

SC5: Fees and Refunds Policy & Procedures

Contents

Purpose.....	1
Definitions	1
Policy	1
1. Information about fees and charges	1
2. Course fee inclusions	2
3. Payments.....	2
4. Refunds for fee-for-service students	2
5. Recording and payment of refunds	3
6. Publication	3
Procedures	4
1. Student fees.....	4
2. Refunds.....	5
Document Control.....	5

Purpose

The purpose of this policy and procedure is to outline ICAN Learn's approach to managing fees and refunds and to demonstrate how fees paid in advance are protected by ICAN Learn.

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 the RTO's registering body

Fee Payer means the nominated payer of a student's course fees, usually either the student or the employer paying on behalf of the student

SRTOs means the Standards for RTOs 2015 – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

Policy

1. Information about fees and charges

- ICAN Learn protects the fees that are paid in advance by students. ICAN Learn does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.
- Fee information relevant to a course is outlined in detail to students. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first. If a student enrolls online of their own accord prior to receiving this information then this information is outlined prior to commencement of training.
- Fee information includes:
 - All costs for the course including any materials fees or levies
 - Payment terms

SC5: Fees and Refunds Policy & Procedures

- The Student Agreement and the Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are asked to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.

2. Course fee inclusions

- Course and tuition fees include:
 - All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. However, in the case of re-assessment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, an additional fee may apply for additional training and re-assessment. This fee is outlined on the Student Agreement.
 - Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion)..
- Course and tuition fees do not include:
 - Any optional textbooks and materials that may be recommended but not required to complete a course.
 - Printed copies of Learning Guides
 - Stationery such as paper and pens.
 - Re-assessment if required, as outlined above.
 - Re-issuance of AQF certification documents
 - Credit card payment surcharges.
- ICAN Learn cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

3. Payments

- Payments can be accepted by EFTPOS, electronic transfer or credit card.
- 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.
- Debts will be referred to a debt collection agency where fees are more than 60 days past due.
- ICAN Learn reserves the right to suspend the provision of training and/or other services 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.

4. Refunds for fee-for-service students

- A full refund of any fees paid (including the deposit) will apply if ICAN Learn is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- In the unlikely event that ICAN Learn or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:
 - Where ICAN Learn or any third parties delivering training and assessment on its behalf ceases to operate.

SC5: Fees and Refunds Policy & Procedures

- Where ICAN Learn ceases to deliver the course in which a student is enrolled and the agreement is terminated.
- In any of the above situations, ICAN Learn will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.
- Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the *Application for Refund Form*. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.
- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by ICAN Learn to provide those services.
- The outcome of the refund assessment will be provided in writing to the student's registered email address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our *Complaints and Appeals Policy and Procedure*.
- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
- RPL application fees are non-refundable.

5. Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our *Complaints and Appeals Policy and Procedure*.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

6. Publication

- ICAN Learn will publish in a prominent place on its website the following:
 - Costs for fee for service programs.
 - This Fees and Refunds Policy.

SC5: Fees and Refunds Policy & Procedures

Procedures

1. Student fees

Refer

- SRTOs: Clauses 5.3, 7.3

Procedure	Responsibility
A. Deposit invoices <ul style="list-style-type: none">• All fee-payers should pay their deposit/enrolment fee upon enrolment, preferably prior to course commencement. Raise an invoice for the amount in line with the payment schedule for the relevant course.• Fee-payers have 14 days to pay an invoice.• Keep a copy of the invoice.	Administration team/ Bookkeeper
B. Fee instalment invoices – fee-for-service students <ul style="list-style-type: none">• Charge fee instalments in line with the relevant payment schedule for the course, outlined on the Student Agreement/ Course Outline.• Students have 14 days to pay an invoice.• Keep a copy of the invoice.	Administration team/ Bookkeeper
C. Receiving payments <ul style="list-style-type: none">• Payments may be made by EFTPOS, direct bank transfer or credit card• Record payments against the relevant invoice• Provide the student with a receipt.	Administration team/ Bookkeeper
D. Managing overdue fees <ul style="list-style-type: none">• Call students where payments are more than 14 days overdue.• Any student with an invoice over 60 days past due should be referred to the debt collection agency.• Refer to the Executive Officer about suspending training until fees are brought up to date. If training is suspended send a letter to the student advising of suspension until payment is made. Advise Trainer/Assessor.• Where fees continue to be unpaid, refer to Executive Officer to consider withdrawal.	Administration team/ Bookkeeper & Executive Officer

SC5: Fees and Refunds Policy & Procedures

2. Refunds

Refer

- SRTOs: Clauses 5.3, 7.3

Procedure	Responsibility
<p>A. Processing refunds – fee-for-service students</p> <ul style="list-style-type: none"> • If a course is cancelled by ICAN Learn, students who have enrolled and paid their deposit/enrolment fee should be automatically issued a refund. Notify them in writing and issue refund. Record on file. • Students who withdraw from their course and seek a refund are to make a request for a refund in writing. • To make an assessment of a refund due, consider the services the student has received. Consider the following: <ul style="list-style-type: none"> – Training Materials provided – Training received – number of classes attended – Individual support provided by the trainer/assessor – Assessments marked • Consider the costs incurred by ICAN Learn as per above, plus the fees paid by the student to calculate a suitable refund. Refund assessments are to be approved by Executive Officer/Finance Manager. • 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. 	<p>Administration team/ Bookkeeper</p>

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