



SECURE *training*

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FEEES AND REFUNDS POLICY & PROCEDURES

November 2016 V2.1



Document Control

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| Document No. & Name: | SC5 - Fees and Refunds P&P V2.1 |
| Quality Area: | Students and Clients |
| Document Location: | U:\3. Compliance\1. RTO Quality Management System\4-Students & Clients\Policies and Procedures |
| Author: | RTO Advice Group Pty Ltd |
| Status: | Approved |
| Approved By: | Angelo Xerri |
| Approval Date: | 15 Nov 2016 |
| Review Date: | 30 June 2017 |
| Standards (SRTOs): | Clause 5.3; 7.3; Schedule 6. |

| VERSION CONTROL HISTORY | DETAILS |
|--------------------------------|---|
| V2.0 27 Jun 2016 | Original source document acquired from RTO Advice Group Pty Ltd |
| V2.1 15 Nov 2016 | Original document contextualised for SECUREtraining Pty Ltd |
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Purpose

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

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

Policy

1. Information about fees and charges

- SECUREtraining protects the fees that are paid in advance by students.
- SECUREtraining does not require a student to 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.
- Fees and charges for course offered are outlined in detail on our 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.
- Fee information includes:
 - All costs for the course including any materials, fees or levies
 - Payment terms and conditions
- Our Student Handbook is available on our website which can be accessed prior to enrolment. Our website also has our Fees & Refunds Policy and Procedure and informs the student of their consumer rights. Students who sign the SECUREtraining enrolment form acknowledge and agree to the terms and conditions of the enrolment and this policy.
- Where an employer is paying for a student's course, a quotation 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 statutory 'cooling off period' if they signed up to a course as a result of unsolicited marketing methods such as tele-marketing and door-to-door sales.

2. Course fee inclusions

- Course and tuition fees include:
 - All of the training and assessment required for students to achieve the qualification or 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).
- 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.

- Uniform (if required for placement).
- Re-assessment if required, as outlined above.
- Re-issuance of AQF certification documents – a cost of \$25 per document applies.
- Direct debit setup, transaction and dishonour fees (where applicable).
- Credit card payment surcharges.

NOTE: SECUREtraining 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, credit card, money order or direct debit.
- Credit card payments do not incur a surcharge with SECUREtraining.
- 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.
- Debts may be referred to a debt collection agency where fees are more than 60 days past due.
- SECUREtraining 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.

NOTE: SECUREtraining is under no obligation to provide a Statement of Attainment, Certificate or any other form of proof that training has been successfully completed till all financial and administrative obligations are met.

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 Student Enrolment Form. The deposit is non-refundable, except in the circumstances detailed below:
 - A full refund of any fees paid (including the deposit) will apply where a student withdraws or cancels their course in writing within the cooling off period. The cooling off period is 10 days and only applies to students who purchased training through an unsolicited sales practice and applies from the date of first enrolment or sign-up. To exercise this right, the student must notify us in writing within the cooling off period and prior to the course commencement date. If the student fails to do so, the cooling off period ceases to be in effect and the student will be invoiced in accordance with other elements of this policy and procedure document.
 - A full refund of any fees paid (including the deposit) will apply if SECUREtraining is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.

- A refund of fees paid may also apply in the following circumstances:
 - Where SECUREtraining (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 SECUREtraining 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 SECUREtraining 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, SECUREtraining 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 SECUREtraining 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 qualification or 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*.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

Procedures

1. Student fees

Refer to SRTOs: Clauses 5.3, 7.3

| Fee Structure |
|---|
| <p>Course fees</p> <ul style="list-style-type: none"> • Course fees will be charged in accordance with our course brochures, this document, advertised pricing structures, ASQA and other state and federal funding contract requirements. • Certificate reprinting will be charged at \$25 each. This will only be issued to the learner. • Electronic certificate / Academic transcript will be charged at \$20. • Credit Transfer, Recognition of Prior Learning and other services not outlined within our course brochures will be quoted and charged accordingly. <p>SECUREtraining reserves the right to cancel or postpone any course that does not have the required enrolment numbers or in the event of exceptional circumstances. A full refund or alternative courses will be offered in these circumstances.</p> |

| Payment Procedures | Responsibility |
|---|--|
| <p>A. Deposits/Payments</p> <p>All fee-payers should pay their deposit/enrolment fee upon enrolment, preferably prior to course commencement. Administration staff email students details on the courses of interest. The email is to include the payment methods:</p> <ul style="list-style-type: none"> • Direct Debit. Students using this method are required to add reference number in order to identify payments. Students are to use “TRA” as a prefix followed by their initial and surname. Eg TRA-JSmith, TRAJSmith etc • Credit Card. Students can call or pay in person through our administration or finance team. • Cheque/Money Order. Students are able to pay using these methods using a reference number to identify payments. Students are to use “TRA” as a prefix followed by their initial and surname. Eg TRA-JSmith, TRAJSmith etc • Purchase Orders. This is to be used for commercial clients only following known procedures between accounting departments. • Organisations can be invoiced on presentation of a purchase order or letter of authority. <p>Tax invoices are dispatched within 3 working days on receipt of payment.</p> | <p>Administration team/ Finance team</p> |
| <p>B. Fee instalment invoices – fee-for-service students</p> <ul style="list-style-type: none"> • Charge fee instalments in line with the relevant payment schedule for the student as per the course outline (if applicable). | <p>Administration team/ Finance team</p> |

| Payment Procedures | Responsibility |
|--|---|
| <ul style="list-style-type: none"> Students are to make payments in accordance with agreed payment schedules. Tax invoices are dispatched within 3 working days on receipt of payment. | |
| <p>C. Managing overdue fees</p> <ul style="list-style-type: none"> Send out statements monthly to students to show outstanding fees. Call students where payments are more than 14 days overdue. Any student with an invoice over 60 days past due may be referred to the debt collection agency. Refer to the National Training Manager about suspending training until fees are brought up to date. If training is suspended, send a letter to the student advising of the suspension until payment is made. Notify training staff. Where fees continue to be unpaid, refer to National Training Manager to consider withdrawal. | <p>Administration team/ Finance team</p> <p>National Training Manager</p> |

2. Refunds

Refer

- SRTOs: Clauses 5.3, 7.3

| Procedure | Responsibility |
|--|---|
| <p>A. Processing refunds – fee-for-service students</p> <ul style="list-style-type: none"> If a course is cancelled by SECUREtraining, 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. Students who withdraw from their course and seek a refund are to make a request for a refund in writing using the “Refund Application Form” <p>B. Refund payments</p> <ul style="list-style-type: none"> Cancellations notified less than 7 full working days prior to the course commencement date will incur a cancellation fee equal to 25% of the full course fee. Cancellations notified less than 48 hours prior to the course commencement date will incur a cancellation fee equal to 50% of the full course fee. Cancellations notified on the day of course commencement will incur the full course fee cost. No refunds will be issued after course has commenced. <p>Notify the student in writing of the outcome of the refund assessment and refund fees and charges where applicable.</p> <p>Keep a copy of the refund assessment on the student’s file.</p> | <p>Administration team/ Finance team</p> <p>Chief Executive / National Training Manager</p> |