

## SC5: Fees and Refunds Policy & Procedures

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### Contents

|   |   |
|---|---|
| Purpose.....                                  | 1 |
| Definitions .....                             | 1 |
| Policy .....                                  | 1 |
| 1. Information about fees and charges .....   | 1 |
| 2. Course fee inclusions .....                | 2 |
| 3. Payments.....                              | 2 |
| 4. Refunds for fee-for-service students ..... | 3 |
| 5. Recording and payment of refunds .....     | 3 |
| 6. Publication .....                          | 4 |
| Procedures .....                              | 5 |
| 1. Student fees.....                          | 5 |
| 2. Refunds.....                               | 6 |
| Document Control.....                         | 6 |

### Purpose

The purpose of this policy and procedure is to outline RTO Melbourne’s approach to managing fees and refunds and to demonstrate how fees paid in advance are protected by RTO Melbourne.

This complies with Clauses 5.3, 7.3 and Schedule 6 of the Standards.

### Definitions

**ASQA** means Australian Skills Quality Authority, the national VET regulator and the RTO’s registering body

**Fee Payer** means the nominated payer of a students course fees, usually either the student or the employer paying on behalf of the student

**SRTOs** means the Standards for RTOs 2015 – refer definition of ‘Standards’

**Standards** means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from [www.asqa.gov.au](http://www.asqa.gov.au)

### Policy

#### 1. Information about fees and charges

- RTO Melbourne protects the fees that are paid in advance by students.
  - RTO Melbourne does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.
- Fee information relevant to a course is outlined in detail on the Student Agreement and summarised on the Course Outline as well as the RTO’s website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.

## SC5: Fees and Refunds Policy & Procedures

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- Fee information includes:
  - All costs for the course including any materials fees or levies
  - Payment terms
- The Student Agreement and the Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are asked to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.
- Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.
- Students have the right to a 'cooling off period' if they signed up to a course as a result of tele-marketing or door-to-door sales. The cooling off period is 7 days from the date they signed their Agreement. To exercise this right, the student must notify our office in writing within 7 days of enrolment.

### 2. Course fee inclusions

- Course and tuition fees include:
  - All of the training and assessment required for students to achieve the course in which they are enrolling within the attempts allowed. However, in the case of re-assessment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, an additional fee may apply for additional training and re-assessment. This fee is outlined on the Student Agreement.
  - One copy of the required text books and learning materials for each student unless otherwise stated on the Course Outline.
  - Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion). Re-issuance or additional copies of these documents will attract a fee of \$50 per document plus postage if applicable.
- Course and tuition fees do not include:
  - Any optional textbooks and materials that may be recommended but not required to complete a course.
  - Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement.
  - Stationery such as paper and pens.
  - Re-assessment if required, as outlined above.
  - Re-issuance of AQF certification documents – a cost of \$50 per document plus \$15 if the documents are to be sent via Express post applies.
- RTO Melbourne cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

### 3. Payments

- Payments can be accepted by EFTPOS, electronic transfer or cash.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

## SC5: Fees and Refunds Policy & Procedures

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- Debts will be referred to a debt collection agency where fees are more than 40 days past due.
- RTO Melbourne reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

### 4. Refunds for fee-for-service students

- All course fees for fee-for-service students include a non-refundable deposit which is detailed on the Course Outline and Student Agreement. The deposit is non-refundable, except in the circumstances detailed below.
  - A full refund of any fees paid (including the deposit) will apply if RTO Melbourne is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- A refund of fees paid also applies in the following circumstances:
  - Where RTO Melbourne (or any related third parties delivering training and assessment) ceases to operate, a partial refund may apply. The refund will be for any fees paid for training that is not able to be delivered.
  - Where RTO Melbourne ceases to deliver the course in which a student is enrolled and the agreement is terminated, a partial refund may apply. The refund will be for any fees paid for training that is not able to be delivered.
  - In the unlikely event that RTO Melbourne is unable to deliver the course as promised, the student will be issued with a refund for any portion of the course that was not provided. The refund will be a pro-rated amount per unit that was not able to be delivered.
- In any of the above situations, RTO Melbourne will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.
- Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.
- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by RTO Melbourne to provide those services.
- The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our *Complaints and Appeals Policy and Procedure*.
- A student not achieving the unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
- RPL application fees are non-refundable.

