

Responsible officer	Head of Studies RTO Administrator CEO
Compliance	<p>Policy adheres to compliance with RTO standards 2015</p> <p>Standard 4 – Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients. Clause 4.1</p> <p>Standards 5 - Each learner is properly informed and protected - Clause 5.3</p>

1. Scope

This procedure is developed to ensure that every student has right to accurate information regarding all fees, including course fees payment options, applicable administration fees and refunds that may be applicable.

2. Purpose

The purpose of this procedure is to outline the ASTAR Training Institute approach to managing fees and refunds. Aims to provide knowledge for the student in regard to fees, charges, payments involved in the enrolment in to ATI course.

Procedure

1. Student fees

Refer Clause 5.3, 7.3, Schedule 6,

Procedure	Responsibility
<p>a. Deposit invoices</p> <ul style="list-style-type: none"> All students should pay their deposit/enrolment fee upon enrolment, preferably prior to course commencement. Raise an invoice for the amount in line with the Student Payment Plan and or Direct Debit Request Form. Students have 14 days to pay an invoice. Invoice will be kept on the student's file. 	RTO Administrator
<p>b. Receiving payments</p> <ul style="list-style-type: none"> Payments may be made by, cash, direct bank transfer or credit card direct debit. Record payments against the relevant invoice Provide the student with a receipt. 	RTO Administrator

Procedure	Responsibility
<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 40 days past due should be referred to the debt collection agency. • For domestic students, refer to the Head of Studies 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. • For domestic students, where fees continue to be unpaid, refer to RTO Administrator to consider withdrawal. 	<p>RTO Administrator</p>

2. Refunds Refer Clause 5.3

Procedure	Responsibility
<p>A. Processing refunds – provider default</p> <ul style="list-style-type: none"> • Automatically issue a refund within 14 days to students who have enrolled and paid their deposit/enrolment fee and the course is cancelled prior to commencement. • Automatically issue a refund to students within 14 days where the course has commenced but is cancelled. • Notify students to whom refunds are automatically issued in writing and issue refund. Record on file. • All other students who withdraw from their course and seek a refund are to make a request for a refund in writing. • Assess refund as per this Policy. • Calculate the relevant refunds. • Head of Studies approves refund assessment. • Notify the student in writing of the outcome of the refund assessment and make payment of refund where applicable. • For student default, process refunds within 28 days. Keep a copy of the refund assessment on the student's file. 	<p>RTO Administrator</p> <p>Head of Studies</p>
<p>B. Processing refunds – student default or domestic students' circumstances</p> <ul style="list-style-type: none"> • students who withdraw from their course and seek a refund are to make a request for a refund in writing. • Assess refund as per this Policy. • Calculate the relevant refunds. 	<p>RTO Administrator</p> <p>Head of Studies</p>

Procedure	Responsibility
<ul style="list-style-type: none"> • Head of Studies approves refund assessment. • Notify the student in writing of the outcome of the refund assessment and make payment of refund where applicable. • Process refunds within 28 days. • Keep a copy of the refund assessment on the student's file. 	

Relevant Policies and Forms

- Access & Equity Policy
- Consumer Protection Policy
- Complaints and Appeals Policy
- Course Withdrawal Form
- Direct Debit Request Form
- Student Payment Plan
- Course Extension Application Form
- Student Handbook
- Schedule of Fees

Version dates	Policy Version approved 11 Jan 2014 Policy Version 2.0 approved 16 November 2017 Policy Version 2.1 approved 27 September 2018
Review date	Version 2.1 will be reviewed as policies are updated
Approved by	CEO Head of Studies
Relevant to	All staff; trainers and assessors; students
Version History	V 2.1 minor updates changes added new format, included Standards of RTO's 2015, included relevant documents and policies, with procedure added with new role titles.