

	Fees & Refunds, Inclusion Training Policy and Procedure
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Applies to: all Inclusion Training staff and students and the Inclusion Melbourne Head of Finance	Version: 3
Specific responsibility: Head of Education and Training	Date approved: 30/10/24
	Next review date: 30/10/24

Policy context:	
Standards or other external requirements	<p>Condition 5 – Financial Management</p> <p>AQTF Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients:</p> <p>Element 2.3: Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.</p> <p>AQTF Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates:</p> <p>Element 3.1: The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.</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 Head of Finance.

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:

Course Fees:

- Tuition Fees
- Administration Fee

NDIS Fees:

- NDIS Support Fees (as per NDIS pricing arrangements and price guide)

Fees do not cover transportation to and from the venue, meals or other fees unrelated to the course requirements or NDIS supports.

Course fees may 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. A statement of fees will be sent to all students outlining course fees. A schedule of supports will be provided outlining all course fees and NDIS fees. Invoices will be sent by the Inclusion Melbourne Finance Department and should be paid within one month of commencement of the program. The payment will be receipted. Students are not required to provide payment prior to commencement of a training program.

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 Head of Education and 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. If a student does not commence the course, but pays course fee, a full refund will be provided.

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 Head of Education and 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 Head of Education and 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 Head of Education and Training. A Financial Hardship Form will then be completed should a formal arrangement be developed for that student.

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 all 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 Head of Finance.

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 Head of Education and 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