### 5. Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our *Complaints and Appeals Policy and Procedure*.

## SC5: Fees and Refunds Policy & Procedures

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- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

### 6. Publication

- RTO Melbourne will publish in a prominent place on its website the following:
  - Costs for fee for service programs.
  - This Fees and Refunds Policy.

## SC5: Fees and Refunds Policy & Procedures

### Procedures

#### 1. Student fees

Refer

- SRTOs: Clauses 5.3, 7.3

| Procedure   | Responsibility                 |
|---|--------------------------------|
| <p><b>A. Deposit invoices</b></p> <ul style="list-style-type: none"> <li>• All fee-payers should pay their deposit/enrolment fee upon enrolment, preferably prior to course commencement. Raise an invoice for the amount in line with the payment schedule for the relevant course.</li> <li>• Fee-payers have 14 days to pay an invoice.</li> <li>• Keep a copy of the invoice on the student's file.</li> </ul>  | Administration Officer         |
| <p><b>B. Fee instalment invoices – fee-for-service students</b></p> <ul style="list-style-type: none"> <li>• Charge fee instalments in line with the relevant payment schedule for the course, outlined on the Student Agreement/ Course Outline.</li> <li>• Students have 14 days to pay an invoice.</li> <li>• Keep a copy of the invoice on the student's file.</li> </ul>   | Administration Officer         |
| <p><b>C. Receiving payments</b></p> <ul style="list-style-type: none"> <li>• Payments may be made by EFTPOS, cash or direct bank transfer,</li> <li>• Record payments against the relevant invoice on MYOB.</li> <li>• Provide the student with a receipt.</li> </ul>   | Administration Officer         |
| <p><b>D. Managing overdue fees</b></p> <ul style="list-style-type: none"> <li>• Call students where payments are more than 14 days overdue.</li> <li>• Any student with an invoice over 40 days past due should be referred to the debt collection agency.</li> <li>• Refer to the CEO about suspending training until fees are brought up to date. If training is suspended send a letter to the student advising of suspension until payment is made. Advise Trainer/Assessor.</li> <li>• Where fees continue to be unpaid, refer to CEO to consider withdrawal.</li> </ul> | Administration Officer and CEO |

## SC5: Fees and Refunds Policy & Procedures

### 2. Refunds

Refer

- SRTOs: Clauses 5.3, 7.3

| Procedure  | Responsibility         |
|--|------------------------|
| <p><b>A. Processing refunds – fee-for-service students</b></p> <ul style="list-style-type: none"> <li>• If a course is cancelled by RTO Melbourne, students who have enrolled and paid their deposit/enrolment fee should be automatically issued a refund. Notify them in writing and issue refund. Record on file.</li> <li>• Students who withdraw from their course and seek a refund are to make a request for a refund in writing.</li> <li>• To make an assessment of a refund due, consider the services the student has received. Consider the following: <ul style="list-style-type: none"> <li>– Deposit is non-refundable – this covers administration time for enrolment and induction process.</li> <li>– Text books provided</li> <li>– Training received – number of classes attended</li> <li>– Individual support provided by the trainer/assessor</li> <li>– Assessments marked</li> </ul> </li> <li>• Consider the costs incurred by RTO Melbourne as per above, plus the fees paid by the student to calculate a suitable refund. Refund assessments are to be approved by CEO.</li> <li>• Notify the student in writing of the outcome of the refund assessment and make payment of refund where applicable.</li> <li>• Keep a copy of the refund assessment on the student's file.</li> </ul> | Administration Officer |

### Document Control

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|---------------------------------|---------------------------------|
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