

Fees and Refund Procedure

Document Name and Number:	Version and Date:	Responsible Person:	Purpose and Comments:
Fees and Refund Procedure	January 2020/V1.0	CEO and/or nominee	Ensure compliance with Standards for Registered Training Organisations (RTOs) 2015 –

Purpose

The Fees and Refund Procedure identifies the processes required to collect fees for the provision of education and training services and make refunds to comply with both the organisation and legal requirements.

Procedures

Payment of Fees

1. Either prior to or at enrolment, advise each student and/or their parent/carer (where applicable) of the organisation's Fee Schedule, payment and refund arrangements
2. Advise students they will receive an invoice once their course has commenced and payment can be made by cash, cheque or EFTPOS
3. Advise students if they cannot pay fees on commencement, they need to advise and the CEO and/or their nominee will authorise a negotiated payment plan over a twelve-month period, or less
4. Student are contacted if payments are in arrears

The signed letter of offer that includes all fees and payment schedules is used as evidence of the above and to inform and guide the process.

Re-issuing of Certificates/Statement of Attainments

1. Obtain proof of identity.
2. Obtain course details and semester/year of completion.
3. Check records to ensure correct person and results obtained.
4. Collect required fee amount.
5. Re-issue certificate.

Refund Request

1. Advise student of non-refund policy they agreed to when they signed **Enrolment Form** and the **Letter of Offer**
 2. Ask the student for the reason they are requesting monies be refunded.
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Procedures (cont'd)

3. If it appears that special circumstances have occurred which restrict the student's ability to attend (e.g. Accident, sickness, etc) then the student should be advised that a formal request will be made on their behalf to the appropriate person and that each case is determined on its merit.
4. The CEO and/or nominee will determine if the student is entitled to a refund after they advise of their **planned exit in writing**.
5. When completed the student is either refunded monies or not as determined by the CEO and/or nominee if it applies and will be issued with an SoA and/or a SoR as required.
6. All refund considerations are to be undertaken in accordance with Australian Consumer law requirements

Additional Information

Nil
