



FEES POLICY

All Mine Construction Training

FEES POLICY

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Note to the reader:

Please ensure that when reading this policy document you read the content in conjunction with the definitions and terms included at the end of the document to ensure correct interpretation is made. Also consider the content in relation to the associated documents and systems referred to in the document and access these to obtain complete information to guide services, decisions and practice in the All Mine Construction Training (AMCT).

Should you have any queries in relation to this policy and procedure document or are unsure of the actions you should take, it is important that you seek guidance from the designated RTO person.

POLICY STATEMENT

AMCT will manage the process of collecting fees and processing refunds for students of nationally recognised training programs, including Recognition of Prior Learning (RPL) in a manner that is fair and transparent and addresses the Standards for RTO's 2015.

AMCT will provide clear and complete details to students of all fees and charges that apply to the delivery and assessment of nationally recognised training programs as well as other fees that relate to additional or subsequent services, such as application fees, the reissuing of certification documents, re-assessments and additional tutoring options.

AMCT will offer a fair refund of fees in circumstances where students provide AMCT with sufficient notice of withdrawal to not cause a loss to AMCT, or if students are unable to undertake training resulting from situations that they were unable to control. The refund policy and process will be made known to students in advance of them committing to an enrolment contract and be easily accessible should they need to apply for a refund.

Students will not be required to pay any course fees in advance that exceed the threshold specified in the Standards for RTOs 2015 of \$1500.

Accountability for management of student fees will remain with the Director and the AMCT Accountant and measures will be implemented into AMCT accounting practices to minimise and reduce the potential of fraudulent use of funds paid by students.

RESPONSIBILITIES

The Director

The Director is responsible for ensuring that the business practices of AMCT are such that student fees are protected and that the finances of the RTO are managed in effective and efficient ways to ensure financial viability of the business remains strong and that students will not be compromised.

The Director also is responsible for ensuring the compliance and implementation of this policy, especially in relation to the collection, security and use of student fees.

The Training Coordinator and Accountant

The Finance Accountant is responsible for applying the conditions that are in place in AMCT for managing student fees and for monitoring and reviewing financial transactions. The Accountant must also provide regular reports relating to the financial management and state of finances to the Director according to the prescribed schedule, and for raising any anomalies that occur in these areas with the Director immediately.

Other RTO Staff are responsible for

All staff are responsible for applying this policy and procedures to matters relating to the collection and refund of fees and advising or assisting students of actions to take in these matters as required.

Students

Students are required to confirm understanding of this policy at time of enrolment and abide by these conditions.

GUIDELINES

These guidelines apply to all students in all nationally recognised training programs. Information is available in the Schedule of Fees contained in this document when providing information or making decisions in relations to fee payments.

1. Information on AMCT's policy on fees and refunds must be made available in all relevant information sources and via a range of different formats (website, course brochures, student handbooks, etc) to ensure that students have access to sufficient information to make an informed decision on their financial commitment to undertake study with AMCT.
2. Students must be advised in formal enrolment documents of all information relating to the fees and charges applicable to their course of study and when these fees and charges are payable and acknowledgment must be obtained that students have been provided with the relevant information.
3. Student fees are paid in scheduled increments and students are advised of the arrangements at time of enrolment.
4. Increase in fees will be well planned and advertised in advance so that students can accommodate increases into future studies. Fee increases will not impact upon the contracted arrangements with students with an existing enrolment with AMCT for specified program/s.
5. Cost associated with all enrolments in nationally recognised training programs are to be invoiced, setting out the components of the fees (where costs other than course fees are charged). GST is not payable on nationally recognised training program course fees or education materials (learner guides etc). GST may apply to the additional goods or services purchased (books, equipment, resources that are not a component of the students course fees, or for additional coaching or mentoring services that a student may choose to access).
6. Fees are required to be paid according to the schedule of fees and each student's individual contract with AMCT. Students can pay by electronic funds transfer, cash, money order, bank cheque, credit card. A receipt is to be issued to students for all payments made to AMCT.
7. Certification documents will only be issued to students once full payment has been made in relation to the fees payable for the units of competency involved (SOA's or full qualifications).
8. Refunds will be paid to students according to the schedule and conditions for refund set out in this policy document. All refunds approved for payment are to be processed within 5 working days of the request using the same method to refund as was used for payment (i.e. credit card to credit card, eft to eft etc). The Director is the person with responsibility for approving refunds.
9. Students will be required to pay AMCT on a cost recovery basis for any out of pocket expenses that occur as a result of receiving and processing program fees, such as a dishonoured cheque fee or debt recovery fees.

