

FEE PAYMENT and REFUND: POLICY and PROCEDURES

Purpose

This policy and associated procedures aim to ensure that all new students are given appropriate information regarding the fee payment and fee refund processes.

Responsibilities

Responsibility for the policy and procedure is with the RTO Executive Officer.

References

Not applicable.

Records and forms

Financial Management Policy Refund Application Form.

Fee Payment Policy

Student fees will be determined once their Victorian Training Guarantee (VTG) eligibility and course request is processed. Fees will reflect the fee table published on the RTO website and in compliance with any Ministerial Direction.

Where RPL is requested a fee of \$5.00 per Scheduled Hour (SH) of the course will be charged to provide the requisite assessment and mapping services.

In making a contract to enrol in a course(s) with the RTO, the applicant agrees:

1. that the information provided by the applicant in their application is complete and correct
2. to be bound by the RTO rules and regulations and any amendments made to the rules and regulations
3. to undertake a testing requirement prior to any course entry, if deemed necessary by the RTO
4. to update the RTO on any change of contact details as soon as practicable
6. to pay all fees required on or by the due date as notified in writing by the RTO or as per the invoice
9. that the RTO reserves the right to accept or reject any application for enrolment at its discretion
10. that the RTO reserves the right to cancel any course prior to the commencement date of the course should it deem it necessary and in that event, shall refund all payments received from the Applicant
11. refunds are made in accordance with the policy below and full refunds of amounts owed to the student will be made within 28 working days.

Fee Payment Procedure

1. Enrolments are only accepted if received with relevant payment prior to the course commencing, as specified in the course costs document. The RTO Administration Officer processes all enrolments and a course file is commenced. Where fees are in excess of \$1000.00, students will be required

to pay a maximum of \$1000 per invoice to establish enrolment and the remainder will be invoiced during training.

2. Payments will be accepted by cheque or direct deposit. The RTO Administration Officer who handles all payments will issue a receipt and deposit the monies.
3. All payments for training by students must be made before the commencement of any course, unless the RTO Executive Officer has approved an alternative payment process.
4. If a staff member receives notification from a student that they wish to withdraw their nomination for a course, the student is to be reminded of the RTO refund policy. The name and telephone number of the student will be passed to the RTO Administration Officer who will in turn contact the student and process their enrolment cancellation in accordance with the RTO refund policy.

Fee Refund Policy

The RTO has a fair and equitable refund policy and procedure that is compliant with AQTF requirements. This policy is provided to students prior to any contract being written, agreement signed OR prior to any payment of the course (whichever happens first).

The RTO acknowledges that Government Legislation requires tuition fees and enrolment fees to be refunded in full if:

- the course does not start on the agreed starting date which is notified in the Offer Letter
- the course stops being provided after it starts and before it is completed
- the course is not provided fully to the student because the RTO has a sanction imposed by a government regulator.

Refunds under the above conditions will be paid in full to the student within 28 working days.

The RTO may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, the RTO will not be liable to refund the money owed for the original enrolment.

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Fee Refund Procedure

Refund Conditions

Scenario	
Student withdraws within the first 4 weeks of agreed start date	100% (Full) Refund
Student withdraws within the first 4 weeks of agreed start date but with no attendance and no withdrawal form.	No Refund
Withdrawal after 4 weeks of the agreed start date	No Refund payable
Student withdrawn from the RTO	Full Refund payable including Enrolment Fee
RTO unable to deliver course	Full Refund payable including Enrolment Fee

The RTO reserves the right to withhold granting the Award attained by the student, if student tuition fees remain outstanding.

Application for refund form

- If a student wishes to withdraw their enrolment, they are required to complete a RTO **Application for a refund form** and forward it to the RTO Administration Officer. The application will be processed within 28 days of being received.
- The application should arrive at the RTO prior to course commencement (see *Refund Conditions* for details of expected refund amounts).
- If the RTO is unable to offer the course, the refund will be processed within 14 days.

Provider default

In the unlikely event that the RTO is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternately, you may be offered enrolment in an alternative course by the RTO at no extra cost to you.

You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

Recipient of refund

The RTO will ***pay the refund to the person who enters into the contract*** with them, unless the person gives a written direction to pay the refund to someone else.

The refund will be paid no later than 28 days after it is due.

Student Fee Protection

The RTO does not accept up-front fees for any course and will never seek payments greater than a \$1000 per invoice for training services.

Provision of refund information to students

The refund policy will be given to students prior to enrolment (signing of contract) and made accessible on the RTO website. It will also be explained at induction and orientation so that it is clearly understood.

Course deferment

Course deferment, suspension of studies, or cancellation -procedure for application for deferment is available from the RTO office.

The RTO may grant deferral of commencement of studies or suspension of studies for students who request such a change to their enrolment status *on the grounds of compassionate or compelling circumstances*.

These include but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident
 - witnessing or being the victim of a serious crime, and this has impacted on the student
- where the RTO was unable to offer a pre-requisite unit
- student failure to meet unit prerequisites
- unavailability of units/subjects
- non-payment of fees
- student behaviour.

Student completes the application for deferral form and sends to the Executive Officer for consideration.

Student Rights

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Agreeing to the Fee Payment and Refund policy and procedures does not remove the right of the student to take further action under Australia's consumer protection laws or to pursue other legal remedies. **Please see the RTO's Complaints /Appeals Policy.**

When giving a student a refund HRTC will provide a written statement that explains how the amount has been worked out.