

Fees Refunds and Charges Policy & Procedure

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Purpose

The purpose of this policy and procedure is to outline the approach of Star Training Academy to managing fees and refunds and to demonstrate how fees paid in advance are protected by Star Training Academy

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 Star Training Academy's registering body

Provider default means where the provider fails to start providing the course to the student at the location on the agreed starting day or after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

Standards means the Standards for Registered Training Organisations (RTO) 2015 from the VET Quality Framework

Star Training Academy Default

Star Training Academy will default if:

- it is unable to fulfil its obligations to start or complete a course
- The course stops being provided after it starts and before it is completed
- The course is not provided fully to the student because Star Training Academy has had a sanction imposed.

Student Default:

A student defaults if:

- They breach Star Training Academy terms and conditions
- They don't pay their fees
- They breach Australian Law

Policy

1. Protection of fees paid in advance

Star Training Academy protects fees paid in advance by not accepting payment of greater than \$1500 in advance at any time.

2. Fees and refund information

Prospective and current students are advised of the fees associated with a course on the relevant Course Outline.

Fee information is always provided prior to enrolment and includes:

- All relevant fee information, including fees that must be paid and payment terms.
- Refund information and conditions relating to these.
- The learners rights as a consumer including any cooling off period.

Refund information is outlined in the Student Handbook.

3. Inclusions in course fees

Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course in which they are enrolling. Course fees will itemise tuition, as well as non-tuition fees.

- Course fees includes the required learning materials for the course and tuition fee. Any optional textbooks and materials that may be recommended by the trainer and assessor but are not required for a course, are not included in course fees and will be an additional cost should the student wish to purchase such materials. They are not compulsory requirements.
- Course fees include the issuance of a Testamur and Record of Results and/or Statement of Attainment. For additional copies or re-issuing of any of these documents an additional fee is applicable.

4. Late payments

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

Star Training Academy reserves the right to suspend the provision of training and/or other services 14 days after the fees were due until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

5. REFUNDS

Cancellation prior to course or program commencing: Once enrolment into a program has been processed i.e. a student has completed the enrolment form and made the initial payment, the following will apply:

- The client must inform STAR TRAINING at least 5 days prior to course commencement that they wish to have their enrolment cancelled. If this occurs a refund in full will be given. Should the client inform STAR TRAINING less than 5 days prior of their wish to cancel, STAR TRAINING will retain 25% of the amount paid to cover administration and planning costs and refund the balance.

Extenuating circumstances: the student may have their fees transferred as credit to another future program depending on availability. In the event the student does not wish to have fees transferred as credit, STAR TRAINING will refund 70% of the total .

Circumstances which can be deemed as extenuating include:

- administrative problems - such as the late arrival of teaching materials, texts, enrolment errors or delays
- legal commitments - jury duty or court appearance
- medical reasons
- family/personal reason

Cancellation of course or program by STAR TRAINING:

STAR TRAINING reserves the right to cancel or terminate a course. This is only a safeguard aimed at ensuring the best possible outcomes for our clients and the safety and their safety and well being.

Should STAR TRAINING cancel a course for any reason, students enrolled at the time STAR TRAINING announces the cancellation will be entitled to a full refund. STAR TRAINING acknowledge it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered.

Where possible, should a course be cancelled, STAR TRAINING guarantees to make all reasonable attempts to complete your program by transferring you to a similar or equivalent program either with Star Training Academy or another RTO.

Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to Star Training Academy using the *Refund Application Form* outlining the details and reason for their request.

When the refund is approved, Star Training Academy will:

- Issue a statement detailing how the refund was calculated
- Issue the refund within 28 days of receipt of the *Refund Application Form*.

6. Outcomes of refund decisions

All refund decisions are at the discretion of the CEO/Operations Manager. Following receipt of the *refund Application Form* Star Training Academy within 28 days will provide the outcome of the refund assessment in writing to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.

Students will also be advised that they may appeal the refund assessment following Star Training Academy Complaints and Appeals Policy and Procedure.

Procedures

1. Student fees

Procedure	Responsibility
<p>A. Invoices</p> <ul style="list-style-type: none"> • All students should pay their enrolment fee upon application and term fees one week prior to course commencement. Raise an invoice for the amount in line with the payment schedule for the relevant course. • Students should pay each term's course fees by course commencement date. • Keep a copy of the invoice on the student's file. 	Student Administration
<p>B. Fee instalment invoices</p> <ul style="list-style-type: none"> • Charge fee instalments in line with the relevant payment schedule for the course. 	Student Administration

Procedure	Responsibility
<ul style="list-style-type: none"> Students should pay by scheduled payment date as mentioned in Student Agreement. Keep a copy of the invoice on the student's file. 	
C. Receiving payments <ul style="list-style-type: none"> Payments may be made by EFTPOS, cash (not encouraged), direct bank transfer or credit card. Record payments against the relevant invoice on MYOB Provide the student with a receipt. 	Student Administration
D. Managing overdue fees <ul style="list-style-type: none"> Send out statements monthly to students to show outstanding fees. Send payment reminders to students where payments are more than 14 days overdue. 	Student Administration

2. Refunds

Procedure	Responsibility
E. Processing refunds – provider default <ul style="list-style-type: none"> Automatically issue a refund within 28 days to students who have enrolled and paid their enrolment fee and term fee and the course is cancelled prior to commencement. Automatically issue a refund to students within 28 days where the course has commenced but is cancelled. Notify students to whom refunds are automatically issued in writing and issue refund. Record on file. All other students who withdraw from their course and seek a refund are to make a request for a refund in writing. Assess refund as per this Policy. Calculate the relevant refunds. Operations Manager approves refund assessment. Notify the student 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. 	Student Administration Manager /Operations Manager