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Purpose

The purpose of this policy and procedure is to outline Australian Institute of Superannuation Trustees's approach to managing fees and refunds and to demonstrate how fees paid in advance are protected by Australian Institute of Superannuation Trustees.

This complies with Clauses 5.3, 7.3 and Schedule 6 of the Standards.

Definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Fee Payer means the nominated payer of a students course fees, usually either the student or the employer paying on behalf of the student

SRTOs means the Standards for RTOs 2015 – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

Policy

1. Information about fees and charges

- Fee information relevant to a course is outlined in detail in the *Student Handbook* and summarised in the *Course Outline* on the RTO's website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- Fee information includes:
 - All costs for the course including any materials fees
 - Any other costs payable to the RTO including costs for recognition of prior learning if applicable
 - Payment terms and conditions including refunds and payment plans if applicable

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- The *Student Handbook* which is provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights.
- No cooling-off period applies as Australian Institute of Superannuation Trustees does not use unsolicited consumer agreements (such as tele-marketing, door-to-door selling or direct approach marketing in a public places).

2. Course fee inclusions

- Course fees as applicable to each course are detailed on the *Course Outline* and include:
 - All of the training and assessment as well as educational support services required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
 - Where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, the student will need to re-enrol into the course and pay the appropriate course fee.
 - One copy of the required course materials for each student unless otherwise stated on the Course Outline.
 - Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion).
- Course fees do not include:
 - Any optional textbooks and materials that may be recommended but not required to complete a course.
 - Replacement materials if original copies are lost or misplaced. Costs for replacement materials are outlined in the Student Handbook.
 - Stationery such as paper and pens or other personal use items such as computers or internet access that may be required to complete homework tasks.
 - Printing costs (if required)
 - Re-issuance of AQF certification documents. Re-issuance or additional copies of these documents will attract a fee of up to \$50 per document plus the cost of postage if required.
- Australian Institute of Superannuation Trustees cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

3. Payments

- Payments can be accepted by electronic transfer or credit card.
- Course fees must be paid in full prior to commencement of the course.

4. Refunds

- All course fees will only be refunded where Australian Institute of Superannuation Trustees is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
- RPL and Credit Transfer application fees are non-refundable.

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- Refunds of course fees, or transfer of enrolment to another course date, will only be made when written notification is received 7 working days prior to the course commencement date. No refund of course fees will be made when cancellations or alterations are received after this date.
- However, a transfer of registration to another person is permitted when the request is notified in writing prior to the course commencement date.
- Students seeking a refund or transfer to another course date must submit their request in writing via training@aist.asn.au. The application must include the details and reason for the request. Students who have not provided their request in writing are not eligible for consideration.
- The outcome of the refund assessment will be provided in writing to the student's registered email address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy & Procedure outlined in this handbook.
- In the unlikely event that AIST or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of the course that was not provided. This includes the following situations:
 - Where AIST or any third parties delivering training and assessment on its behalf ceases to operate.
 - Where AIST ceases to deliver the course in which a student is enrolled and the enrolment is terminated.

In any of the above situations, AIST will automatically conduct a refund assessment of all affected students and issue the refunds due to the Fee Payer accordingly. In these cases there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.

5. Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our *Complaints and Appeals Policy & Procedure*.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

6. Publication

- Australian Institute of Superannuation Trustees will publish in a prominent place on its website the following:
 - Costs for fee for service programs.
 - This Fees and Refunds Policy.

Procedures

1. Student fees

SC5: Fees and Refunds Policy & Procedures

Refer

- SRTOs: Clauses 5.3, 7.3

Procedure	Responsibility
<p>A. Deposit/Enrolment invoices</p> <ul style="list-style-type: none"> • All fee-payers should pay their deposit/enrolment fee upon enrolment, preferably prior to course commencement. Raise an invoice for the amount in line with the payment schedule for the relevant course. • Fee-payers have 14 days to pay an invoice. • Keep a copy of the invoice on the student's file. 	Administration Officer/ Bookkeeper
<p>B. Receiving payments</p> <ul style="list-style-type: none"> • Payments may be made by electronic transfer or credit card • Record payments against the relevant invoice on the financial management system. • Provide the student with a receipt. 	Administration Officer/ Bookkeeper
<p>C. Managing overdue fees</p> <ul style="list-style-type: none"> • Send out statements monthly to students to show outstanding fees. • Call students where payments are more than 14 days overdue. • Any student with an invoice over 40 days past due should be referred to the debt collection agency. • Refer to the Training Manager about suspending training until fees are brought up to date. If training is suspended send a letter to the student advising of suspension until payment is made. Advise Trainer/Assessor. • Where fees continue to be unpaid, refer to Training Manager to consider withdrawal. 	Administration Officer/ Bookkeeper Training Manager

2. Refunds

Refer SRTOs: Clauses 5.3, 7.3

Procedure	Responsibility
<p>A. Processing refunds – fee-for-service students</p> <ul style="list-style-type: none"> • If a course is cancelled by Australian Institute of Superannuation Trustees: <ul style="list-style-type: none"> - Students who have enrolled and paid their deposit/enrolment fee should be automatically issued a refund. - Notify them in writing and issue refund. - Record on file. • Students who withdraw from their course will be automatically assessed for their eligibility for a refund. • To make an assessment of a refund due, consider the services the student has received. Consider the following: 	Administration Officer/ Bookkeeper

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Procedure	Responsibility
<ul style="list-style-type: none"> – Deposit/enrolment fee is non-refundable – this covers administration time for enrolment and induction process (including LLN) – Text books or other materials provided – Training provided received (e.g. number of meetings/classes/visits etc.) – Individual support provided by the trainer/assessor – Assessments marked or feedback provided (including RPL) • Consider the costs incurred by Australian Institute of Superannuation Trustees as per above, plus the fees paid by the student to calculate a suitable refund. Refund assessments are to be approved by CEO. • Notify the fee payer in writing of the outcome of the refund assessment and make payment of refund where applicable. • Keep a copy of the refund assessment on the student's file. 	

Document Control

Document No. & Name:	SC5 - Fees and Refunds P&P V2.2
Quality Area:	Students and Clients
Author:	RTO Advice Group Pty Ltd
Status:	Approved
Approved By:	Eva Scheerlinck
Approval Date:	1st March 2019
Review Date:	1st March 2020
Standards (SRTOs):	Clause 5.3; 7.3; Schedule 6.