

Fees, Charges and Refund Policy and Procedure

Version 1.0

Approved By: Compliance and Quality Department

RTO NAME: - ALPHA TRAINING AND
RECOGNITION

Table of Contents

Purpose	3
Scope	3
Terms and definitions	4
General Processes	4
Procedures	5
Continuous Improvement	6
Confidentiality and Privacy Statement	6
Publication	6
Review processes	6

PP-28 Fees, Charges and Refund Policy and Procedure

Version 1.0
Approval Date: Sep 2017
Approved By: Compliance and Quality
Department Page 3 of 6

Purpose

The purpose of this policy is to establish the framework for all applicable course fees, charges and refunds. The RTO ensures it applies fees and charges to students as per the required guidelines mentioned in the policy context. RTO management reviews fees and charges on a regular basis.

Fees and charges are calculated and levied to students as per the current guidelines set out by the RTO according to market research and Government guidelines.

RTO has published the tuition fees for each course/qualification on its website. Concession Fees are applied when appropriate.

RTO is entitled to charge fees for services provided to students undertaking a course of study and for other services RTO may provide. These charges are generally for items such as

- tuition fees;
- enrolment fees;
- course materials;
- text books;
- student services and
- other related training and assessment services.

The transparency, governance and management of fees and charges are integral to financial transparency and ensuring students' rights and responsibilities are fully explained and maintained.

Objectives

The objective of this Policy and Procedure for RTO is to ensure that:

- RTO has suitable and appropriate mechanisms in place to handle all fees, charges and refunds related matters and inquiries
- RTO Policy framework support the fees, charges and refunds related matters and inquiries
- RTO Personnel know their responsibilities and obligations
- RTO has all fees clearly listed on their marketing and advertising documentation and website

For the purposes of this policy, the term "RTO" refers to ALPHA TRAINING AND RECOGNITION.

Scope

This policy applies to all applies to current, prospective and previous students, all staff and other RTO stakeholders

PP-28 Fees, Charges and Refund Policy and Procedure

Version 1.0
Approval Date: Sep 2017
Approved By: Compliance and Quality
Department Page 4 of 6

Terms and definitions

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

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework which can be accessed at www.asqa.gov.au

Fees includes all fees, fines and charges payable as specified in the Schedule of Fees.

Schedule of Fees means the listing of fees and charges as determined under the Student Fees and Charges – Policy.

Refund An overpayment of fees or charges which is reimbursed to the payee.

Student Account A student's financial account with the RTO's Administration systems which shows financial transactions made between the student and the RTO including; payments made by the students, fees payable by the student, any refunds made and the outstanding fees balance

General Processes

1. Provision of pre-enrolment information –

RTO applies tuition fees, plus additional fees and charges and according to the guidelines of management.

Fees are published on RTO's website including service and amenities fees, and material fees, where applicable.

All fees that are to be charged to a student and the terms of a refund will be documented in the following places:

- a.) Student Brochure
- b.) RTO's website
- c.) Student Handbook

2. The fees are updated by CEO annually and upon notification on changes to the fees and charges policies in Government and relevant administrative directives.

3. CEO will keep all relevant staff members up to date with all changes to the fees and charges policies.

4. Training Manager ensures all marketing material refer students to the RTO website regarding current fees and charges.

5. Potential students are informed of the tuition fees, service and amenities fees, and material fees, by directing them to the RTO website, Brochures.

Student upon request may discuss payment methods, may seek a fee waiver or scholarship.

The student has the option of the following payment methods: EFT, Credit Card, Cheque, cash.

RTO may accept full payment of tuition fee but no more than \$1500 from each individual student prior to the commencement of the course.

PP-28 Fees, Charges and Refund Policy and Procedure

Version 1.0
Approval Date: Sep 2017
Approved By: Compliance and Quality
Department Page 5 of 6

6. In the case of an employer paying the enrolment fee for their staff, Industry Consultant notifies Administration staff.
An invoice is generated and sent to employer detailing qualification, student name and enrolment/tuition fees in detail.
7. Once the potential student pays or has his or her enrolment fee paid and the learner is enrolled on the SMS. A receipt is generated and sent to the student, a copy is placed in the student file.
8. If the potential student applies for RPL/CT, the fees and charges will be revised. Refer Course Credits – National Recognition, Recognition of prior learning & Credit Transfer Policy and Procedure.
9. The published fee is charged once the potential student has made an informed decision to enrol. The enrolment decision is made after reviewing the RTO website, brochure.
10. Potential students are provided with clear and detailed information in respect of fees, payments, and refund in Student Handbook
11. To apply for a refund, Students can download the Fee Refund Form from the RTO's website. A hard copy of the form may also be obtained from the Reception. The student fills in the form and submits it at the reception. The CEO assesses the application and takes decision related to the application.
Applications will be considered, and applicant advised in writing, within 20 working days of the RTO receiving the application
12. Payment of fees and Management
All Fees collected in advance (i.e. prior to enrolment) will be accessed until the student is enrolled.
When a student applies to RTO for a course their enrolment application is reviewed and accepted in accordance with the Admission Policy. Once accepted, a Student Welcome Letter, Student Handbook and Invoice is sent to the applicant. These documents identify:
 - Total Course Fees
 - Enrolment Fee
 - Total fees payable to confirm the application
 - Balance of fees that are left outstanding

The Student Handbook also identifies all potential fees and material fees.

PAYMENT PLAN/INSTALMENT PLAN:

If any student is applying for the payment plans, then student needs to fill the payment plan form and submit to the student support officer. Then CEO will make the decision, once its approved, student will be notified.

Procedures

Sr.No.	Procedure Steps	Responsibility	Reference
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PP-28 Fees, Charges and Refund Policy and Procedure

Version 1.0
Approval Date: Sep 2017
Approved By: Compliance and Quality
Department Page 6 of 6

1	Procedure Steps (Review and implementation)	CEO	
2	Payment Plan/ Instalment Plan	CEO	

Continuous Improvement

A summary of all Fee, charges and refund related matters and concerns will be presented as a part of the Continuous Improvement policy and procedure at the Management Meeting for review. The purpose of this is to ensure management become aware of:

- Any general adverse trend that needs correcting
- Common threads relating to the compliance and quality assurance.
- Repeat issues

Confidentiality and Privacy Statement

For more Information, please refer to our Privacy and Confidentiality Policy.

Publication

This policy, once approved, will be available to all students and staff by accessing it from the RTO website.

This policy and procedure will form part of the information distributed and communicated during staff orientation.

Review processes

The policy will be reviewed annually and Training Manager will be responsible person for this.

Documentation and communication: Describe how the policy decisions will be documented and communicated.

Version 1.0

- Compliance requirements SRTOs 2015