

Fees, charges and refunds policy and procedure

(Clause 5.3)

1. Purpose

The purpose of this policy and associated procedure is to provide transparency to our stakeholders regarding fees charged, the protection of fees paid and refunds where eligible.

2. Scope

This policy and procedure apply to all Stakeholders involved with CMNL Academy who are enrolled in a subsidised and/or fee for service training program.

3. Definitions

RPL: Recognition of Prior Learning: means an assessment process that assesses an individual's formal, non-formal and informal learning, and work experiences to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

Fees: Includes enrolment, course, or additional fees (if applicable) charged to Stakeholders.

Course booking terms and conditions are specified on CMNL Academy website and our student handbook. All published course fees are inclusive of administration fees.

Other Fees

*Reassessments	Rescheduling Fee	Recognition of Prior Learning (Non-refundable)	Re-issue a qualification or Statement of Attainment	Re-issue FSS NSW Food Authority Certificate
Exam: \$50 Practical Activities: \$100	Refer to Refund Policy below	\$550 per unit	\$25	\$30

** Re-assessment: If you are assessed as Not Competent for a unit of competency, a free re-assessment will be offered. If you are assessed as not competent again, a re-assessment fee will be applied as above. If you are assessed as Not Competent for the third time, you will be required to pay the full Unit of Competency fee to attend the full course again.*

Tuition, other fees, and charges are subject to review and/or change at CMNL Academy discretion. CMNL Academy will advise the students of these changes prior to enrolment.

For short courses, course fees must be fully paid prior to the course commencement.

Full Qualification Tuition Payment Plan (Fee-for-Service)

CMNL Academy allows a student to pay their tuition fee by instalments for full qualification course.

CMNL Academy complies with Clause 7.3 of the Australian Skills Quality Authority's (ASQA) User's Guide: Standards for Registered Training Organisations (RTOs) 2015 where CMNL Academy will not require a prospective or current learner to pre-pay fees in excess of a total of \$1500.

Students will be given two (2) weeks' notice of their next instalment due date. Failure to pay the instalment by the due date will result in a letter suspension being issued to the student.

Timeline	Upon enrolment	3 months after enrolment	3 months after 1 st instalment	3 months after 2 nd instalment
Payment Plan	Deposit 10%	1 st instalment 30%	2 nd instalment 30%	3 rd instalment 30%

If you have any difficulties with payments, please consult our office by contacting info@cmnlacademy.com.au

Smart and Skilled Programs

CMNL Academy is contracted to deliver **Smart and Skilled Traineeship and Apprenticeship programs and approved fee-free Courses**. To apply for Smart and Skilled programs, applicants must meet the Smart and Skilled eligibility criteria: <https://smartandskilled.nsw.gov.au/are-you-eligible>

Please note that NSW Fee Free places are limited, and a fee free place is not guaranteed. When enquiring please ensure you have all the information needed to help you make a decision, including asking about the timeframe for confirming whether a Fee Free place is available to you and what the qualification fee is if a Fee Free place is not available.

Payment Methods

Accepted methods of payment are Cash, EFTPOS, debit card, major credit cards or cheque made payable to 'Canterbury Hurlstone Park RSL'.

Fees may be paid in person at Club Reception (Cash and Card) or over the phone by debit and credit card or online by debit and credit card.

To secure your place the enrolment fee should be paid at least 2 weeks prior to course start date.

Cooling off period

In all cases where course fees are paid in advance of the course commencement date the statutory cooling off period of ten (10) Business Days applies.

The cooling-off period is defined to be ten (10) Business Days from the course commencement date or the date the participant accepts the terms and conditions of their enrolment

Cancellations and Refunds

Student identity must be verified. All requests for refunds must be made in writing by completing CMNL Academy Request for Refund of Fees form. Approved refunds will be transferred to the original payees nominated bank account. No cash will be given for refunds. Applications for refunds for a course that is not cancelled are generally processed within 15 working days.

Cancellations by CMNL Academy

In the unlikely event that CMNL Academy cancels a course prior to the publicised start date or cancels a commenced course, a full refund will be made within 10 working days of that cancellation. Enrolees in cancelled courses will not be entitled to compensation over and above fees actually paid to date.

If a place is not offered in the course, the participant will receive a full refund including the administration fee.

CMNL Academy reserves the right to cancel workshop courses at any time if insufficient numbers are enrolled

Refund Policy for full Qualifications

Course fees paid directly by the participant may be refunded, transferred, or reallocated in the following circumstances:

- If a refund is requested within the cooling-off period a full refund, less the administration fee will be provided.
- If a refund is requested within 10 days after course commencement, 50% of the initial course fee will be refunded, less the administration fee.
- If the participant has elected to pay the course fees by direct debit/recurring payments, CMNL will cancel their direct debit, not refunding any monies paid by direct debit before the course cancellation, including the course deposit, provided CMNL receives this cancellation request within the cooling-off period.
- If a participant applies for RPL and the application is unsuccessful, there will be no refund.
- No refunds are provided for Govt. subsidised Training

Refund Policy for one day or short course programs

- Cancellation 10 working days prior to course = full refund
- Cancellation 5 working days prior to course = \$50 cancellation fee
- Cancellation less than 5 working days prior to course = no refund
- No cancellation after course start date
- No attendance = No refund/re-scheduling may be considered on an individual basis
- No other refunds will be granted

Note: CMNL Academy reserves the right to withhold issue of qualifications if any fees are unpaid at the end of your course.

Timeline	10 working days Prior to Commencement	5 working days Prior to Commencement	Less than 5 working days Prior to Commencement	After Commencement
Refund Course fees	100% refund	Paid course fee minus \$50 cancellation fee	No refund	No refund

Rescheduling:

- Rescheduling 10 working days prior to course = Free
- Rescheduling 5 working days prior to course = \$50 administration fee
- Less than 5 working days prior to course = 50% of course fee
- Less than 48 hours before the course = no transfer accepted

Timeline	10 working days Prior to Commencement	5 working days Prior to Commencement	Less than 5 working days Prior to Commencement	Less than 48 hours prior to Commencement
Rescheduling Fee	Free	\$50	50% of course fee	No transfer accepted

Timeline	More than 48 hours before the course start time	Less than 48 hours before the course start time	After course Commencement
Rescheduling Fee	\$25	50% of course fee	50% of course fee

No refund will be made by CMNL Academy:

- **Withdraw after commencement:** if a student withdraws from a course any time after the commencement date or cooling off period of the course; the balance of any fees still owing will be invoiced.
- **False or misleading information:** No refunds will be given to the applicants or students who provide false or misleading information in their enrolment, withdraw and refund application to CMNL Academy
- **Suspension and Cancellation:** where a student has had their enrolment cancelled by CMNL Academy and where the appeal process has not been sought by the student or the appeals process has been unsuccessful, no refund will apply, and the remainder of the fees will be invoiced.
- **Early completion:** if a student completes the course early, the full tuition fees must be paid before a certificate can be issued. If a student extends their course, they will be required to pay additional fees before the commencement of the extended course.
- **Fail to complete pre-course information:** No refunds will be provided for students who are unable to attend their course due to not completing their pre-course information, including Unique Student Identifier number before the course commences.

Withdrawing from a unit or course

Before you withdraw from a course, we highly recommended that you speak with your trainer or make an appointment to see CMNL Academy RTO Manager. Please also refer to the refund policy above. To withdraw from a unit or a course you will need to complete a Student Withdrawal form – see Useful forms at the end of this student handbook.