

RTO 1.03.843 FEES AND REFUNDS

This policy is applicable to: All IRT Academy employees and Third Parties acting on behalf of IRT Academy.

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DOCUMENT CONTROL

Policy Number: 1.03.843	Policy Owner: General Manager IRT Academy	Version: 3.0
Contact position: General Manager IRT Academy	Approved for circulation: Group Leadership Team	TRIM classification reference:
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Procedure or Process reference no:	Compliance/Accreditation/ Standards reference: National Vocational Education and Training Regulator Act 2011	

REVISION RECORD

Date	Version	Revision description
Oct 12	1.0	Previous Policy to be superseded.
Feb 13	1.1	Added reference to Fee Exemption Concession Application.
Oct 13	2.0	Corrected requirement re: payment of fees in full to accommodate reference to payment plan options available to IRT Academy external/private learners. Changed Refund Request Form to Withdrawal/Refund Application Form
Jan 14	2.1	No changes required
Jan 15	3.0	Policy moved to new format. Updated to align to Standards for Registered Training Organisations 2015 Inclusion of ACPET Tuition Assurance Scheme information.

1. TITLE

RTO 1.03.843 FEES AND REFUNDS

2. POLICY STATEMENT

IRT Academy will adopt a fair and reasonable approach to charging fees and provision of refunds that is in accordance with applicable legislation.

3. PURPOSE

IRT Academy is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, student services and training and assessment services.

4. SCOPE

The scope of this policy covers all IRT Academy students, employees and/or third parties acting on behalf of IRT Academy.

5. OBJECTIVE

The purpose of this policy is for the IRT Academy adopts fair and compliant approaches to the charging of fees and processing of refund applications.

6. POLICY DETAILS

6.1 Fees Payable

Fees are payable when the student has received notification of enrolment.

Fees must be paid in full/or as per arranged and agreed to payment plan prior to course commencement IRT Academy. We will refuse entry to a course if the fee is not paid as required. Evidence of payment is required to be produced by the student for sighting by the IRT Academy Trainer/Assessor.

Fees will vary for different training programs.

For a full list of current fees and charges please refer to the IRT Academy Fees and Charges Schedule.

Any reason(s) for concession or exemption from fees must be noted on the student's file including completion of the Fee Exemption Concession Application.

6.2 Fees and Charges Schedule

The General Manager is responsible for approving the IRT Academy Fees and Charges Schedule(s).

Two are maintained; one for IRT as an internal customer and one for external students/student sponsors.

As a minimum, the schedule of fees and charges is to include:

- The total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;
- Any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc;
- The fees and charges for additional services, including such items as issuance of a replacement qualification document or statement of results/transcript and the options available to students who are deemed not yet competent on completion of training and assessment;
- The IRT Academy refund policy;
- The nature of the guarantee given by IRT Academy to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study and;
- A statement advising that no cash payments will be accepted.

6.3 Replacement of Text and Training Workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. Where a student has purchased a text or training workbooks and subsequently cancels his or her enrolment, IRT Academy will not refund monies for the text unless a written request for a refund is received and we are satisfied that the text is in as-new condition.

For a full list of replacement charges please refer to the IRT Academy Fees and Charges Schedule.

6.4 Giving Notice of Enrolment Cancellation

A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. IRT Academy employees who are approached with initial notice of cancellation are to ensure the student understands their rights with regards to the refunding of tuition fees. The student is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Withdrawal/Refund Application Form. Student who may not be eligible but are requesting a refund should also be provided with the request form so the request can be properly considered by the General Manager.

6.5 Refunds

The following refund policy will apply:

- For students who choose to pay fees via the payment plan option, the refund policy below applies to the total cost of all instalments of the payment plan. This means that if only partial payment has been made, IRT Academy must recover the remainder of the course fees if the cancellation is made after a training program has commenced.
- Students who give notice to cancel their enrolment more than 10 days prior to the commencement of a program will be entitled to a full refund of fees paid.
- Students who give notice to cancel their enrolment less than 10 days prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by IRT Academy is required to cover the costs of staff and resources which will have already been committed based on the students initial intention to undertake the training.
- Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

Discretion may be exercised by the General Manager or delegated representative in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The General Manager may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment is to be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

Note. If for any reason IRT Academy is unable to fulfill its service agreement with a student, IRT Academy must refund the student's proportion of fees paid for services not delivered.

6.6 Protecting Fees Being Paid in Advance

IRT Academy acknowledges that it has a responsibility under the Standard for Registered Training Organisations 2015 Standard 7 Clause 7.3 to protect the fees paid by students in advance of their training and assessment services being delivered.

To meet our responsibilities, IRT Academy will hold the required current membership with the Australian Council for Private Education and Training (ACPET) Tuition Assurance Scheme.

6.7 Keeping Students Informed

To ensure that students are well informed of the financial considerations of their enrolment, IRT Academy undertakes to provide the following fee information to each student prior to enrolment within the Fees and Charges Schedule and associated information in the IRT Academy Student Handbook:

- The total amount of all fees including course fees, administration fees, materials fees and any other charges;
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- The nature of the guarantee given by IRT Academy to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- The fees and charges for additional services, including such items as issuance of a replacement qualification document and the options available to students who are deemed not yet competent on completion of training and assessment; and
- The IRT Academy refund policy.

6.8 Student Complaints about Fees or Refunds

Students who are unhappy with the IRT Academy arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with the IRT Academy complaints policy and procedure.

7. ROLES AND RESPONSIBILITIES

All employees are required to comply with this Policy. There are no specific roles or responsibilities other than those outlined in the table below.

Specific roles and responsibilities of employees and management are outlined in Section 6 of this policy.

Specific roles and responsibilities of areas/departments/functions are outlined in the table below.

Role	Responsibility
Policy Owner – General Manager	Develop and monitor implementation of policy and associated procedures.
Subject matter expert – Legal Counsel	Provide expert advice as required.
Implementation – all Academy personnel	Implement policy and procedure

8. EDUCATION AND STAFF DEVELOPMENT

This is a Standard Policy.

Education and Staff development relevant to this policy will occur:

- Via IRT Academy On-Boarding procedure
- Via IRT Academy quarterly meetings
- This is a standard policy – specific education is not required, employees are expected to be familiar with this policy.

9. MONITORING, EVALUATION AND REVIEW

Feedback regarding this policy can be referred to:

- General Manager
- Administration Coordinator
- Operations Coordinator

The policy will be reviewed every 2 years by the General Manager with advice sought from the IRT Risk Manager. Triggers for review outside of the usual cycle include:

- Changes to the business activity relating to this policy
- New business activities impacting on this policy
- Changes to internal controls relating to this policy
- Changes to legislative and/or regulatory requirements

10. DEFINITIONS AND ABBREVIATIONS

Term	Meaning
RTO	Registered Training Organisation

11. ASSOCIATED PROCEDURES AND FORMS

Name and number of document
IRT Academy Management Manual
Student Handbook
IRT Academy Procedure Manual
Fees and Charges Schedule
Withdrawal/Refund Application Form
Fee Exemption Concession Application

12. REFERENCES – COMPLIANCE AND BEST PRACTICE

Standards for Registered Training Organisations 2015

- Standard 5: Each learner is properly informed and protected.
- Standard 7: The RTO has effective governance and administration arrangements in place.

Legislative references
National Vocational Education and Training Regulator Act 2011
Best Practice references
Not applicable

Compliance Plan reference: Not applicable

13. LINKS TO OTHER POLICIES

Not Applicable
