P007 Fees, Concessions and Refunds Policy (VET)

1. Purpose

This policy sets out how Collarts sets, publishes, charges, protects and refunds fees for VET students, including Skills First tuition fees, concessions and waivers.

2. Scope

It applies to all tuition and other fees for nationally recognised training delivered by or on behalf of Collarts, and to every person or organisation that pays them.

This policy applies to all three delivery models: direct delivery by Collarts staff, third-party delivery on Collarts' behalf, and auspice (VETDSS) arrangements with secondary schools. Where a requirement differs by model or funding source, the policy says so.

3. Definition of Key Terms

Term	Definition
Census date	The date published for each study period after which tuition fees for that period are not refunded except as set out in section 8.
Fee Concession / Fee Waiver	A reduction or waiver of Skills First tuition fees that a student is entitled to under the Guidelines About Fees or a Part C program.
Prepaid fees	Fees received from or on behalf of a student before the training and assessment they relate to is delivered.
Statement of Fees	The written statement of all tuition and other fees provided to a student before training starts.
Tuition fee	The fee charged for training and assessment. For Skills First Students it is the student's contribution in addition to Government funding.

4. Principles

- Students know the full cost of their training, and any change to it, before they commit (Standards for RTOs 2025, Outcome Standard 2.1).
- Fees are charged only as published and as set out in the Statement of Fees.
- Concessions and waivers are applied whenever a student is entitled to them, and are always evidenced.
- Prepaid fees are protected, and students are refunded fairly when Collarts can't provide the services paid for.
- Nothing in this policy limits a student's rights under the Australian Consumer Law.

5. Setting and publishing fees

- The CEO/COO approves the fee schedule for each training product and delivery model each year.
- Skills First tuition fees are set in line with the Guidelines About Fees and published on the Collarts website with the caveat: 'The student tuition fees as published are subject to change given individual circumstances at enrolment'. Other fees (materials, student services and amenities) are also published (VET Funding Contract, Schedule 1, cl 1.3(a)–(b)).

- Fees are shown to applicants in the VETtrak online enrolment portal and in pre-enrolment information.

6. Delivery models and who pays

Delivery model	Who is charged	Refunds
Direct delivery	The student (or a sponsor). Where a school buys delivery under a direct purchasing agreement, the school is invoiced.	Paid by Collarts to whoever paid the fee.
Third-party delivery	The student is charged by Collarts. Payments to the third party are set out in the agreement and don't change the student's fees.	Paid by Collarts.
Auspice (VETDSS)	Collarts invoices the school (annual auspice fee and/or per-student fees under the agreement). Schools set any fee they charge students and must follow this policy's principles.	Students enrolled through an approved auspiced provider apply for, and are refunded through, that provider.

7. Skills First fees, concessions and waivers

- Fee Concessions and Fee Waivers are assessed by the Head of VET during the enrolment and eligibility check, in line with the Guidelines About Fees and the P021 Enrolment, Eligibility and Fee Concession Policy (VET).
- Evidence is sighted, kept on the student's file and uploaded to VETtrak. Any grace period for providing evidence is applied only as the Guidelines About Fees allow.
- The concession or waiver type and the tuition fee actually charged are reported accurately, because they determine the Department's Fee Concession or Fee Waiver Contribution (Schedule 1, cl 11.5–11.8).
- Collarts doesn't pay, provide or offer incentives to anyone to enrol in Skills First subsidised training (VET Funding Contract, cl 4.8(e)).

8. Statement of Fees and invoicing

- Each student receives a Statement of Fees before training starts, listing all tuition and other fees, any concession or waiver, payment dates and the refund rules.
- All agreed fees must be paid before AQF certification documentation is issued.
- Accounts keeps invoices, receipts and bank records so Collarts can show that the fees it reported were charged and received (VET Funding Contract, cl 10.12(e)).

9. Protection of prepaid fees

Collarts doesn't collect fees in advance. Invoices are issued after the census date for each semester: the first after the Semester 1 census date for Semester 1 and full-year units, and the second after the Semester 2 census date for Semester 2 units. If Collarts ever holds more than $1,500 from or for a student for training not yet delivered, it protects the amount above $1,500 as required by the Standards for RTOs 2025 Compliance Standards (an unconditional bank guarantee, a tuition assurance scheme or another ASQA-approved measure).

Refunds

Circumstance	Refund
The course is cancelled before it starts, or rescheduled to a time or location unsuitable for the student	Full refund of fees paid, with no administration charge.
The student withdraws in writing before the census date for the study period	No fees are charged for that study period (fees aren't invoiced until after the census date), and there is no administration charge.
The student withdraws after the census date	No refund, unless the student applies for special consideration on compassionate or medical grounds, which the Head of VET assesses case by case.
Collarts can no longer deliver the course after it has started	Refund of the unused portion: fees paid × (months not yet delivered ÷ total course months), unless the student accepts a place in an equivalent course at no extra cost.
A third-party arrangement ends before the student finishes	The teach-out plan in the P010 Third Party Arrangements Policy (VET) applies; otherwise as for Collarts being unable to deliver.

Example: for a 12-month course costing $2,000 where delivery stops after 6 months, the refund is $2,000 × (6 ÷ 12) = $1,000.

- To apply for a refund, the student completes the Tuition Fee Refund Application Form and sends it to vet.support@collarts.edu.au.
- Applications are decided, and the applicant is advised in writing, within 20 working days of receipt.
- Refunds are paid to the person or body that paid the fee, including back to the credit card used.

10. Appeals and complaints

Complaints about fees or refund decisions are managed under the Collarts P003 Complaints and Appeals Policy (VET). Skills First Students may also contact the Department. Queries can be directed to the Head of VET on 1300 818 777 or vet.support@collarts.edu.au.

11. References and Related Legislation

- Standards for RTOs 2025 – Outcome Standard 2.1; Compliance Standards (Accountability – prepaid fee protection)
- 2026 VET Funding Contract – Skills First Program, cl 4.8, 10.12; Schedule 1, cl 1.3, 5, 11.5–11.8; Guidelines About Fees 2026
- Competition and Consumer Act 2010 (Cth) – Australian Consumer Law

12. Related Policies and Associated Documents

This policy should be read in conjunction with the following documents:

- SOP007 Fees, Concessions and Refunds Procedure (VET)
- P021 Enrolment, Eligibility and Fee Concession Policy (VET)
- P010 Third Party Arrangements Policy (VET)
- P003 Complaints and Appeals Policy (VET)
- Statement of Fees template; Tuition Fee Refund Application Form

13. Policy Information

This policy is made available to:

- currently enrolled students via MyCollarts (login required)
- current staff via the Staff Intranet (login required)
- other individuals, including prospective students, via Collarts website

Policy Name:	P007 Fees, Concessions and Refunds Policy (VET) – replaces P007-2025 RTO Fee Refund Policy
Policy Category:	Academic
Policy Owner:	Chief Executive Officer
Responsible Officer:	Head of VET
Endorsed by (date):	13th October 2026
Approved by (date):	Chief Executive Officer 23rd October 2026
Review cycle	1 year, or earlier if the Standards for RTOs or the VET Funding Contract change
Next review:	Q4 2027

Document history

Version	Date	Summary of changes	Approved by
2021	08/04/2021	RTO Fee Refund Policy 2021 – rebranded.	Head of VET
2025	2025	Updated to refer to the Standards for RTOs 2025.	Head of VET
26.1	October 2026	Rewritten on the Collarts template as a fees, concessions and refunds policy for all delivery models. Adds Skills First fee publication, concessions, Statement of Fees and payment evidence; prepaid fee protection above $1,500	Head of VET