

## 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 <i>Marketing and Advertising, Pre-Enrolment Student Information &amp; Support, Fees, Charges &amp; Refunds</i> and <i>Complaints and Appeals</i> policies.
Procedures:	These procedures are supported by the <i>Marketing and Advertising, Course Information Procedure, Pre-Enrolment, Enrolment &amp; Student Administration, Fees, Charges and Refunds</i> and <i>Complaints and Appeals</i> procedures.
Tools:	These procedures are supported by <i>Marketing and Advertising Checklist, Course Outline Form, Course Outline Checklist, Student Onboarding Checklist, Schedule of Fees, Refund Application Form, Complaint and Appeals Application Form</i> and the <i>Student Handbook</i> .

### 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 <i>Schedule of Fees</i> template.	Compliance Manager	Prior to RTO Registration
2. Assess proposed published material and prepare a copy to facilitate a review process.		
3. Update corresponding fee (costs) section in each <i>Course Outline Template</i> for all Training Products in scope of registration.		
4. Obtain approval from CEO.		
5. Review <i>Schedule of Fees</i> and fee (costs) section in each <i>Course Outline</i> and provide approval for publication or alternatively address any open issues for resolution prior to providing approval.	CEO	
6. Publish <i>Schedule of Fees</i> and <i>Course Outlines</i> 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*.

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### 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
<p>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.</p> <p>8. Notify all individuals involved with and responsible for administering the Pre-Enrolment, Enrolment and Student Administrative procedure of received payments to proceed with <b>Step 28</b> of that procedure.</p>	Assigned RTO Staff Member	Daily

### 4. Procedure for received *Refund Application Form*.

Procedural Step	Accountability	When
9. A fee payer lodges a <i>Refund Application Form</i> .	Fee payer	At fee payer's sole discretion.
<p>10. Check received form for completeness and populate and update the date received information field within the 'office use only' section.</p> <p>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.</p>	Assigned RTO Staff Member	Within 1 business day of receiving the <i>Refund Application Form</i> .
<p>12. Review the <i>Refund Application Form</i> and accompanying brief and consider merits and legitimacy for providing a resolution.</p> <p>13. Advise those responsible for administering this procedure of the outcome of the application of refund.</p>	CEO	Within 5 business days of receiving the <i>Refund Application Form</i> .
<p>14. Update the <i>outcome, date received, refund amount (if applicable)</i> and <i>outcome</i> fields within the <i>Refund Application Form</i> based on the outcome.</p> <p>15. Should the result be an approved refund, then:</p> <ul style="list-style-type: none"> <li>➤ update the <i>refund application amount</i> fields within the <i>Refund Application Form</i>.</li> <li>➤ coordinate and process the refund payment following any additional management approvals prior to payment.</li> <li>➤ using the <i>Refund Outcome Letter Template</i>, prepare and issue a letter to the fee payer advising them of the outcome.</li> </ul> <p>16. Should the result be rejected claim then:</p> <ul style="list-style-type: none"> <li>➤ using the <i>Refund Outcome Letter Template</i>, prepare and issue a letter to the fee payer advising them of the outcome.</li> </ul> <p>17. File the issued <i>Refund Outcome Letter</i> and <i>Refund Application Form</i> in the student's file.</p>	Assigned RTO Staff Member	Within 8 – 10 business days of receiving the <i>Refund Application Form</i> .

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