



Screenwise Pty Ltd

FEES AND REFUND POLICY

RTO Code: 91699 | Version 2.0 | Effective January 2026

Item	Detail
RTO Name	Screenwise Pty Ltd
RTO Code	91699
ABN	18 106 187 606
Regulatory Framework	Standards for RTOs 2025 — Outcome Standards 2.1; Part 2 Compliance Requirements, Division 3 (Accountability — Prepaid Fee Protection)
Responsibility	Chief Executive Officer
Review Cycle	Annual or following regulatory change
Version	2.0 — Effective January 2026

1. Purpose

This policy sets out the fees charged by Screenwise and the conditions under which refunds are granted. It is designed to protect student rights while reflecting the genuine commercial obligations Screenwise incurs when a student accepts a place in a course.

All prospective students receive this policy as part of their pre-enrolment information and must acknowledge it in writing before their enrolment is confirmed.

2. Course Fees

Total fees for each course are set out in the current Schedule of Fees and Charges and the Letter of Offer provided to each student. Fees cover tuition, assessment, course materials, and student support services.

Fees are reviewed annually. Fee changes do not apply to students who have already commenced their course or who have paid fees in advance.

Payment is accepted by credit card, electronic funds transfer, or BPay. Cash is not accepted.

3. Enrolment Fee

An Enrolment Fee of \$5,000 is payable within 5 business days of a student receiving a Letter of Offer. Payment of the Enrolment Fee confirms acceptance of a place in the course and triggers significant administrative and resource commitment by Screenwise.

The Enrolment Fee covers the cost of:

- application assessment and audition processes
- reservation of a capped enrolment place



- pre-course induction and onboarding administration
- scheduling, staffing, and resource allocation for the student's intake

The Enrolment Fee is non-refundable in all circumstances, except where Screenwise cancels the course (see Section 7).

4. Prepaid Tuition Fees

Screenwise holds an unconditional bank guarantee with an Australian bank to protect all prepaid tuition fees collected from students. This guarantee is maintained at an amount at least equal to the total prepaid fees held at any time, ensuring students are protected in the event of provider default.

In accordance with the 2025 Standards for RTOs (Part 2, Division 3 — Accountability), this bank guarantee is Screenwise's nominated prepaid fee protection measure. Students may request information about this arrangement at any time by contacting the Registrar.

Subsequent tuition payments are invoiced in accordance with the student's selected payment plan and the Schedule of Fees and Charges.

5. Refund Conditions

5.1 Withdrawal Before Course Commencement

Where a student withdraws before the course commences, the following applies:

Notice Given	Refund Entitlement
14 or more calendar days before commencement	Tuition fees paid refunded in full. The Enrolment Fee is forfeited.
Less than 14 calendar days before commencement	Tuition fees paid refunded in full. The Enrolment Fee is forfeited. No transfer to a future intake.
Failure to commence without prior written notice	The student is deemed to have withdrawn after commencement. Fees for the enrolment period are non-refundable. The Enrolment Fee is forfeited.

5.2 Payment Plans and Enrolment Periods

Following payment of the Enrolment Fee, students select a payment plan for their tuition fees from the following options:

- Monthly — fees are charged to a nominated credit card each month
- Semester — fees for the semester are paid at the start of each semester
- Annual — fees for the year are paid at the start of each year
- Full course upfront — the total remaining course fee is paid before commencement

The payment plan selected by the student determines their enrolment period. Tuition fees paid for an enrolment period are non-refundable once that enrolment period has commenced, as the full cost of delivering the learning environment — including staffing, scheduling, facilities, and ongoing student support — is committed in advance for that period.



Students are advised to select their payment plan carefully, as this determines their financial commitment for each period. Payment plan options are set out in the Letter of Offer and must be selected prior to commencement.

5.3 Withdrawal After Course Commencement

Where a student withdraws after the course has commenced:

- Fees paid for the current enrolment period are non-refundable once that period has commenced.
- Fees for future enrolment periods not yet commenced will be refunded or cancelled.
- No refund is available for course materials, textbooks, or resources already issued.
- No refund is available for classes or sessions missed due to personal circumstances.

Students on monthly payment plans are liable for the current month's fees only. Failure to continue future payments does not create additional liability beyond the current period.

5.4 Non-Refundable Items

The following are non-refundable in all circumstances (except Section 7 — Provider Default):

- The Enrolment Fee (\$5,000)
- Application or audition fees
- Textbooks, training materials, and resources once issued
- Fees for any enrolment period that has commenced

Refunds are not transferable to another person or course intake.

5.5 Student Default

No refund will be provided where a student's enrolment is cancelled because the student:

- provided false or misleading information during the application or enrolment process
- failed to comply with the conditions of enrolment or the Student Code of Conduct
- was removed due to behavioural misconduct following formal warning

In these circumstances, fees for the current enrolment period are non-refundable.

6. Compassionate and Compelling Circumstances

The CEO may, at their sole discretion, authorise a partial refund or course credit where a student can demonstrate that genuinely unforeseeable and significant personal circumstances — such as serious illness, death of an immediate family member, or a comparable traumatic event — prevented them from continuing.

Any request must be made in writing with supporting documentation. The CEO's decision is final. A credit toward a future intake is the preferred outcome; a cash refund may be authorised where a credit is not viable.

7. Provider Default

If Screenwise cancels a scheduled intake, withdraws a course, or ceases to provide training:



- Students will receive a full refund of all fees paid, including the Enrolment Fee, for training not yet delivered; or
- An alternative course or intake will be offered, at the student's election.

Refunds in provider default circumstances will be paid within 14 days of written notification.

8. How to Request a Refund

All refund requests must be submitted in writing to the Screenwise Registrar. Requests may be made by written letter or email and must include the student's full name, course, enrolment date, reason for the request, and any supporting documentation.

Verbal requests will not be accepted. Email requests must be sent from the student's registered email address.

Where a refund is approved, payment will be made by electronic funds transfer to the student's nominated bank account within 14 days of the written request being received.

9. Consumer Protection

This policy does not remove or limit any rights a student may have under the Australian Consumer Law or other applicable legislation. Students retain the right to take action under consumer protection laws and to access Screenwise's complaints and appeals process.

Where there is any inconsistency between this policy and applicable legislation, the legislation prevails.

10. Publication and Acknowledgement

This policy is published on the Screenwise website (www.screenwise.com.au) and in the Student Handbook. It is included in each student's Letter of Offer.

Students must acknowledge in writing that they have read and understood this policy before their enrolment is confirmed. This acknowledgement forms part of the student's enrolment agreement with Screenwise.

Approved by	Date	Version	Next Review
CEO — Screenwise Pty Ltd	January 2026	2.0	January 2027