

Fees and Refund policy

Purpose and scope

This policy was developed by the National School of Volunteer Management [RTO: 90031] (SVM). This policy sets out SVM's process for payment of courses, cancellation of courses and refunds.

Responsibilities

Director Education and Training, Chief Financial Officer, Manager: Office and People.

Fee inclusions

SVM is entitled to charge fees for services provided to students. SVM will charge a range of fees for courses based on government contractual requirements.

SVM's course fees cover:

- Administration of the course
- Course application
- Resource materials
- Training and Assessment services (for the initial assessment of each assignment/workbook)
- Issuing a certificate or Statement of Attainment, subject to completion of one or more units of competency and the course fees being paid in full.

Please note that the materials shared are the intellectual property of SVM and are provided for educational use only. All rights are reserved, and redistribution or modification without permission is prohibited.

SVM's course fees DO NOT cover:

- Printing of learning materials that are made available online or electronically
- Any additional postage requirements to SVM such as posting resources
- Replacing issued learning materials that the student has lost or damaged



- Additional assessment requirements beyond the standard 2 resubmissions of assessment per assessment task. Additional resubmissions may incur an additional charge.
- Replacement copy of a student's certificate

Fee administration

General Fee Administration

No more than \$1500 in student fees will be taken upfront in advance for fees from an individual student.

Payments for course fees will be paid in instalments. Student payments are made at 50% upfront prior to commencement up to a total of \$1500, and the balance once training has commenced.

Payment plans can often be arranged. Contact SVM to discuss your individual situation or for further information.

NSW Smart and Skilled Fee Administration

For any NSW Smart and Skilled subsidised courses see the Smart and Skilled Fee administration policy please refer to information at:

<https://www.nsw.gov.au/sites/default/files/noindex/2024-05/fee-administration-policy-1-jul-24-to-30-jun-25.pdf>

Where a student is eligible for a concession/exemption for NSW Smart and Skilled programs, evidence of eligibility is required. A copy of the evidence such as Centrelink statement or concession cards will be kept on file.

SVM will not issue any qualification prior to the full payment of any fees and charges applicable to that course.

SVM reserves the right to suspend or cancel training if the student fails to pay any part of the course fees as and when they become payable.

Refund Policy

Full Refunds

If an enrolment is cancelled more than 7 days prior to commencement of the course, and no course resources and course content are accessed, students may be eligible to **withdraw without penalty**. If SVM cancels the course for any reason a full refund will be offered.



No Refunds – voluntary withdrawal

Students undertaking their studies with government funding are not eligible for refunds of student fees paid where training has commenced.

Course fees paid are usually non-refundable. See partial refund information below for exceptions.

If a student withdraws from a qualification but completes all the requirements for a lower-level qualification, and is issued with this qualification, no refund will be offered.

Partial Refunds - Credit transfers/RPL

Where a student has paid a student fee upfront, and subsequently Credit transfers and/or RPL is granted for the course, thus reducing the student fee payable, a refund will be made of the difference in these fees.

Course fees paid are usually non-refundable. If withdrawing from a course where training has not yet commenced for some units, and not all instalments paid yet, students may withdraw, and at the discretion of SVM, no further charges may be levied for remaining outstanding instalments.

Students may be eligible for a partial refund at the discretion of SVM, in cases of extraordinary circumstances or great hardship.

Involuntary withdrawal

If a student withdraws from training not of their own accord, for example, if SVM closes, or is no longer approved to deliver Smart and Skilled Training, refunds may be offered for any training not yet provided.

Smart and Skilled subsidised students may transfer to a different provider. The student fees charged by SVM and the new provider will not exceed original student Smart and Skilled fees quoted by SVM.

Repeat attempts to complete a unit of competency

The course fee includes the initial assessment and two possible resubmissions of assessments. Additional re-submissions of assessments may be charged at a rate of \$50.00.

Recovery of outstanding fees

A reminder email will be sent to students before a payment instalment is due. SVM will not issue any qualification before full payment of fees applicable to that course.



Levying of student fees

SVM reserves the right to levy student fees where a student defers their studies for more than a year, to bring the new fee into line with current fees. Smart and Skilled subsidised students are exempted from this.

References and Documentation

Student Handbook

[Smart and Skilled Fee Administration Policy](#)

Standards for Registered Training Organisations 2025

Revision Record

Issue Number	Issue Date	Author
1	21 October 2016	Coordinator
1.1	29 June 2018	Coordinator
2	09 July 2019	L&D Coordinator SVM
3	1 Mar 2023	L&D Coordinator SVM
4.0	19 Mar 2025	Director: Education and Training