

Fees Policy & Procedure

1. Purpose

To set fair, transparent and audit-ready rules for publishing, charging, collecting, varying and refunding student fees and incidental charges for non-TAE products, consistent with the Standards for RTOs 2025, ESOS/National Code (where applicable), and WA state requirements.

2. Scope

The scope of this policy covers all nationally recognised non-TAE qualifications/skill sets/units delivered by DNAK for local, VET for Secondary School (VETss) and CRICOS cohorts. This scope applies from first marketing contact through to enrolment, delivery, assessment, completion and certification.

3. Definitions (plain English)

- Tuition fees: Fees for training/assessment services.
- Incidental fees: Optional or necessary costs not covered by tuition (e.g., replacements, re-issues, special assessments).
- Pre-paid fees: Student monies received before training/assessment is delivered.
- VETss: VET for secondary school students.

4. Policy statement

- DNAK publishes total fees and likely incidental charges before enrolment and in the Offer/Letter of Offer (LOO), Student Handbook and website.
- Fees are fair and reasonable, with payment terms and any payment plan shown in writing.
- We apply fee protection practices appropriate to our regulator(s) and products, and we do not accept more pre-paid fees than allowed by applicable rules.
- Students are given at least 30 days' notice of any future fee changes that affect yet-to-commence cohorts. Enrolled students are not disadvantaged by mid-course increases.
- We issue qualification/testamur/SoA within 30 days of the training product completion and fee finalisation (internal target, unless regulator requires sooner).
- We provide clear processes for refunds, complaints and appeals, deferrals/ suspensions/ cancellations, and credit transfer/RPL.

5. Publishing & quoting fees

- Current fees are listed in marketing collateral, website and LOO; CRICOS offers show total course fees, payment schedule, and any non-tuition fees.
- VETSS/state-funded courses follow DTWD directives (if applicable) and school agreements.
- Any prerequisites (e.g., USI, ID) and likely incidentals (PPE, textbooks, replacements) are disclosed.

6. Payment, instalments & late fees

- Payment due dates appear on invoices/LOO; instalments may be approved (case-by-case).
- Late fee: \$100 may apply to overdue accounts after reasonable notice.
- For accounts that require debt recovery, incurred agency expenses are passed on to accountholder i.e. student.
- Students with unpaid fees at completion will receive certification once fees are settled.

7. Refunds & withdrawals (summary)

- Refund rules are set out in the Refund Policy (students are directed there from the LOO and website).
- CRICOS students: refunds are managed in line with the ESOS Act and National Code standards on fees and provider default.
- Credit Transfer and RPL fee handling align with the Credit Transfer & RPL Policy.

8. Credit Transfer & RPL (fees and timing)

- Credit Transfer admin fee: \$25 per unit (verification required).
- RPL application (non-refundable): \$250; RPL assessment fees quoted per product.
- Apply within 3 weeks of commence (or per product rules) for any fee adjustments.

9. Incidental charges (standard schedule)

Item	Amount (AUD)
Fourth assessment attempt within course duration (first three already included in tuition fee)	\$70 per UoC
Assessment-only (outside course period) – setting paper	\$150 per UoC
Assessment-only (outside course period) – assessing only	\$70 per UoC
Assessment supervision only (remote/on-site, excluding assessing cost)	\$70 per UoC per hour
Re-marking of assessment	\$55 per UoC
Report / results extract before completion date	\$70 per UoC
Re-issue White Card	\$45 per card
Re-issue student card	\$25 per card
Replacement of award/qualification/academic record	\$50 per replacement
Re-issue academic statement (SoA)	\$50 per statement
Reprint archived certificate	\$75 per certificate
Reprint recent certificate	\$50 per certificate
RPL application fee (non-refundable)	\$250

10. Notifications & changes

- Any change that affects future intakes is published ≥30 days in advance (website + direct email to applicants).
- Material change for current students triggers written advice, options (e.g., defer/ transfer/ refund per policy) and access to Complaints & Appeals.

11. Roles & responsibilities

- Director/CEO: Approves schedules; ensures resourcing and compliance.
- Finance/Admissions/Admin: Quote, invoice, receipting, reminders, certification holds, debt recovery steps.
- Compliance: Annual review; ensures fee info in marketing/LOO is accurate; maintains policy links and archives.
- Student Services: First contact for fee enquiries; escalates to Finance/Compliance.

12. Records & evidence

Offers/LOOs, invoices, receipts, payment plans, adjustments, CT/RPL determinations, and certification issue dates are stored in the student file (aXcelerate/SharePoint) for audit.

13. Related DNA Kingston Training policies & documents (tie-ins)

- Refund Policy (Local, VETss & CRICOS)
- Complaints & Appeals Policy & Procedure
- Deferment, Suspension & Cancellation Policy (ESOS-aligned)
- Credit Transfer & RPL Policy and Procedure
- Student Handbook

14. Legislation / Standards / Guidance (key references)

- Standards for Registered Training Organisations (RTOs) 2025 (fee information, consumer protection, certification issuance).
- National Vocational Education and Training Regulator Act 2011 (and regulator guidance, e.g., ASQA/TAC WA).
- Education Services for Overseas Students (ESOS) Act 2000 & National Code (fees, refunds, provider obligations).
- Australian Consumer Law (Competition and Consumer Act 2010 Sch 2) – fair contract terms & consumer guarantees.
- WA Department of Training and Workforce Development (DTWD) – VET Fees and Charges Policy (if applicable to funded deliveries).
- Privacy Act 1988; Student Identifiers Act 2014 (USI).
- Any licensing body rules tied to specific products (e.g., White Card issuing/re-issue rules).

Kingston Training and Employment Pty Ltd



RTO 6811 CRICOS 02899B

Policy Title	Fees Policy & Procedure
Policy Renewal	Every 2 years
Responsibility	Compliance Manager

Record of updates and changes

Version No.	Issue Date	Nature of Amendment
Version 05	October 2017	Updated Funded Training section
Version 06	June 2018	Updated Fees Schedule changes
Version 07	October 2018	Updated to the latest DTWD Business rules Fee schedule
Version 08	Feb 2019	Updated Fees 2019
Version 09	April 2019	Reviewed fees 2019 DNA
Version 10	July 2019	DTWD requirements with Caveat improved
Version 11	July 2020	Updated to Fee schedule July 2020
Version 12	July 2021	Updated schedule
Version 13	Jan 2022	Updated to Private Fees
Version 14	Apr 2022	Updated to International Fees
Version 15	June 2022	International review of fees / Incidental fees reviewed
Version 16	November 2025	Full rewrite for RTO Standards 2025; clarified consumer info, fee protection, state/CRICOS distinctions; updated incidental charges incl. White Card re-issue \$45 and student card re-issue \$20; linked related policies.