

Fees and Refund and Enrolment Transparency

Policy and Procedure

Last Updated:8th June 2025**Director Approval:***Lisa Materano*

Purpose

To ensure that prospective and enrolled VET students have clear, accurate, and accessible information about the training products offered, including per-paid fees, fees, refund policies, enrolment obligations, and any changes that may affect their training. That Blended Learning International remains compliant with Standard 2.1, Division 3- Clause 7.3 and relevant legislation

Scope

This policy applies to:

- All prospective and current students of VET-accredited and non-accredited training products materials, reissue of certificate, re-issue of transcript.
- Marketing, admissions, and enrolment staff

Policy Statement

Blended Learning International is committed to transparency and student protection by ensuring:

- Students are informed prior to enrolment of all pre-paid fees, fees, charges, obligations, and any changes that may affect them
- Prospective students are provided with accurate, up-to-date information on training products
- Clear procedures exist for withdrawals, refunds, and breaks in study
- implement appropriate safeguards when collecting prepaid fees in excess of \$1500 per student per course.

Responsibilities

Role	Responsibilities
Admissions Team	Provide accurate, clear enrolment and fee info to prospective students
Training Staff	Ensure course requirements and work placement expectations are communicated
Students	Review and acknowledge understanding of all fees, responsibilities and changes
CEO	Approve refunds and breaks in study; oversee compliance

Key Information Provided to Students (Pre-Enrolment)

All prospective students are provided with the following, in writing:

- Training product details (e.g. course code, title, outcomes, duration, mode of delivery)
- Entry requirements, prerequisites and pathways

- Full list of fees and charges, including:
 - Tuition fees
 - Enrolment deposit **(\$1400)**
 - Administration (non-refundable) **\$250**
 - Cancellation fees (post acceptance) **\$200**
 - Materials or equipment costs (Non-Refundable post acceptance) **\$250**
 - Re-assessment fees (after two (2) attempts, **\$150** per additional attempt)
 - Certificate reissue fees **\$50**
 - Transcript reissue fee **\$50**
- Payment terms,
 - BLI will not accept payment more than \$1,500 in pre-paid fees from a student prior to the commencement of the course.
 - Following course commencement, BLI may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500
- Obligations and liabilities, such as:
 - Required equipment (e.g. access to IT, internet)
 - Any third-party tools or materials not provided
 - Work placement requirements, if applicable
 - Process and cost for USI (Unique Student Identifier) application
- Deferral, suspension, and withdrawal processes
- Support services and student rights
- Non-Payment of Fees
 - Where a student does not pay their fees as they have agreed in accordance with their signed acceptance of their Letter of Offer, their certificate or statement of attainment will not be issued until payment arrears are rectified by the student.
- Late-Payment of Fees - Penalty
 - Where a student does not pay their fees as they have agreed in accordance with their signed acceptance of their Letter of Offer on time, a late payment fee of 10% on their total fees outstanding applies.
 - Students will be notified in writing prior to a late payment fee being levied. Students may be precluded from continuing their course where they do not observe these payment obligations.
- Fee Protection Arrangements (if fees exceed \$1500)
 - If BLI collects more than \$1500 in prepaid fees for the same course, one or more of the following protections will apply:
 - a. BLI will obtain a Bank Guarantee: an unconditional financial guarantee from an Australian bank equal to or greater than the total of all prepaid fees in excess of \$1500
 - b. BLI will obtain a Tuition Assurance Scheme Membership to ensure student are placed in an equivalent course at no additional cost or refunded for services yet to be delivered (above the \$1500 threshold)

Third-Party or Employer Payment of Fees

In accordance with Clause 7.3 of the Standards for RTOs 2025, the \$1,500 limit on prepaid fees applies only to individuals enrolling in a course directly. This limit does not apply when a third party—such as an employer, government agency, or other organisation—chooses to pay course fees on behalf of a student.

Where a third party elects to pay in full prior to commencement, Blended Learning International (BLI) ensures that all required training and assessment services will be delivered as agreed, and appropriate financial controls are maintained to protect the interests of the student.

A formal agreement is established between BLI and the paying third party to outline:

- The payment terms and services covered;
- Any refund provisions or adjustment conditions;
- Student access rights and protections under this policy.

Students whose training is funded by a third party continue to receive the same access to course materials, support services, and refund processes as all other learners.

Procedure

Prior to Enrolment

1. Prospective students receive a comprehensive Pre-Enrolment Information Pack.
2. Admissions staff provide verbal and written clarification of all obligations, costs, and training requirements.
3. Students sign a Letter of Offer, acknowledging their understanding of:
 - The training product
 - Total course and incidental fees
 - Refund and withdrawal terms
 - Equipment and work placement obligations (if applicable)
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Enrolment Confirmation

- A signed Letter of Offer and payment of the required deposit is required for enrolment.
- A Training Plan is signed to confirm mutual obligations and training milestones.

Notification of Changes

If any changes occur (e.g., to the course structure, fees, delivery mode), Blended Learning International will:

- Notify all affected students in writing within 10 business days
- Provide options including course deferral, transfer, or refund
- Document the communication and student response

Refunds and Withdrawals

Students may withdraw in writing and request a refund based on the following:

- 10+ business days prior: Full refund less \$250 admin fee
- Less than 10 business days: 75% refund
- After course commencement: No refund (exceptions may apply for extenuating circumstances)
- Refund requests are submitted to the CEO, with supporting documentation
- All decisions and credits/refunds are recorded in the student management system
- A refund is not given for the following circumstances:
 - You have changed your job during the course
 - You are not able to complete the course due to changes in your working hours
 - You are not to complete the course due to any non-specific personal issue
 - You are not able to complete the course due to moving home or moving interstate
 - You are not able to complete the course due to redundancy or retrenchment

NOTE: Discretion may be exercised by the Blended Learning International CEO in all situations, if the student can demonstrate that extenuating or significant personal circumstances (e.g. a death in the family, a serious illness, circumstances that by their serious, unpredictable, or uncontrollable nature) led to their withdrawal. To apply for a refund in these circumstances, this must be in writing, with evidence provided, to the Blended Learning International General Manager. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The General Manager/Director may also authorise a refund of tuition fees if the circumstances require it.

Breaks in Study

Students may request a deferral or suspension of their studies due to valid reasons. Approval is subject to:

- Compliance with training package transition timelines
- Completion of started units within the same calendar year
- Documentation and approval from the CEO

Recordkeeping and Access

All signed Letters of Offer, fee agreements, refund requests, and deferral documentation are:

- Retained for a minimum of five years
- Accessible to the student upon request
- Maintained in accordance with the Records Management Policy

Review and Evaluation

- This policy is reviewed annually by the Compliance Manager and approved by executive management to ensure it remains current and effective.

Students have the right to appeal any refund decision through BLI's Complaints and Appeals Policy, available on request or via our website.

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