



REGISTERED TRAINING ORGANISATION

RTO (41056)

Fees and Refunds

Policy: Fees and Refunds

PURPOSE

The purpose of this policy is to describe the responsibilities and methods for managing enrolment fees and refunds associated with accredited training delivered by 3BC. The following information is contained in the Student Handbook and given to every prospective client upon enquiry, prior to enrolment.

PROGRAMS/POLICY APPLIES TO

3BC team members and students.

POLICY

All courses are GST free and are open to the public. Payments can be made by cheque, money order, direct deposit/EFT or cash. From time to time, funding is sought and granted by external agencies to provide courses at a reduced rate. These funded courses will be advertised in the promotional material for the course.

RESPONSIBILITY

3BC team members have a responsibility to comply with this process when dealing with nationally accredited training fees.

The Education and Training Coordinator has the responsibility to ensure team members adhere to the 3BC promotion procedure, as well as the RTO procedure.

PROCEDURE

Fees

3BC will issue an invoice at each interval when payment is due as per the following payment terms:

- For short courses from half day to two days - Students will be invoiced the full fee prior to their enrolment being confirmed.
- For nationally accredited courses - students will be invoiced \$1500 prior to their enrolment being confirmed. The remaining payment/payment instalments will be invoiced once the training has commenced.
- Payment plans are available to suit individual needs. Please contact the training team to discuss.
- RPL students will be invoiced \$1500 of the total course fee or 75% of a unit fee before confirmation of their RPL application. The remaining payment/payment instalments will be invoiced once the review process has commenced.
- A late fee of \$55 will be payable for each assessment submitted after the due date.
- Assessments requiring re-assessment, as specified by the assessor, will be accepted free of charge if received on or before the due date set by the assessor. A fee of \$55 will be charged to students applying for re-submitted assessments after their due date.
- Charges for additional services, for example, requests for additional or duplicate copies of Testamur, Record of Results, Certificates or Statement of Attainment will be charged at \$100 per copy. Payment must be received before anything is issued.

Refunds Conditions

- A refund will be provided:
 - For an overpaid fee
 - Any fees paid in advance for training cancelled by 3BC, or if 3BC RTO closes or is no longer approved to deliver Smart and Skilled, will be refunded 100%.
 - By being eligible for a refund if 3BC is to cease trading or deliver the training that student has purchased
 - If 3BC fails to provide in full the agreed training services or a course is terminated midstream. However, a percentage of the original fees and charges may apply depending on the percentage of completed training activities
 - 3BC will refund all fees paid in advance, paid by or on behalf of the student, if the student gives more than 20 working days notice in advance of the training commencing, in writing that they will no longer be attending minus \$350 administration fee. That is, the refund total is calculated:
 - Refund = Total fees paid minus \$350
 - Where applicable, all materials must be returned in an acceptable condition to 3BC prior to any refund being granted. A student may purchase the training materials if they desire to do so
 - A partial refund of fees may be applicable when RPL or CT has been granted after the student has paid their enrolment fees
- A refund will not be provided if:
 - The student does not show up for the course
 - If a student cancels or withdraws their enrolment midstream of a course
 - If a student fails to complete the course
 - The student has been expelled from a course by breaching the required code of conduct as described in the Student Handbook
 - The student had failed to pay the course fees

Percentage of refund applies to all training cancelled by the student;

- Where less than 50% of the course has been provided to the student a 25% refund, of fees already paid, less \$350.00 admin fee will apply
- Where 50% or more of the course has been provided to the student and/or 50% of the time to complete the course has lapsed no refund will apply
- If a student wishes to transfer to the same course offered at a later date this will incur an administration fee of \$350
- Requests for transfers or refunds must be made in writing to the Education and Training Coordinator by email to training@3bridges.org.au.

Other Financial Management Procedures

- All fees received by 3BC shall be receipted and copies maintained for monthly accounts finalisation and a copy provided to the student
- All fees receipted shall be entered into 3BC accounting software
- 3BC will manage operations to ensure clients receive the training services they pay for
- On the receipt of the monthly reconciliation the Education and Training Coordinator shall review the status of the accounts
- All monthly payments from the 3BC Cheque ledger shall be identified with ABN numbered receipts
- The Director, Finance and IT shall ensure that a Certified Practising Accountant certifies the 3BC Annual record of accounts annually
- The Director, Finance and IT is responsible to ensure that all financial monitoring, accountability and compliance requests by the Registering Body are first reported to the CEO and then responded to in a prompt manner
- The annual audited accounts shall be maintained in readiness for review if requested by the regulatory body.
- The Director, Finance and IT is responsible for reporting to the Education and Training Coordinator any invoices that are outstanding after 90 days for action.
- 3BC will make a concerted effort to ensure students are able to continue their training and assessment activities even if the 3Bridges RTO ceases to operate
- All fees received under a Smart and Skilled contract will be reported and processed in accordance with the contract.

Document History		
Version	Date	Changes/updates
V1	1 July 2013	Original version
V2	14 July 2016	Change to refund amount To meet RTO Standards 2015
V3	17 January 2017	Amended to reflect Smart and Skilled Contract conditions
V4	13 July 2017	RPL Fees updated Refund conditions updated