RTO Fees and Refunds
Policy and Procedure

Dept/Service: (IM) Education And Training	**Version:** 1.004037 **Issued:** 25/11/2014	**Stage:** Issued

Objective:

To ensure that students are well informed of the financial considerations of their enrolment, this policy and procedures undertakes to provide the following fee information to each student prior to enrolment:

- 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 fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
- conditions for refunds and financial hardship.

Scope:

This policy and procedures applies to all Inclusion Melbourne RTO staff and students and the Inclusion Melbourne Finance Manager.

Policy Statement:

In accordance with applicable legislation, Inclusion Melbourne is entitled to charge fees for items or services provided to students undertaking a course of study. Inclusion Melbourne is committed to ensuring that fees paid by students are protected as specified by the AQTF essential conditions and standards for continuing registration.

Process Steps:

Responsibilities **Links**

1 Fees and charges

Inclusion Melbourne's training and education delivery model includes the following fees:

- accredited course fees
- tuition and assessment
- learning materials and certificates
- reasonable personal and learning support

For students who receive personalised support services from Inclusion Melbourne, Individual Support Package funds from the Department of Human Services will cover tuition and assessment fees, learning materials and certificates, and reasonable personal and learning support costs. Individual Support Package funds will not be used to cover accredited and pre-accredited course fees.

Fees do not cover transportation to and from the venue, meals or some specialised materials or supports that maybe required

Course fees will vary for different training programs. Participants in funded courses pay in arrears. For a full list of current fees and charges, the Inclusion Melbourne Schedule of Fees is available on the organisation's eKey QMS (Quality Management System) and the Inclusion Melbourne website at http://www.inclusionmelbourne.org.au/our-services/rto-information/.

Fees are payable when the student has received notification of enrolment. Invoices will be raised by the Inclusion Melbourne Finance Manager and

should be paid within one month of commencement of the program. The payment will be receipted.

2 Student cancellation and withdrawal

Students who wish to cancel their enrolment part way through a training program must notify Inclusion Melbourne in writing or by phone at the soonest opportunity.

Inclusion Melbourne is entitled to retain fees for any component of the course completed up until the point of cancellation notification by the student.

All requests for cancellations, refunds, changes or transfers to enrolments must be requested in writing to admin@im.org.au.

RTO Withdrawal and Refund Form (form-(IM) Education and Training)

3 Refunds

Inclusion Melbourne has a refund policy with special conditions.

Students who cancel their enrolment four weeks before or after the commencement of a training program will be entitled to a full refund of fees paid.

If the student wishes to withdraw from training later than four weeks after commencement of the course, the student must advise the Manager, Education and Training.

Requests for refunds will be processed and transacted at the end of the month in which the cancellation notification was received.

RTO Withdrawal and Refund Form (form-(IM) Education and Training)

4 Financial Hardship

If a student is experiencing difficulty in paying Inclusion Melbourne's training and education fees, they may contact the Training Manager to directly discuss financial hardship arrangements such as exemption, reduction of fees, or payment in instalments. If possible, students should ask at the time of enrolment and discuss this with the Manager. A Financial Hardship Form will then be completed should a formal arrangement be developed for that student.

RTO Financial Hardship Form (form-(IM) Education and Training)

5 Course Cancellation (Initiated by Inclusion Melbourne)

Where Inclusion Melbourne is forced to cancel a course, students will be entitled to transfer to another Inclusion Melbourne course if available or receive a full refund.

6 Fees paid in advance and financial management

Inclusion Melbourne follows sound financial management practices to safeguard fees paid in advance. These include:
- Maintenance of a separate ledger for fees received
- Accurate and up-to-date financial records
- Regular monitoring of its financial positions

The organisation employs financial management strategies to ensure it has sufficient funds to fulfil its training and assessment commitments. All financial transactions are managed by the Finance Manager.

Inclusion Melbourne is a Charitable Incorporated Association. As such, it obtains an independent Financial Audit at the conclusion of each financial year and submits an annual return to Consumer Affairs Victoria. Inclusion Melbourne complies with the AQTF/SNR Information Privacy Act 2000 and Electronic Transactions (Vic) Act 2000. All financial records remain available for external scrutiny upon direct request to the Training Manager.

Internal Files/Links:

RTO Enrolment Form and Student Agreement   form-(IM) Education and Training
RTO Enrolment Process Flowchart   oth-(IM) Education and Training

Quality Document References:

RTO Administration: Policy and Procedure -(IM) Education And Training

References to Standards and Legislation:

AQTF 2010 STD 1: training assessment   **1.1:** Continuous improvement
AQTF 2010 STD 2: Access Equity   **2.2:** Contracts Information
AQTF 2010 STD 2: Access Equity   **2.4:** Support
AQTF 2010 STD 3: Management   **3.3:** Records
Systems

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