

## FEE ADMINISTRATION AND REFUND POLICY

RELEVANT STANDARD/S	National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 Standard 2.1
PURPOSE	Dynamite Studios Australia adheres to the relevant compliance and legislative frameworks such as the Standards for Registered Training Organisations (RTOs) 2025. As such, Dynamite Studios Australia will provide transparency in the application and administration of fees and charges including refund and will put in place a fair and reasonable refund process according to Australia's consumer protection laws.  The purpose of this policy is to provide for the appropriate application and administration of fees and handling of client refunds.
VERSION	v 1.0
UPDATED	06 August 2025

### FEE ADMINISTRATION POLICY PRINCIPLES

Dynamite Studios Australia implements fair and reasonable refund practices and transparent processes for fee application and administration. Dynamite Studios Australia will ensure that:

1. prospective students are aware of its fee policies in order to make informed decisions about enrolment in a course;
2. its fee and refund policy is prominent and accessible to its staff, prospective students, and existing students;
3. it implements and maintains a process for fair and reasonable refunds and fees paid; and
4. it provides refunds for fees and charges paid by clients, where training and assessment activities have not been delivered.

#### **Fee Information**

1. Dynamite Studios Australia will inform its prospective students and employers (if applicable) of the full and accurate course fees associated with the training and the refund policy before enrolment.
2. Dynamite Studios Australia will ensure that the fee and refund policy is accessible to its staff, prospective students and existing students. The fee information will include but will not be limited to the following information:
  - a. Breakdown of the course fee (if any);
  - b. Fee and Refund policy;
  - c. Incidental fees;
  - d. Compulsory fees;
  - e. Additional charges or co-contributions;
  - f. Methods of fee collection; and
  - g. Process for recovery of outstanding student fees.

3. For any incidental fees that may be applicable, Dynamite Studios Australia will inform the prospective student before enrolling that such fees are a charge for an essential good or service and that the student has a choice of acquiring this from a supplier other than Dynamite Studios Australia.

#### ***Fee Administration***

1. Dynamite Studios Australia will only charge fees for accredited training in accordance with the fee information published and provided to the prospective student and the Fee Administration and Refund Policy.
2. Dynamite Studios Australia will retain accurate course fee payment, waiver, exemption or refund records for each student.
3. Dynamite Studios Australia will require payment prior to commencement of training as well as pre-payment plans for students.
4. Dynamite Studios Australia will apply standard student fees for Fee-for-Service (FFS) students.
5. Dynamite Studios Australia will allow participant course fees to be paid on behalf of the student by their employer or another third party (if applicable).
6. Dynamite Studios Australia will maintain arrangements for the protection of any fees paid in advance in accordance with Compliance Requirements 18 and 19.

#### ***Fee Payment Arrangements***

1. Dynamite Studios Australia ensures that its financial practices promote the protection of fees (paid in advance and exceeding \$1,500) made by any student. Dynamite Studios Australia will only adhere to the accepted fee protection measure to protect fees in excess of the threshold fee amount of \$1,500 as stated in Compliance Requirement 19 – Accountability (Prepaid Fee Protection Measures) Standards for RTOs 2025.
2. All fees are deducted from your account by Direct Debit, you acknowledge that you understand a payment processing fee of up to 2.7% +30cents per transaction will apply. This fee can be higher for international accounts.
3. Dynamite Studios Australia implements a fee payment plan and will only collect upon enrolment a non-refundable enrolment administration fee of \$195.00.
4. Tuition fees are broken into installment payment plans to ensure students do not pre-pay fees over \$1,500.00. The schedule of the payment plans is outlined in the student enrolment forms.
5. Fees must be paid in full before certification will be issued.
6. If payment instalments/arrangements are in place, and payment becomes overdue and remains unpaid for a period in excess of **14 days**, Dynamite Studios Australia reserves the right to suspend the student's learning or assessments (or both) until all fee payments are up to date.
7. Flexible payment arrangements, such as instalments, credit cards, direct debit, cheques and EFT remittances are acceptable to accommodate the diverse financial situations of clients.

### **Outstanding Student Fees**

1. Non-payment of fees by the due date for continuing enrolments will result in suspension of training. Dynamite Studios Australia will notify all parties in writing if suspension. Once payment has been finalised, parties will be notified of the recommencement of training.
2. Dynamite Studios Australia will not issue SOAs or Certificates if training fees are outstanding.
3. Dynamite Studios Australia will inform students of its process for the recovery of outstanding student fees prior to enrolment through its Fee Administration and Refund Policy.

