IET Education Group Pty Ltd T/A Immaculate Education and Training

RTO No. 46361 | ABN 73 677 538 402

Fees and Refunds: Student Policy

Student Policy

Document ID	IET-SP-02
Version	4.0
Approved by	Chief Executive Officer
Applies to	All prospective and enrolled students
Related documents	Internal policy IET-POL-17 Fees and Refund; Student Handbook

1. Knowing Your Costs

Before you enrol or pay anything, you will receive your Letter of Offer and Schedule of Fees and Charges. Together they tell you:

- the total course fee and any other fees (for example RPL or replacement certificates)
- what the fee includes and what it does not, such as police checks, screening checks, vaccinations and licensing fees you pay yourself
- your payment schedule
- the refund policy

IET delivers training on a fee-for-service basis. Fees are reviewed each year, but your fees will not change once you have accepted your Letter of Offer.

2. Paying Your Fees

You pay a deposit or first instalment before you start, then instalments during your course, as set out in your Schedule of Fees and Charges. You do not need to pay the whole course upfront.

You can pay by bank transfer to IET's nominated bank account, as shown on your invoice. You will receive a receipt for every payment, and you can ask for a statement at any time.

3. If You Have Trouble Paying

Please talk to the Administration Officer as early as possible. We may be able to agree a new payment plan or other arrangement.

If a payment is overdue:

What happens	When
You receive a written reminder	When the payment is overdue
Access to materials and assessment submission may be paused, after written notice	10 business days after the reminder
You may receive a Notice of Intention to Cancel Enrolment, with 20 business days to use the complaints and appeals process	If the payment is 28 days overdue

We do not charge interest. We do not hold back results or certificates for units you have already paid for.

4. Refunds

4.1 Your entitlement

Your refund entitlement is set out in the refund table in Section 4.3 of the Student Handbook and in your Schedule of Fees and Charges. In general:

- if IET cancels your course before it starts, or cannot deliver it, you get a full refund of fees paid
- if you withdraw before your course starts, the refund depends on how much notice you give
- if you withdraw in the first week, a limited refund applies
- after the first week, no refund applies, unless there are exceptional circumstances (such as serious illness or bereavement), which the CEO considers case by case

4.2 How to ask for a refund

1. Fill in the Withdrawal/Refund Request Form (from Administration or the IET website) and include any supporting documents.

2. We acknowledge your request and work out your refund under the refund table.

3. The CEO approves the decision.

4. We pay approved refunds by bank transfer within 14 business days of receiving your completed request.

5. We tell you the outcome in writing, with the calculation.

If you disagree with a refund decision, you can appeal it or make a complaint.

4.3 If IET cannot deliver your course

If IET cannot provide the training it agreed to, we will refund fees for training not delivered or, if you agree, arrange for you to finish with another provider at no extra cost. You will receive a statement of attainment for units you have completed.

5. Your Consumer Rights

This policy does not take away any of your rights under the Australian Consumer Law. If we do not provide the service we agreed to, you are entitled to a remedy.

6. Contact

Administration Officer: 0400 173 510, info@iet.edu.au.

This document is reviewed at least annually, and earlier where there is a change to legislation, the Standards, a training package, IET's scope of registration or IET's operations, or where a review, complaint, audit or validation outcome identifies the need for change. Changes are recorded in the Continuous Improvement Register.