

POLICY #6

FEES, CHARGES
AND REFUNDS

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INTERACTION

Fees, charges and refunds

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STANDARD OPERATING PROCEDURE (SOP)

RELEVANT INTERNAL FORMS

Fees, charges and refunds

1. The purpose of this policy

This policy applies to all fees levied by Interaction RTO, which, through this policy, ensures that all individual and organisational clients are aware of the fees associated with enrolment in a course and/or service with Interaction RTO. It clearly outlines payment plans, what fees and other related charges cover, and how they are applied. It also identifies the processes in place to protect the fees paid by students.

2. Definitions

- Administration Fee is, in certain circumstances, an administration fee charged for processing enrolment applications, that is non-refundable except where a course has been cancelled.
- Materials Fee is a charge to cover the cost of manuals, resources or other materials required by the student for a specific course. These items remain the property of the student till submission.
- Course Fee is the full fee charged for a course
- Course Start / Commencement Date is the course start or commencement date and is the first date of the course in which the student is enrolled as on the enrolment agreement. In the case of students studying online or via distance learning the commencement date is the first date that the student accesses the course material online.

3. Policy

This Policy covers all training courses offered by Interaction RTO. The proposed fees for the delivery of nationally accredited training and assessment services are checked for compliance with the relevant performance agreement. The head of RTO reviews fees regularly. Interaction RTO is entitled to charge fees for services provided to Students undertaking a course of study and for other services Interaction RTO may provide. The transparency, governance and management of fees are integral to financial transparency and ensuring students' rights and responsibilities are fully explained and maintained.

Fees, charges and refunds

Course fees will be established and reviewed by the Head of RTO. Fees and other charges are generally for items such as tuition fees, course materials/textbooks, student services and training and assessment services. The fee and charges information is available to students at Interaction RTO. Given the benefits that training provides to individuals, students undertaking Training are required to contribute to the costs of their training. Course fees include tuition, materials and student amenities fees. The amount of student out-of-pocket expense may vary depending on the course they undertake. The fee may be paid on the student's behalf by an employer or another third party but cannot be paid by Interaction RTO.

Special Consideration for Financial Hardships by Interaction RTO

An application for special consideration needs to be made to the Head of RTO along with the reasons and circumstances of the financial hardship. The application should mention the future date for the payment of full fees or a request for a payment plan. If special consideration is granted, a confirmation in writing will be sent to the student confirming the future date for the payment of full fees or outlining the payment plan for the payment of fees.

4. Procedure

Individuals:

Individuals seeking to enrol in a course with Interaction RTO are advised of all fees associated with a course, including course fees, administration fees, materials fees, and any other charges on the relevant course brochure and/or fee sheet. Persons seeking to enrol with Interaction RTO should read and understand this information prior to enrolment.

Interaction RTO collects fees in advance for services not yet provided to students in the form of a deposit and/or at various intervals throughout a course and in accordance with the course's authorised payment schedule. To ensure the protection of fees paid in advance, Interaction RTO has adopted the following protocol:

- Where a course fee is not greater than \$1,500.00, full payment is required prior to or on the day of the course/workshop.
- Where a course fee is greater than \$1,500.00, individuals are required to pay no more than \$1,500.00 prior to course commencement.

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- An instalment plan is provided as an option to all students at the time of the enrolment; however, any subsequent payments collected cannot be more than \$1,500.00 in any one instalment.

Employer Funded:

Organisations organising courses for their staff and paying directly for training are invoiced by our RTO, with full payment to be received within fourteen working days from the invoice date (unless otherwise agreed). We are only required to protect prepaid fees from individual students directly enrolling with our RTO. These requirements do not apply where an employer engages our RTO to provide training and/or assessment to members of its staff through a negotiated commercial agreement. Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit, administration fees and refund arrangements are to be included in the agreement.

Reissuing Qualifications

For the reissuing of a testamur, an additional fee of \$50 will be incurred. For any resources or testamur to be posted, a standard postal charge of \$25 is added.

Payments

Payment can be made by EFT, cash, or credit card, in person, by telephone, or by direct bank transfer. Payment plans can take payments out in instalments by direct debit from either the bank account or credit card of the students each fortnight, or students can make manual payments via Electronic Funds Transfer or Direct Deposit. The RTO's preference is for pre-authorized payments by credit card.

Late Payment

Students who are having trouble in paying fees are contacted to make alternative arrangements for payment during their period of difficulty. Where a student is more than 40 days overdue with payments, Interaction RTO reserves the right to suspend training services until payment is made to bring fees up to date. For long-term outstanding amounts (60 days), Interaction RTO may utilise the services of a debt recovery agency to ensure the collection of all fees, at the discretion of the Head of RTO.

Refunds: Student Funded Courses

Course fees may be refunded or reallocated under the following circumstances and on receipt of a request for refund form. The following conditions apply:

Fees, charges and refunds

- If Interaction RTO, or a third-party delivering services on behalf of Interaction RTO, closes or ceases to deliver a unit or units that the learner is enrolled in, the student will receive a full refund (or pro-rata adjusted refund), Interaction RTO may also offer the student a transfer to another course, this choice is for the student to make
- If a refund is requested more than 14 days before a course commences, a full refund, less the enrolment fee will be provided
- If a refund is requested between 14 days of course commencement and the day of commencement, 50% of the initial course fee will be refunded, less the enrolment fee
- If a place is not offered in the course, the student will receive a full refund including the enrolment fee
- If the student wishes to change their enrolment into another course at our RTO the course fees paid will be transferred to the new course
- If a student applies for RPL and the application is unsuccessful, there will be no refund.

Refunds: Employer-sponsored courses

Enrolment fees may be refunded under the following circumstances:

- If an employee or trainee leaves an employer more than (7) days prior to the commencement of the course, the full enrolment fee will be refunded *or* arrangement will be made to transfer the course fee to another employee
- If an employee or trainee leaves an employer less than (7) seven days prior to commencement of the course, (defined as the first scheduled structured training session date booked by the trainer/assessor), 20% of enrolment fee will be forfeited, while 80% of the enrolment fee will be refunded *or* transferred to the enrolment fee of another employee
- No refunds will be granted from the date of the commencement of a course.

Interaction RTO may review fees for courses from time without notice. Interaction RTO reserves the right to withhold the issuing of qualifications and statements of attainment until all fees have been fully paid.

Fees, charges and refunds

STANDARD OPERATING PROCEDURES (SOP)

REPORTING

Monthly reporting of invoices raised, payments, payment plan balances and any debt outstanding as well as requests for refunds.



RELEVANT INTERNAL FORMS

- Schedule of Fees
- Request for Refund Form

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