### **FEE ADMINISTRATION POLICY PRINCIPLES**

Details of Dynamite Studios Australia's Refund Policy are publicly available to prospective and existing students, staff, and employers.

1. Dynamite Studios Australia will make students aware of the refund policy prior to enrolment.
2. With regard to all withdrawal of training, Dynamite Studios Australia will first encourage a client to continue training or provide other options such as enrolling to another course date, prior to processing refund applications.
3. All refund requests must be done in writing via the **Refund Request Form**. Dynamite Studios Australia will only acknowledge and review requests based on information provided through the form. Exemptions are made to mitigating circumstances, provided there is supporting evidence.
4. No refunds will be issued for cancellations outside of the Refund Period.
5. For refund applications within the Refund Period, the Refund Request Form must be received by Dynamite Studios Australia within the Refund Period. A refund of the course fee, less the applicable Administrative Fees, will only be issued if all above criteria have been met and the student has no previous outstanding monies with the Dynamite Studios Australia.
6. Dynamite Studios Australia requires written notification of withdrawal from training; this may be via letter, email or the completion of the **Withdrawal from Training Form**. Refunds will be assessed upon receipt of the request. Statement of fees that includes all fees applied and any fees refunded (if applicable) will be provided where a student withdraws from training.
7. Dynamite Studios Australia will process refund requests within 1 week from the day of receipt. The reimbursement procedure for approved refunds may take up to 4 weeks.
8. A non-refundable administration fee of \$195.00 will be subtracted from any refund granted under the Terms and Conditions outlined in this policy.
9. All refunds will be paid to the person or organisation that originally paid the fees.
10. Dynamite Studios Australia does not provide refund where:

- a. A client has commenced their course/unit;
  - b. There are changes to work hours;
  - c. Moving interstate;
  - d. Student leaves before full course completion and does not complete qualification after assessment; or
  - e. Recognition resources and services have been supplied to the client.
11. Dynamite Studios Australia may provide consideration for refund for students who have commenced training with the discretion of the Artistic Director.
  12. Dynamite Studios Australia does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
  13. Dynamite Studios Australia provides a full refund to all clients, should there be a need for Dynamite Studios Australia to cancel a course. In the first instance Dynamite Studios Australia will (where possible) provide an opportunity for the client to attend another scheduled course. If Dynamite Studios Australia cancels a course, clients do not have to apply for a refund; Dynamite Studios Australia will process the refunds automatically.
  14. Refunds for cancellation of enrolments and other conditions are granted based on the refunds table in the annex of this policy.

## **MONITORING AND IMPROVEMENT**

Dynamite Studios Australia's Artistic Director is responsible for ensuring compliance with this policy, and Student Services will process refund requests.

Dynamite Studios Australia's Artistic Director is responsible for all continuous improvement processes in relation to the fee administration and refund policy and procedure and ensuring all staff, including those from the third-party providers are complying with the provisions of this policy.

## ANNEX

### Refunds Table

Dynamite Studios Australia's refunds for enrolments are subject to the following refund conditions.

REFUND TYPE	DESCRIPTION	NOTIFICATION REQUIREMENTS	NON-REFUNDABLE FEE	REFUND
Enrolment cancellation or withdrawal within the cooling-off period (14 days).	For all individual units NOT commenced.	In writing, within the cooling-off period.	\$195.00 administration and processing fee.	Full refund less the administration and processing fee. Future payments may be cancelled for students under payment plans.
Withdrawal from the Course beyond the cooling-off period (14 days).	Withdrawal from training for all individual training units commenced, attended, or completed within the course.	In writing, any day beyond the cooling-off period.	Course fees to be paid in full.	No refunds applied. In some cases, upon the discretion of the Directors, the calculated refund may less the additional extras.
RPL or Credit Transfer	Where RPL or Credit Transfer has been granted AFTER enrolment.	N/A	N/A	No refund.
Course cancellation.	Cancellation of a course by Dynamite Studios Australia (for any reason).	N/A	N/A	Full refund or offer of enrolment into a different qualification within the RTO scope.
Withdrawal (not of their own accord).	Where training ceased due to closure of the RTO.	N/A	25% of the full course fee payable (non-discounted) or a minimum of \$250.00 (whichever is greater), plus the administration and processing fee.	Full refund or referral to a different service provider.

VERSION CONTROL

VERSION CONTROL TABLE					
DATE	MODIFICATIONS	MODIFIED BY	VERSION	IMPLEMENTED	NEXT REVIEW
06 AUG 2025	DOCUMENT FORMATTED	ABBE BRADBURY	v. 1.0	06 AUG 2025	-