

LEARNING - POLICIES & PROCEDURES

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| Policy Title | Fees & Refunds Policy & Procedure |
| Date | May 2026 |
| Review Date | May 2028 |
| Authority & Responsibility | Head of Learning |
| Standards | 2025 Standards for RTOs - Quality Area 2: VET Student Support (Standards 2.1 and 2.2); Compliance Standards: prepaid fee protection measures, third party arrangements where applicable, compliance with laws |
| Version | 4.0 |

PURPOSE:

The purpose of this policy and procedure is to outline The Association of Superannuation Funds of Australia Limited (ASFA) approach to managing fees, payment terms, prepaid fees, cancellations and refunds in a fair, transparent and consistent manner.

This policy supports ASFA Learning to provide clear and accurate fee and refund information before enrolment or before any fees are required to be paid, and to protect the rights of prospective and current students in accordance with the 2025 Standards for RTOs and applicable consumer protection requirements.

SCOPE:

This policy and procedure applies to prospective and current ASFA students enrolled in courses, workshops, nationally recognised training products and Continuing Professional Development (CPD) products with ASFA Learning.

It also applies to employers, corporate clients or delegates who pay course or subscription fees on behalf of students, and to ASFA staff responsible for pricing, invoicing, payment administration, cancellations, refunds and student communications.

POLICY:

1. Fee transparency and pre-enrolment information

- ASFA will provide clear, accurate, current and accessible information about all fees, costs and charges before a student enrolls or before any fees are required to be paid, whichever occurs first.
- Fee information will be made available through relevant course information, course outlines, the ASFA Learning website, invoices, student communications and, where applicable, corporate training agreements.
- Fee information will include, where relevant:
 - all course, workshop, qualification, CPD product or subscription fees;
 - payment terms and due dates;
 - what is and is not included in the fee;

- any additional, optional or administrative fees, including extension, re-enrolment, certificate reissue, resubmission, cancellation or transfer fees;
- any credit card surcharge or transaction charge that applies;
- any applicable refund policy, cancellation conditions and withdrawal process;
- any government training entitlement, subsidy, loan or funding arrangement that may apply, including any potential impact on student entitlement; and
- any student obligations or liabilities to acquire materials, equipment, IT access or other resources.
- ASFA will ensure that fee and refund information is consistent across marketing materials, the website, course outlines, enrolment communications, invoices and student handbooks.
- Where ASFA becomes aware that published fee or refund information is inaccurate, incomplete or out of date, it will correct the information as soon as practicable and communicate relevant changes to affected students or clients.

2. Fees and course inclusions

- Course fees include, unless otherwise stated in the relevant course outline or agreement:
 - training and assessment required to undertake the course within the permitted attempts;
 - online access to required learning materials;
 - access to the ASFA Learning Hub for the duration of the enrolment, where applicable;
 - standard learner support within ASFA published support arrangements;
 - issuance of one set of certification documentation, such as a Certificate of Completion, Statement of Attainment and/or Transcript, where applicable.
- Course fees do not include, unless expressly stated:
 - optional textbooks, readings or materials that are not required to complete the course;
 - hard copy versions of learning materials;
 - stationery, printing or personal study materials;
 - access to hardware, software, internet connection or technical support for the student's personal equipment;
 - additional assessment attempts beyond those included in the course design;
 - extension, re-enrolment, certificate reissue, cancellation or administrative fees set out in the appendices;
 - payment surcharges or dishonour fees where applicable.

3. Payment of fees

- Payment for courses, workshops and CPD products must be received by ASFA before commencement unless an alternative arrangement has been approved in writing.
- Invoices will be issued to the person or organisation responsible for payment, in line with the relevant course information, enrolment record, corporate agreement or payment schedule.
- Payments may be made by credit card or direct deposit/EFT. All EFT payments must include the relevant invoice number as the payment reference.
- Payments over the phone will only be accepted in exceptional circumstances and in accordance with ASFA payment security processes.
- Credit card payments may incur a surcharge. Any surcharge will be disclosed before or at the time of payment and included on the receipt.
- Access to online learning or CPD products may be granted before commencement where payment has been received, evidence of payment has been provided, or the employer or client has an approved payment arrangement with ASFA.

