in a subsidised qualification or course. The subsidy is paid directly to the SAS.
Prepaid Fee	Prepaid Fee means any fee relating to the delivery of services paid to an NVR registered training organisation by, or on behalf of an individual prior to the services to which the fee relates being delivered by the organisation.

Procedures

Pre-Payment

SITS fee payment system does not require a prospective or current student to prepay fees more than the regulated threshold prepaid fee amount (\$1500). Amounts set out in a scheduled Payment Plan may vary according to arrangements with individuals, but no pre-payment will exceed this threshold.

In the case of Co-contribution payments for eligible students upfront charging and collection of the total Co-contribution fee is prohibited. SITS do not request or demand more than 30% of the total Co-contribution fee cost upfront.

Course Fees

Course fees include Tuition, Materials and Administration fees. Course Fees are determined in advance and provided to prospective students prior to enrolment.

The Co-Contribution Fee must represent the total cost to the student, including any enrolment charges (e.g. ID card fees), tuition, services and materials fees, and all other mandatory costs related to delivering training, assessment, and awarding the Qualification. This also includes costs such as criminal history checks, where required for Vocational placement or employment in certain occupations.

Where a Co-contribution fee is applied, it may be paid on behalf of the student by their employer or a third party unrelated to SITS but cannot be paid or waived by SITS (whether directly or indirectly), unless approved in writing by the Department.

SITS do not refund, return, or provide cash payments (including 'referral fees' or other bonuses) to any fee payer, including third parties.

Any changes to fees are documented and advised as soon as practicable.

In addition to these standard course fees the following charges are applied on application by the student.



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Co-Contribution Fees

These are the non-government financial contribution paid to the SAS to help cover the cost of training and assessment services, with the remaining cost subsidised by the government. This amount as provided to the student must represent the total cost to the student, including any enrolment charges (e.g. ID card fees), tuition, services and materials fees, and all other mandatory costs related to delivering training, assessment, and awarding the Qualification. *This also includes costs such as criminal history checks, where required for Vocational placement or employment in certain occupations.*

SITS must charge, collect, and report Co-contribution fees at the Unit of competency level. Co-contribution fees must be reported in whole dollar values for each unit via the SAS's VET activity data submission, regardless of who pays the Co-contribution fee. Unit fees must total the published Co-contribution fee and be calculated either by evenly dividing the total Co-contribution fee across payable units or proportionally based on the relative length of each unit. SITS must retain evidence of all Co-contribution fees charged and collected.

Fees cannot be charged for Credit Transfers or transitional gap training, or Student cohorts exempt from paying Co-contribution fees as specified (see SAS Policy Fee Conditions for details)

Course Charges

Course Charges are reviewed annually, and any required changes are documented and updated for access by current and perspective students in this Policy and in the Student Handbook available on the website.

Cost recovery: Atypical and minor charges by SITS are permitted on a cost recovery basis for services that are not required for the standard delivery of training and assessment services and awarding of a Qualification. This would apply if a Qualification had to be reissued – the SAS (or Department, if applicable) may charge the student for this service on a cost-recovery basis.

Reissue of Certificate or Statement of Attainment	\$50.00 (Per certificate)
Reissue of archived Certificate or Statement of Attainment (after 3 years)	\$100.00 (Per certificate)
RPL Application fee and RPL Fee	These will be calculated for each application. For details, please contact Administration

All fees and charges are published on the website and kept up to date. The student tuition fees as published are subject to change given individual circumstances at enrolment.

Fee for Service

Fee for Service fees are applied to a student enrolment place without any government funding. These fees are published on the website and provided in writing to the student at enrolment. Payment may be organised on a Payment Plan, but no pre-payment will exceed the \$1500.00 pre-payment threshold.
(See Fee Payment section)



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Government Subsidised Student Places

Government subsidised fees are applied where a student has provided evidence to meet the eligibility criteria for a government funded place according to the Program requirements. (See Enrolment Policy and Procedure for details on Eligibility requirements) An itemised list of all prospective course fees is provided on the website. In addition, an Invoice containing an individual account of Fees is provided in writing to each Student prior to the commencement of training.

