

Fees and Refund Policy and Procedure

Policy and Procedure Name	Fees and Refund Policy and Procedure
Version	2.0
Approved By	Managing Director
Date Approved	1/08/2016
Review Date	9/01/2017

1. Purpose and Scope

The following policy and procedure outlines the requirements and process for the payment of fees and the management of refunds. This policy and procedure has been designed to ensure that consumer's rights are protected at all times through transparent and robust financial management processes. The Fees and Refund Policy and Procedure applies to all staff, consumers and products listed on the RTO's scope of registration.

2. Abbreviations / Definitions

Accountable Officer	Managing Director
Consumers	Students, employers, clients who are engaging the services of Australian Institute of Accreditation to complete a program or qualification.
Commercial courses	Where a students pay a fee determined by the training organisation for a qualification or course.
Government Subsidised Program	A program which is subsidised by the Department of Education and Communities.
Payment Plan	A structured repayment program
RTO	Registered Training Organisation

3. Policy

3.1 Determination of Fees and Charges

Australian Institute of Accreditation charges consumers in accordance with comparable market prices fees for all courses on their scope of registration. Commercial course fees are determined based on the programs duration, delivery method, resource requirements and commercial viability. Where students receive a credit transfer they are not charged for the already completed unit. The Managing Director is responsible for determining all fees and charges, which are reviewed annually. Fees are advertised on the Australian Institute of Accreditation's website and are listed in all marketing material and can be paid via the ecommerce facilities on the website.

Where a participant is enrolled in a course which is offering units of competency or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course. Any miscellaneous charges are on a cost recovery basis and are not intended to be a source of profit.

Fees and Refund Policy and Procedure

Course fees are inclusive of tuition, learning resources, administration and enrolment processing fees. Where a program attracts a government subsidy Australian Institute of Accreditation charges the fees determined by the relevant Government department and Fee Administration Policy.

3.2 Marketing and Advertising

Fees are advertised on the organisations website and are listed in all marketing material.

For government subsidised programs eligibility, fee exemption and fee exemption criterion are clearly identified on all marketing material and are made available to consumers via the organisations website.

Marketing and advertising quality assurance mechanisms and internal audit processes ensure all fees and charges are transparent and consumers are able to make an informed decision without risk of hidden fees and charges. Where additional charges are required these are listed in the student handbook and on the organisations website.

3.3 Additional charges

Additional fees are charged for;

- The reissuance of misplaced or lost awards. A fee of \$30.00 is charged for each certificate (Testamur, Record of Results and/or Statement of Attainment) that requires reprinting or sending via electronic communication.
- Students who require reassessment of a task (i.e. following 3 previous unsuccessful submissions) will be charged a fee of \$100.00 for the fourth submission.

3.4 Payment of fees

Students are provided with detailed fees, charges and refund information prior to their enrolment via the Australian Institute of Accreditation's website and are asked to sign a declaration stating that they have been provided with sufficient information in which to make an informed enrolment decision. Students are issued with Tax Invoice immediately upon purchase of a course.

A fee amount is to be paid in accordance with the fee schedule on the website. Fees paid are documented in the student management system and in the financial accounts where monthly reconciliation occurs. Fees can be paid via the ecommerce facilities on the website or into Australian Institute of Accreditation's nominated bank account.

3.5 Fee protection strategy

Australian Institute of Accreditation in accordance with the Standards for Registered Training Organisations 2015 does not accept payment of more than \$1500.00 from each individual student prior to the commencement of their course (no matter how these fees are collected). In cases where fees are greater than \$1500.00 students are placed on a repayment plan over the term of their enrolment. At no point in time are students invoiced an amount greater than \$1500.00. To ensure consumers rights and fees are protected a statistically relevant and random sample size is audited by the Managing Director quarterly.

Australian Institute of Accreditation guarantees to honour its commitment of all fees outlined in marketing material and to provide high quality education services to its students once the student has paid and commenced training and assessment.

3.6 Payment Terms

Payment terms are agreed upon prior to course commencement and are outlined in the students Tax Invoice. The Tax invoice identifies the fees to be paid and the dates where payments are scheduled.

Fees and Refund Policy and Procedure

Students are required to pay all fees for enrolment into courses at the time of enrolment, utilising the ecommerce functionality of the website of the Australian Institute of Accreditation. A tax invoice will be issued upon. For any courses or services that are provided that are not available for purchase through the website, a tax invoice will be issued with terms of 30 days required for payment. Failure to pay scheduled fees may lead to a discontinuation of training or the delay in the issuance of an award until the outstanding fees have been paid. Australian Institute of Accreditation uses the assistance of debt collection agencies to retrieve outstanding fees greater than 120 days. Where training discontinuation or a delay in the issuing of an award is likely students will be informed of their rights and responsibilities. Australian Institute of Accreditation retains all evidence of fees collected and all attempts to recover outstanding fees in the students file and on SMS.

