

FEES, REFUNDS & CANCELLATIONS POLICY

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Version	Date	Author	Changes
1.0	March 2026	Lucas	Initial Version

1. Purpose

ACMEA Academy is committed to transparent and fair financial dealings with all students. This policy sets out the fees charged, the circumstances in which refunds are granted and the management of course cancellations by either the student or the RTO.

2. Scope

This policy applies to all students who pay fees to ACMEA Academy, either directly or through a third party, and to all staff who manage enrolments, payments and refunds.

3. Legislative Framework

This policy is informed by and must be read in conjunction with the following legislation and standards:

- Standards for Registered Training Organisations 2025
- Australian Consumer Law
- Competition and Consumer Act 2010 (Cth)
- Privacy Act 1988 (Cth)

4. Policy Statement

4.1 Publication of Fees

- All fees are published on the ACMEA Academy website and in pre-enrolment materials before any commitment is made
- Fees include tuition, materials, reissue of Statements of Attainment and any applicable administration charges
- Students will be notified in writing of any fee change that applies to their enrolment

4.2 Payment Terms

- Fees are payable in full before the commencement of training unless an alternative arrangement has been agreed in writing

- ACMEA Academy does not collect more than \$1,500 in prepaid fees from an individual student at any time, in accordance with the Standards
- An administration fee may apply to enrolment and is non-refundable once processing has commenced

4.3 Refund Schedule

- Withdrawal 10 or more business days before course commencement: full refund of tuition, less non-refundable administration fee
- Withdrawal less than 10 business days before course commencement: 50% refund of tuition
- Withdrawal on or after course commencement: no refund, except in documented special circumstances approved by the CEO
- Course cancelled by ACMEA Academy: 100% refund of all fees paid
- Failure to start with no notice: no refund

4.4 Special Circumstances

Where a student is unable to complete training due to serious illness, bereavement or other extenuating circumstance supported by documentary evidence, the CEO may approve a partial refund or credit against a future enrolment.

5. Procedures

1. Students complete an enrolment form that records fees payable and acknowledges this policy.
2. Payment is made in line with the agreed schedule and recorded in the Student Management System.
3. Refund requests are submitted in writing, with supporting evidence where relevant, to info@acmea.com.au.
4. The RTO Manager assesses the request against the Refund Schedule and notifies the student within 10 working days.
5. Approved refunds are paid within 14 calendar days via the original payment method where practical.
6. Declined refund decisions may be escalated through the Appeals Policy (ACMEA-POL-017).
7. A record of all refund requests and outcomes is maintained for audit.

6. Responsibilities

Role	Responsibility
CEO	Approve special-circumstance refunds; policy oversight.
RTO Manager	Assess routine refund requests; maintain records.
Administration	Process payments and refunds; issue receipts; update SMS.
Student	Pay fees per agreement; submit refund requests in writing; provide supporting evidence.

7. Related Documents

- Pre-Enrolment Information Sheet (ACMEA-MKT-002)
- Student Handbook (ACMEA-HB-001)
- Complaints & Appeals Policy (ACMEA-POL-002)
- Appeals Policy (ACMEA-POL-017)
- Privacy Policy (ACMEA-POL-018)

8. Review

This policy will be reviewed annually by the RTO Manager and approved by the CEO, and additionally in response to fee changes, complaint trends or regulatory change.