

Fees and Refund Procedure

Document Name and Number:	Version and Date:	Responsible Person:	Purpose and Comments:
Fees and Refund Procedure	Jan 2022/V1.0	Office Manager and/or nominee	Ensure compliance with Standards for Registered Training Organisations (RTOs) 2015 –

| Alliance College | RTO No 0137 | CRICOS Code 01774A |

Purpose

The Fees and Refund Procedure identifies the processes required to collect fees for the provision of education and training services and make refunds to comply with both the organisation and legal requirements.

Procedures**Payment of Fees**

1. Either prior to or at enrolment, advise each student and their parent/carer (where applicable) of the organisation's Fee Schedule, payment and refund arrangements.
2. Advise students they will receive a payment notification email when their course fee payment is due and payment can be made by cash, credit card, cheque or EFTPOS.
3. Advise students if they cannot pay fees on or before the due date, they need to advise and the CEO and/or their nominee will authorise a negotiated payment plan over a twelve-month period, or less.
4. Student are contacted if payments are in arrears.

Re-issuing of Certificates/Statement of Attainments

1. Obtain proof of identity.
2. Obtain course details and semester/year of completion.
3. Check records to ensure correct person and results obtained.
4. Collect required fee amount.
5. Re-issue certificate.

Refund Request

1. Advise student of the refund policy they agreed to when they signed **Enrolment Form**.
 2. Student to complete Request for Refund form and provide all required supporting documentation, then provide the completed and signed documents to Reception who will check completeness.
 3. Reception will forward the Request for Refund form and supporting information to the Finance team, who will calculate the refund due to student.
 4. Any refund that is due to the student will be processed within 20 working days after the decision is made and approved.
 5. Refunds will only be made payable to the person who paid the student fees. The refund will be paid by cheque or into a nominated bank account (either Australian or International). No cash refunds will be given.
 6. If there are special circumstances that have restricted the student's ability to attend, for example accident or sickness then the student is to be advised that a request will be made by the Finance team to the appropriate person to positively vary the refund, noting that each case will be determined on individual circumstances.
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Procedures (cont'd)

7. All refunds are to be approved by the CEO and/or nominee.
8. If a student is not satisfied with a decision, they can appeal the decision using the organisations complaints and appeals process.

Additional Information

Nil