3.7 Refunding of Fees

A full refund will be provided under the following circumstances;

- Where an overpayment of a fee has occurred.
- The course has been postponed or cancelled.
- The RTO closes or loses the relevant government contract
- The student provides notification of their intention to withdraw no later than 7 days after the purchase of the course
- The Managing Director feels that the student would be unreasonably disadvantaged due to unexpected extenuating circumstance and where deferment of enrolment is not a suitable option.

We are not required to provide a refund or replacement if you change your mind. But you can choose a refund or exchange if an item has a major problem. This is when the item;

- has a problem that would have stopped someone from buying the item if they had known about it
- is unsafe
- is significantly different from the sample or description
- doesn't do what we said it would, or what you asked for and can't be easily fixed.

If the problem is not major, we will repair the item within a reasonable time. If it is not repaired in a reasonable time you can choose a refund or replacement. As accreditation services are attached to the product, a participant will be eligible for a refund of 100% of any monies paid if the additional two conditions have been satisfied: (1) The request for refund has been received in writing within 7 days of enrolment AND (2) The participant has not yet submitted any part of their assessment.

No refund of fees will be granted for students who have commenced training and assessment and/or have been issued with learning resources where extenuating circumstances do not exist. Where a student commences a course but withdraws voluntarily prior to completion or are deemed not yet competent they are not entitled to a refund for any current or remaining units. Where student's voluntary withdraws from a qualification but have completed all the requirements of a lower level qualification they will not receive a refund for the remaining units.

Where a student commences a course but withdraws voluntarily prior to completion or are deemed not yet competent they are not entitled to a refund for any current or remaining units. Where student's voluntary withdraws from a qualification but have completed all the requirements of a lower level qualification they will not receive a refund for the remaining units.

If the Australian Institute of Accreditation is unable to fulfil its service agreement, it must issue a full refund for any services not provided. The basis for determining "services not provided" is to be based on the units of competency completed by the participant and which can be issued in a statement of attainment at the time the service is terminated.

Fees and Refund Policy and Procedure

3.8 Requesting a Refund

Students are asked to email their request for a refund to our Administration team at info@aia.edu.au and they will be provided with a refund request form to complete. Students will be notified in writing of the outcome of their application within 14 working days of their application receipt. For those students granted a refund, refunds will be paid via electronic funds transfer back onto the credit card used for the original purchase.

3.9 Deferment of enrolment and withdrawal

Australian Institute of Accreditation understands that throughout your enrolment, problems or issues may arise that may impact on your ability to keep up with the workload of your course. If this is the case, we are committed to helping you explore and find possible solutions that may help you complete your course. If you find that you have an issue or a problem that is impacting on your ability to complete your course or qualification, we would strongly encourage you to speak to one of our friendly and supportive staff before you decide to disengage from your studies.

Where an immediate solution cannot be found students may wish to defer their studies. Deferment of enrolment may be granted on the request of the student for a period of 3 months (from the date of deferment). Where students wish to defer their enrolment greater than the 12-month period they will be required to pay additional fees. Refunds are not granted unless extenuating circumstances exist.

Students can write a letter or email the Australian Institute of Accreditation to request a deferment of their enrolment. Australian Institute of Accreditation will notify the student in writing of the outcome of their deferment application within 3 days of its initial receipt. All related correspondence will be stored in the organisations student management system.

3.10 Ceasing to operate

In the unlikely event that Australian Institute of Accreditation ceases to operate in accordance with the Standards for Registered Training Organisations (RTOs) 2015 all relevant records and awards will be sent to the Australian Skills Quality Authority. All records will be stored in accordance with legislative and contractual requirements. We will also facilitate the transfer of currently enrolled participants to another RTO

3.11 Complaints and appeals

Consumers can lodge a complaint by writing an email or a letter outlining the type and the cause of their grievance to;

Consumer Protection
support@aia.edu.au
T: 1300 855 127

See Complaints Policy and Procedure for more information.

3.12 Monitoring

Financial audits review the refund process ensuring records are transparent and adequately reflect the refunds given.

4. Procedure

The following procedure outlines the framework and process of and has been summarised in **Diagram 1** – Refund Procedure.

5. References

Fees and Refund Policy and Procedure

- Australian Skills Quality Authority (2015) “*User’s Guide Standards for Registered Training Organisations (RTOs) 2015*”.

Fees and Refund Policy and Procedure

Diagram 1: Refund Procedure