- Payments for extensions, re-enrolments, resubmissions or replacement documents must be received before the relevant service is provided.

4. Prepaid fee protection

- ASFA will monitor prepaid fees received from, or on behalf of, individual students for the same VET course.
- ASFA will not collect more than \$1,500 in prepaid fees from an individual student for services not yet delivered in relation to the same VET course unless an approved prepaid fee protection arrangement is in place.
- Where prepaid fees above the threshold prepaid fee amount are proposed or received, ASFA will ensure appropriate fee protection arrangements are in place before accepting or retaining those fees.
- If ASFA is unable to provide services for which a student has prepaid, ASFA will either arrange for the student to receive equivalent services at no additional cost where this is reasonably available, or refund fees paid for services not delivered in accordance with this policy and applicable regulatory requirements.
- Prepaid fee requirements apply regardless of how the fee is collected, including direct payment, instalment arrangements, third party payment providers, employer-paid arrangements or online payment arrangements, where they relate to an individual student and the same VET course.

5. Outstanding payments

- Students, employers or delegates experiencing difficulty paying fees should contact ASFA Learning as soon as possible to discuss possible alternative arrangements.
- Payment reminders for outstanding fees may be issued through ASFA's CRM or finance systems.
- Where fees are more than 60 days overdue, Student Services or another authorised ASFA representative may contact the fee payer directly.
- ASFA reserves the right to suspend access to training, assessment, learning resources, CPD products or other services where fees remain outstanding and no approved payment arrangement is in place.
- ASFA may withhold certificates, statements of attainment, transcripts or other completion documentation until outstanding fees are paid, except where prohibited by law.
- Students with long-term outstanding accounts may be withdrawn from their course where payment has not been received and no alternative arrangement has been approved.
- ASFA may prevent re-enrolment or further access to ASFA Learning products while outstanding debts remain unpaid.

6. Cancellations, withdrawals and refunds

- This policy does not limit any rights a student, client or fee payer may have under applicable consumer protection legislation.
- All refund requests must be submitted in writing to ASFA Learning unless ASFA has cancelled the course or workshop and the refund is being processed automatically.
- A full refund of relevant course or workshop fees paid will apply where:
 - ASFA cancels a workshop, course or product before commencement due to insufficient numbers or other unforeseen circumstances and no suitable alternative is accepted by the student or client;
 - a student validly exercises any applicable cooling-off right following an unsolicited sale; or
 - ASFA determines that it cannot deliver the services for which the fee has been paid and an equivalent service is not available or accepted.
- A partial refund may apply where:

- ASFA ceases to deliver a course or product in which the student is enrolled, and the refund relates to fees paid for training, assessment or services not yet delivered;
 - ASFA or an approved third party delivering training or assessment on ASFA's behalf ceases to operate or is unable to deliver the remaining services;
 - a refund is assessed as appropriate after considering the training, assessment, support and resources already provided; or
 - an approved corporate or subscription arrangement provides for a pro-rata transfer or refund.
- Refunds are not available solely because a student does not successfully complete a course, does not achieve competency, exhausts assessment attempts, changes their mind after commencement, does not participate, or fails to meet course requirements, unless required by law or approved by ASFA in exceptional circumstances.
 - Student substitutions may be made without cost before course or workshop commencement, except for VET course enrolments where substitution or transfer is not permitted.
 - For employer-paid CPD products or subscriptions, ASFA may allow the remaining subscription period to be transferred to another employee where the request is made in writing before cancellation is processed. Transfers will be applied on a pro-rata basis based on the remaining subscription period.
 - Refunds will be paid to the person or organisation that made the original payment unless ASFA is legally required or otherwise approves a different arrangement.

