

	Fees & Refunds, Inclusion Training Policy and Procedure
--	--

Applies to: all Inclusion Training staff and students and the Inclusion Melbourne Finance Manager
Specific responsibility: Manager, Inclusion Training

Version:
Date approved: 21/11/2019
Next review date: <i>two years after date approved.</i>

Policy context:	
Standards or other external requirements	<p>AQTF 2010 STD 1: training assessment 1.1:Continuous Improvement</p> <p>AQTF 2010 STD 2: Access Equity 2.2:Contracts Information</p> <p>AQTF 2010 STD 2: Access Equity 2.4:Support</p> <p>AQTF 2010 STD 3: Management 3.3:Records Systems</p>

OBJECTIVE

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

- The total amount of all fees including course fees, support fees or administration fees
- Any other charges;
- Payment terms, including the timing and amount of fees to be paid
- Cancellation of enrolment or withdrawal financial conditions
- Conditions for refunds and financial hardship.

SCOPE

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

POLICY STATEMENT

In accordance with applicable legislation, Inclusion Training is entitled to charge fees for items or services provided to students undertaking a course of study. Inclusion Training is committed



to ensuring that fees paid by students are protected as specified by the AQTF essential conditions and standards for continuing registration.

PROCEDURES

1. Fees and charges

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

- Accredited course fees
- Support Fees

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

Course fees will vary for different training programs. For a full list of current fees and charges, the Inclusion Training Schedule of Fees is available on the organisation's QMS (Quality Management System) and the Inclusion Melbourne website.

Fees are payable when the student has received notification of enrolment. Invoices will be raised by the Inclusion Melbourne Finance Department and should be paid within one month of commencement of the program. The payment will be receipted.

2. Student cancellation and withdrawal

Learners who cancel their enrolment must notify us in writing at the soonest opportunity using the *Withdrawal and Refund Form*. Refunds for course fees are issued at the discretion of the Manager, Inclusion Training.

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

All requests for cancellations, refunds, changes or transfers must be requested in writing to learn@inclusiontraining.org.au

3. Refunds

If the learner wishes to withdraw from training after commencement of the course, they must advise the Manager and/or Trainer and Assessor. Requests must be submitted formally, using the *Withdrawal and Refund Form*. Students who cancel their enrolment up to four weeks after the commencement of a training program will be entitled to a full refund of course 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, Inclusion Training, however course fees will not be refunded.

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

4. Financial Hardship

If a student is experiencing difficulty in paying Inclusion Training fees, they may contact the Manager, Inclusion Training, 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, Inclusion Training. A Financial Hardship Form will then be completed should a formal arrangement be developed for that student. *Financial Hardship Form*, available on the website.

5. Course Cancellation (Initiated by Inclusion Melbourne)

Where Inclusion Training is forced to cancel a course, learners will be entitled to transfer to another Inclusion Training course if available or receive a full refund of course fees.

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 Inclusion Melbourne 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 Manager, Inclusion Training.

DOCUMENTATION

Documents related to this policy	
Related policies	<ul style="list-style-type: none"> • RTO Administration
Forms, record keeping or other organisational documents	<ul style="list-style-type: none"> • Enrolment Form and Student Agreement form • Enrolment Process Flowchart • Financial Hardship Form

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	25/11/2014	<i>Update Master Quality Manual.</i>	25/11/2016
2	21/11/2019	Judith Price	21/11/2021
3			