For a general training pathway, SITS provides a document outlining its training offering, including:

- o A breakdown of total costs, including the Co-contribution fee, and how and when fees will be charged and collected;
- o Information on delivery mode, training timelines, assessment methods, delivery locations, and all requirements for successful completion of the Qualification or Skill set including licensing, and Vocational placements, if applicable. Note: Vocational placements are the responsibility of the SAS to arrange for the student;
- o Details of Student support services available.

Additional Conditions that apply to General Training

Students undertaking Certificate III and above vocational Qualifications, and Skill sets, as well as non-concessional Students enrolled in lower-level vocational Qualifications, are required to contribute to the cost of their training through the payment of a Co-contribution fee.

SITS determines the Co-contribution fee amount. It is noted that the Co-contribution fee should represent a meaningful contribution toward the cost of training and must not be set at an artificially low rate to attract or incentivise student enrolment.

SITS may have different offerings for the same Qualification, which can vary based on factors such as delivery mode (e.g. face-to-face or online), location (e.g. regional or Southeast Queensland), work placements, and high-cost electives. We are permitted to charge a different Co-contribution fee for each offering of a Qualification under a general training pathway.

Fee Concessions

Where a student's Fee Concession entitlement is confirmed as part of enrolment, SITS will apply the Fee Concession to all tuition fees charged for the program.

This is regardless of whether:

- all tuition fees are charged in one instance at the start of the program, or in parts by payment plan. and
- the student's Fee Concession entitlement will expire before commencement of training or before they will complete their program.

Evidence must be retained of the student's entitlement and eligibility for enrolment into the subsidised program. Evidence must be current at the enrolment date.

Concessional student status applies when the student falls into one of the following categories:

- Holds a Health Care, Veteran or Pensioner Concession Card issued under Commonwealth law, or is the partner or dependant of person who holds such a card and is named on the card;
- Holds an official form issued under Commonwealth law confirming that they, their partner, or the person of whom they are a dependant is entitled to concessions under a Health Care, Veteran or Pensioner Concession Card;
- Identifies as Aboriginal or Torres Strait Islander;
- Has a disability;
- Is an adult prisoner.



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Full fee exemption: SITS must apply a full Co-contribution fee exemption where the student falls into one of the following categories:

- Skilling Queenslanders for Work or SQW participants – this training is provided fee-free to Students with any additional costs met through SQW funding;
- Specific fee-free training programs as announced by the Queensland Government;
- Foundation skills – this training is fee-free;
- Lower-level vocational Qualifications for concessional Students – this training can be provided fee-free to Students, as determined by the SAS.

Invoicing Government funded students

- A Course Fee Invoice is provided to each Student as part of the Enrolment process, this invoice details all the requirements in line with government-funded fees documentation and includes, at minimum:
 - that the student's program is subsidised
 - the total cost to them of their program including:
 - tuition fees, considering the government contribution, any Co-contribution and any Fee Concession or Fee Waiver entitlement; and
 - any other applicable fees, such as student services, amenities, goods or materials
- Application of any applicable concession rate if evidence has been retained.
 - Concession does not apply to administration fee and materials fees.
- Ensure waivers are granted where there is suitable evidence – refer to applicable Program guidelines for what evidence is required.
- Ensure correct tuition fee is reported in AVETMISS files

Information regarding Fees and Charges

All fees are to be confirmed to the student prior to enrolment and the commencement of training.

All Course Fees and Charges are published and up to date on the website

Details of the Refund Application process is provided in this Fees Charges and Refund Policy and Procedure and is available on the website.

The amount to be charged for training and assessment services will be reviewed and authorised by the CEO and will be accurately documented through marketing materials and enrolment documentation.

Should there be changes to fees at any time, the CEO will be responsible for organising changes to the published fees and charges documentation and updates on the website.