7. Corporate workshops and customised training

- For corporate workshops, customised training or group arrangements, an ASFA Learning Agreement or Training Agreement will be completed before delivery commences.
- The agreement will outline applicable fees, payment terms, cancellation terms, rescheduling terms, responsibilities of each party and any relevant student fee or refund arrangements.
- Where a corporate client acts as a liaison between ASFA and students, ASFA remains responsible for ensuring students receive clear and accurate information relevant to the training and any applicable fees, refund terms or student obligations.
- Any third party involved in collecting fees, recruiting students or administering enrolments on ASFA's behalf must operate under an approved written agreement and provide information that is accurate and consistent with ASFA's approved materials.

8. Cooling-off period

- Students may have a cooling-off period where required under applicable consumer protection legislation, including where they enrol as a result of an unsolicited consumer agreement.
- Where a cooling-off period applies, the student must notify ASFA in writing within the required timeframe. ASFA will assess the request and process any refund required by law.
- ASFA will not rely on cooling-off information to reduce broader rights available under Australian Consumer Law or other applicable laws.

9. Record keeping and audit evidence

- ASFA will retain records of fee information, invoices, payments, refund requests, refund decisions, credit notes, receipts, transfer requests, correspondence and approvals in the relevant CRM, finance or SharePoint system.
- Refund decisions must be documented, including the reason for the decision, amount refunded or retained, date of decision, approval and communication to the student or client.

- Fee and refund records will be retained securely and handled in accordance with ASFA privacy and record-keeping requirements.
- Fee and refund practices will be reviewed as part of annual compliance, pricing and product review activities, and any anomalies will be escalated to the Head of Learning.

10. Complaints and appeals

- Students, clients or fee payers who are dissatisfied with a refund decision or the way fees have been administered may lodge a complaint or appeal in accordance with ASFA's Complaints and Appeals Policy and Procedure.

PROCEDURE:

1. Providing fee information before enrolment

- Ensure the relevant course outline, website page, enrolment communication, proposal or agreement includes current fee, payment, cancellation and refund information before enrolment or before fees are required to be paid.
- Check that all fee information is consistent with the approved product pricing, published appendices and any approved corporate or promotional pricing arrangements.
- Where additional fees may apply, such as extension, re-enrolment, certificate reissue or resubmission fees, ensure these are disclosed before the student or client incurs the fee.
- Where changes are made to fees, payment terms or refund arrangements after publication, update the relevant materials and notify affected students or clients as soon as practicable.

2. Processing payments

- Generate an invoice in ASFA's CRM or finance system in accordance with the approved fee, product, agreement or payment schedule.
- Issue the invoice to the person or organisation responsible for payment.
- Record payments in ASFA's CRM and finance system and issue receipts automatically or upon request.
- For online courses and CPD products, provide access to the ASFA Learning Hub once payment, evidence of payment or approved employer payment arrangements have been confirmed.
- For extensions, re-enrolments, resubmissions or certificate reissues, confirm payment before the service is actioned.

3. Monitoring prepaid fees

- Before accepting payment for a VET course, confirm whether the amount to be collected from or on behalf of the individual student relates to services not yet delivered.
- Confirm that the amount of prepaid fees held for the individual student and same VET course does not exceed \$1,500 unless an approved fee protection measure is in place.
- Where an instalment plan, online payment method, employer-paid arrangement or third party payment provider is used, confirm that total prepaid fees are still monitored against the threshold.
- Escalate any proposed arrangement that may exceed the threshold to the Head of Learning before payment is accepted.

4. Managing outstanding payments

- Allow automated monthly payment reminders to be issued through ASFA's CRM or finance system.
- If no payment has been received after 60 days from invoice issue, Student Services or another authorised representative will contact the fee payer directly.
- Where training has not been completed and fees remain outstanding, consider suspension of access to training, assessment or learning resources. Notify the student in writing and record the decision in the CRM.
- Where the student has completed the course but fees remain outstanding, notify the student that certification documentation will not be released until payment is finalised, except where prohibited by law.
- Where fees continue to remain unpaid, the Head of Learning will consider withdrawal, further debt recovery action or restrictions on future enrolments.

