Fees & Refunds Policy

Skills Recruitment Pty Ltd | RTO 45725 | V3 September 2025

Businessplex does not collect prepaid tuition fees from students who are full funded by the government. This Fees Policy is retained to demonstrate compliance with the Standards for RTOs 2025, but does not apply to the Self Employment Assistance Program (SEA), where tuition fees are fully funded by the government.

Government-Funded

All qualifications delivered under the Self-Employment Assistance Program are fully funded by the Department of Employment and Workplace Relations (DEWR). Student fees are collected in accordance with the applicable year's DEWR VET Fees and Charges policy.

- No tuition fees, registration fees, invoicing, late fees, or fee-for-service provisions apply to participants enrolled under the SEA Program.
- Businessplex does not collect any prepaid tuition fees for these programs.
- Eligible participants are therefore not required to make any financial contribution toward their training and assessment.

Privately Funded

Participants who enrol in qualifications outside of the SEA Program will be charged tuition fees in line with the Businessplex Fees & Refunds Policy. Tuition Fees and other applicable fees are determined by the CEO, at least 6 months in advance of the applicable year. Once the fee schedules are developed, they are listed on the website under the appropriate tabs.

Fees are charged in accordance with the applicable year's published fees information. Should a student enrol prior to the applicable year's fees being determined, the fees current at the time of enrolment will prevail.

Collection of Fees Procedure (Applicable only to Privately Funded Courses)

- Fees cannot be collected until students have signed the Terms and Conditions of enrolment.
- Students are emailed a payment reminder around 3 weeks, then 1 week and then 2 days prior to payment date. Students are also emailed 2 days after the due date if payment has not been received.
- The email reminders are emailed to prevent unnecessary charges to students.
- All outstanding fees and charges must be paid prior to issue of certification documents.

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Australian Students – Fee for Service

Protection of Fees in Advance (Applicable only to Privately Funded Courses)

In compliance with the Standards for RTO 2025, the threshold prepaid fee amount is $1500. This means that Businessplex does not accept payment of more than $1500 from each individual student prior to the commencement of the course.

Following course commencement, Businessplex may require payment of additional fees in advance from the student, but only such that, at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed $1,500.

Fees from Australian students are deposited into the Businessplex working account.

Outstanding Fees

- There is a late payment fee of $50 per week for students who do not pay fees by the due date on their invoice.
- The maximum amount of time which is allowed for late payment is 2 weeks.
- If the fees remain outstanding after the 2-week period, the student will then be issued with an intention to cancel enrolment, with the information about appeals attached.

Payment Plans

- In special circumstances, students may be granted the option of paying their fees in additional instalments (payment plan). Decisions regarding all payment plans are made by the CEO.
- In all cases, students are advised that this option will be granted for one payment period only and a new invoice is generated, with the new payment amounts and payment dates. These dates are to be strictly adhered to.
- If the payment plan fees are not paid on the prescribed date, the student will then be issued with an intention to cancel enrolment, with the information about appeals attached.

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Refund Policy (Applicable only to Privately Funded Courses)

- Any fees paid prior to commencement (excluding the non-refundable $250 Registration Fee) are refundable in full.
- There are no fee refunds after course commencement.
- All applications for refund must be made in writing and submitted to the Businessplex as soon as practicable. A full refund of amounts owed to a student will be made once the student has returned the signed acceptance of the calculated refund.

Cancellation Fee Information (Applicable only to Privately Funded Courses)

- Cancellation fees may apply for any unpaid invoices.
- There is a comprehensive cancellation fee policy which is stipulated in the applicable year's enrolment terms and conditions.
- All outstanding fees and charges must be paid prior to the release of the student.