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Fee Payment and Record

Payment Plan Fee instalment invoices

- A Payment Plan is issued at enrolment application and includes all fee instalments and their scheduled due dates.
- Payment of instalment is due on the schedule date.
- Past due payments will be followed up by Administration in written contact with the student and kept in the student file
- Any request for extensions on scheduled due dates must be authorised by the CEO
- All overdue payments must be reported to the CEO
- Where changes to the Payment Plan are requested by the student and authorised by the CEO, a revised Payment Plan will be issued and the updated copy signed by the student held on file.
- Where a student withdraws from a course all payment for units commenced must be paid
- All copies of fee payment documentation and correspondence will be kept in the student file.

Accounts and Records of Tuition and Other Fees

- Accounts and Records are kept in a way that clearly distinguishes income for fee-for-service training from Government-subsidised training.

Refunds

SITS supports and maintains a fair and reasonable refund policy and process. This process is outlined clearly below and is available on the website. SITS Refund policy includes:

- That full refunds for co-contribution fees will occur where training has not commenced at the time of enrolment cancellation.
- That there will be proportionate refunds where a student withdraws from a unit of competency.
- That there will be refunds to employers or industry for any additional charges paid beyond the co-contribution fee and the government subsidy.

All refund requests are conditional on the following:

- SITS must have received funds for any refunds to be made available (i.e. cheques are cleared, bank transfers have been received).
- Any debts owed to SITS must be paid in full, or the outstanding amounts will be deducted from the refund.

In the case where SITS cancels the course.

Where SITS is unable to start or deliver the course, including in the event of the RTO closure, the student can choose to accept either:

- A refund of any unused prepaid tuition fees, which will be issued to the student within 7 days.
- Or be placed in an alternative course with another provider.
 - If the student chooses this option, they must sign a new written agreement to indicate they have accepted the alternative enrolment.



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In the case where the student withdraws from the course.

Where a student has documented and submitted their withdrawal from the course the following refund conditions apply:

- If a student withdraws from the course 14 days before the commencement date of the course, 100% of any prepaid tuition fees minus any applicable administration fee paid will be refunded.
 - Student must withdraw in writing and apply for a refund by completing the Refund Application Form available on the website.
 - Refunds granted will be paid to the payment account of the fees received
- If a student withdraws from the course less than 14 days prior to the course commencement date of the course, 50% of any prepaid tuition fees minus any applicable administration fee will be refunded
 - Student must withdraw in writing and apply for a refund by completing Refund Application Form.
 - Refunds granted will be paid to the payment account of the fees received
- If the student withdraws after course commencement all tuition fees for units commenced must be paid in full. Any unused prepaid fees may be refunded.

Refund procedure

The student must complete a Refund Application Form to apply for a refund and attach all evidence and supporting documents.

Such documents may include, but are not limited to:

- a completed Withdrawal and Cancellation of Enrolment Form
- proof of extenuating circumstances of a compassionate nature

This application must be made no more than 7 days after course withdrawal has been submitted.

Refunds will be made within 7 days of the student's written notification being received and in the case of SITS College not delivering the course refunds will be paid within 7 days.

The Chief Executive Officer or the officer nominated by them must approve all student refunds.

Refunds will be paid in Australian dollars to the Account that paid the fees or to the person nominated by an authorised representative of that account.

Details of refunds provided will be maintained in the student's file.

Refund Calculations

- Refunds will be issued on a unit-by-unit basis.
 - Where training has not commenced at the time of enrolment cancellation, students are eligible for a full refund of fees and Co-contribution fees upon cancellation of enrolment.
- Where a student withdraws from a specific unit of competency or module, a proportionate refund will be provided for the uncompleted components.

Student's Rights to Appeal

Any student who is refused a refund by SITS may appeal within 14 days in writing to the Student Administration.

SITS' appeal process does not restrict the student's right to pursue other legal avenues.

This agreement, and the availability of complaints and appeal processes, does not remove the right of the student to act under Australia's consumer protection laws.



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RELATED DOCUMENTS

- Enrolment Policy
- Enrolment Application Form
- Payment Plan
- Refund Application Form