5. Processing cancellations and refund requests

- If ASFA cancels a course or workshop, identify all enrolled and paid students or clients, notify them in writing, offer any suitable alternative where appropriate, and process refunds where required.

- If a student or client requests a refund, direct them to submit the request in writing to learning@superannuation.asn.au, including the reason for the request and any supporting information.
- The Head of Learning or authorised delegate will assess the refund request by considering:
 - applicable course, workshop, CPD or subscription cancellation terms;
 - whether training, assessment, learning resources, support services or online access have already been provided;
 - whether any assessment marking, trainer support or administrative services have already been delivered;
 - whether a cooling-off right, consumer law obligation or prepaid fee protection requirement applies;
 - whether exceptional or compassionate circumstances are relevant;
 - any relevant corporate agreement or subscription transfer arrangement.
- Prepare a written refund decision that states the outcome, amount to be refunded or retained, reasons for the decision and any right to lodge a complaint or appeal.
- Process approved refunds through the original payment channel wherever practicable and pay the refund to the original payer unless otherwise approved or required by law.
- Record the request, assessment, approval, decision correspondence and refund transaction in the CRM and finance system.

6. Corporate and subscription transfers

- For employer-paid CPD product or subscription transfers, confirm the request is received in writing before cancellation is processed.
- Confirm the remaining subscription period and calculate the pro-rata transfer value or remaining access period.
- Update the CRM and Learning Management System records to remove or end access for the original employee and provide access to the substitute employee.
- Record the transfer decision, date and related correspondence in the CRM.

VERSION CONTROL:

| Version | Date | Approved by | Summary of changes |
|----------------|-------------|--------------------|--|
| 4.0 | 15/05/2026 | Head of Learning | Updated to align with the Standards for RTOs 2025. |

APPENDIX 1: MISCELLANEOUS FEES AND CHARGES (INCL. GST)

| Item | Fee | Details |
|--|---------------------------------------|--|
| Extension Request – 4 weeks | \$88 | Please refer to the <i>withdrawal, extension and deferral policy and procedure</i> regarding extensions. Up to a maximum of 12 weeks extension will be granted per enrolment unless special circumstances apply. |
| Extension Request – 12 weeks | \$220 | |
| Re-Enrolment Fee | POA | This fee is dependent on which course the student is enrolled into and will apply if the student is required to re-enrol in the course as per the <i>enrolment policy and procedure</i> . |
| Re-submission of assessments after two initial attempts | \$50 per assessment piece per attempt | Applies where further assessment attempts are permitted under the relevant assessment and course rules. |
| Replacement Transcript | Free of Charge | Replacement transcripts for VET courses showing units of competency must be issued with the relevant certificate where applicable. |
| Re-issue of Certificate or Statement of Attainment – digital | \$40 | Applies where a student requests reissue of certification documentation. |
| Re-issue of Certificate, Statement of Attainment or transcript – hard copy | \$80 | Cost includes express postage. |

APPENDIX 2: CANCELLATION FEES AND CHARGES.

| Item | Fee | Details |
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| Online Flexible Enrolments | | |
| Before course commencement | No fee | Any course fees paid will be refunded. |
| After course commencement | No refund | Full course fee is forfeited unless a refund is required by law or approved by ASFA in exceptional circumstances. |
| Public Workshops | | |
| More than 5 days before commencement | No fee | Any workshop fees paid will be refunded. |
| Less than 5 days before commencement (incl. no shows) | No refund | Full course fee is forfeited unless a refund is required by law or approved by ASFA in exceptional circumstances. |
| Corporate Workshops | | |
| Cancelling or re-scheduling a corporate workshop more than 14 days before commencement | No fee | Any client-specific agreement terms will also apply. |
| Re-scheduling a corporate workshop date less than 14 days before commencement | \$500 + any travel or accommodation expenses incurred by ASFA to that point | Any client-specific agreement terms will also apply. |
| Cancelling a corporate workshop date less than 14 days before commencement | No refund | Full course fee is forfeited unless a refund is required by law or another arrangement is approved by ASFA. |