Fees, Charges and Refunds Procedures

P & N Thomas Pty Ltd ta ACE Training – RTO: 21716

Purpose:	The purpose of these procedures is to ensure that employers and students are adequately informed of course fees, ancillary charges, and their rights regarding refunds.
Scope:	These procedures apply to all ACE Training staff, contractors, any applicable third parties and students (learners) and covers all units and qualifications within the scope of ACE Training's registration.
Responsibilities:	The CEO is ultimately accountable for adherence to these procedures.
Standards:	These procedures contribute to compliance with clauses 3.5, 5.3, 6.3 & 7.3.
Policies:	These procedures are supported by the *Marketing and Advertising*, *Pre-Enrolment Student Information & Support, Fees, Charges & Refunds* and *Complaints and Appeals* policies.
Procedures:	These procedures are supported by the *Marketing and Advertising*, *Course Information Procedure*, *Pre-Enrolment, Enrolment & Student Administration, Fees, Charges and Refunds* and *Complaints and Appeals* procedures.
Tools:	These procedures are supported by *Marketing and Advertising Checklist, Course Outline Form, Course Outline Checklist, Student Onboarding Checklist, Schedule of Fees, Refund Application Form, Complaint and Appeals Application Form* and the *Student Handbook*.

1. Procedure for setting and publishing *Schedule of Fees* and fee sections in *Course Outline(s).*

Procedural Step	Accountability	When
1. Prepare proposed fee structure for all Training Products using the *Schedule of Fees* template. 2. Assess proposed published material and prepare a copy to facilitate a review process. 3. Update corresponding fee (costs) section in each *Course Outline Template* for all Training Products in scope of registration. 4. Obtain approval from CEO.	Compliance Manager	Prior to RTO Registration
5. Review *Schedule of Fees* and fee (costs) section in each *Course Outline* and provide approval for publication or alternatively address any open issues for resolution prior to providing approval.	CEO	
6. Publish *Schedule of Fees* and *Course Outlines* on website and update other collateral, as necessary. Update the Student Management System (SMS) as required with the approved fee structure.	Compliance Manager	

2. Procedure for issuing an invoice to prospective students.

Note: This procedure is contained within the ***Pre-Enrolment, Enrolment and Student Administration Procedures***. At the conclusion of the enrolment phase with a student, an invoice is generated and sent to the student by following **Step 26** and **27** within the *Pre-Enrolment, Enrolment and Student Administration Procedures*.

3. Procedure for verifying received payment from prospective students.

Note: This procedure is relied on for commencement of **Step 28** of the ***Pre-Enrolment, Enrolment and Student Administration Procedures***.

Procedural Step	Accountability	When
7. Check bank statement for payments received from employers and students. Reconcile all payments using unique payment identifies against issued invoices to students to determine fees received and paid. 8. Notify all individuals involved with and responsible for administering the Pre-Enrolment, Enrolment and Student Administrative procedure of received payments to proceed with **Step 28** of that procedure.	Assigned RTO Staff Member	Daily

4. Procedure for received *Refund Application Form*.

Procedural Step	Accountability	When
9. A fee payer lodges a *Refund Application Form*.	Fee payer	At fee payer's sole discretion.
10. Check received form for completeness and populate and update the date received information field within the '*office use only*' section. 11. Assess the merits and legitimacy of the refund application to determine fee payer eligibility. Provide an accompanying brief of drawn conclusions along with the form to the CEO for approval.	Assigned RTO Staff Member	Within 1 business day of receiving the *Refund Application Form*.
12. Review the *Refund Application Form* and accompanying brief and consider merits and legitimacy for providing a resolution. 13. Advise those responsible for administering this procedure of the outcome of the application of refund.	CEO	Within 5 business days of receiving the *Refund Application Form*.
14. Update the *outcome, date received, refund amount (if applicable)* and *outcome* fields within the *Refund Application Form* based on the outcome. 15. Should the result be an approved refund, then: ➢ update the *refund application amount* fields within the *Refund Application Form.* ➢ coordinate and process the refund payment following any additional management approvals prior to payment. ➢ using the *Refund Outcome Letter Template*, prepare and issue a letter to the fee payer advising them of the outcome. 16. Should the result be rejected claim then: ➢ using the *Refund Outcome Letter Template*, prepare and issue a letter to the fee payer advising them of the outcome. 17. File the issued *Refund Outcome Letter* and *Refund Application Form* in the student's file.	Assigned RTO Staff Member	Within 8 – 10 business days of receiving the *Refund Application Form*.