PROCEDURES

The procedures that follow outline the process that must be applied in collecting, managing and refunding student fees for nationally recognised training programs provided by AMCT. Staff should not receive or process fees from students unless authorised to do so.

Providing Advice to Students of Fees Payable and Payment Schedule

PROCESS	RESPONSIBILITY	ACTION
Student advice	Director Finance Accountant	<ul style="list-style-type: none"> Review all sources of information used to engage prospective students to ensure that the current and consistent details of costs associated with study at AMCT are clearly stated across all sources Review Enrolments Forms to ensure fields exist that provide details of the cost of course and all other fees payable and the policy and schedule of refunds is included on both forms Provide advice on information sources for pending fee increases that may impact upon students who are looking to study with AMCT but not yet enrolled

Procedure for Payment of Fees

PROCESS	RESPONSIBILITY	ACTION
Student enrolment	Finance Accountant	<ul style="list-style-type: none"> Student completes enrolment documents and acknowledges fees and conditions. Students pays application fee at time of enrolment. Method of payment of course fees is confirmed on enrolment documents and document submitted AMCT accept student and advise in writing with schedule for fees payable and invoice for first payment of course fees Student is added to the Student Management system and program lists Student issued with a receipt for payment of fees
Ongoing payment of fees	Finance Accountant Director	<ul style="list-style-type: none"> Payment of scheduled fees occurs according to the arrangements in place with the student (date and method of payment) Student is provided with an invoice and receipt for fee payments Students who are more than 7 days late in making payments should be issued with a reminder notice If 14 days have lapsed after the due date for payments the Director should be notified and discuss the matter with the student/guardian, and a decision made as to continuing, payment plan being put in place or suspended until fees are paid up to date
Student records updated	Finance Accountant	<ul style="list-style-type: none"> Student records are amended to show the status of fees as soon as payments are processed No Qualification document should be issued until fees are paid in full. SOA's can be issued for units of competency where full fee payment has occurred

Procedure for Refund of Fees

PROCESS	RESPONSIBILITY	ACTION
Student requests a refund	Student	<ul style="list-style-type: none"> Student makes a written request for a refund and states the details and reason they are seeking a refund
Process refund request	Director Finance Accountant	<ul style="list-style-type: none"> Refunds requests are to be provided to the Director for consideration to assess if they meet the conditions for refund in

		<p>according to the REFUND SCHEDULE or in special circumstances</p> <ul style="list-style-type: none"> Reviewed requests are provided to the Finance Accountant with a recommendation and explanation on actions to take. The Director is the person responsible for approving or rejecting applications for refunds Refunds involving compelling or compassionate circumstances that are not easily assessed should be discussed with the Director for a decision The Finance Accountant actions the request either by processing a payment to the student according to AMCT practice, or advising the student that the refund request has been denied and what options they can take if they disagree with this outcome Refund processed ASAP (within 5 working days) by same method fees were paid
Student records updated	Finance Accountant	<ul style="list-style-type: none"> Student records are amended to show the status of fees and refunds transacted If the student is not continuing remove their name from the from program list

SCHEDULE OF FEES

Details contained in this schedule must be provided to students at the pre enrolment stage and before they sign their enrolment form with AMCT. It is important to ensure the correct information is provided to students and used by AMCT staff in processing fee and refund payments.

SCHEDULE & CONDITIONS FOR REFUNDS

Criteria for Refund	Conditions	Refund Determination
Student withdraws on compelling or compassionate grounds (see definitions)	Before commencement	Student offered place in future program (if accepted fees paid held by AMCT) Student declines offer of place - refund 100% of fees paid
	After commencement	Refund fees paid for units not yet commenced
Student defaults - <ul style="list-style-type: none"> withdraws for non-compassionate reasons does not pay fees does not attend program breaches AMCT Student Code of Conduct 	More than 1 weeks before scheduled commencement	Refund 80% of fees paid in advance
	Less than 2 weeks before scheduled commencement	Refund 50% of fees paid in advance
	After commencement	No refund of fees paid for current period. 100% of any scheduled fee payments that may be paid in advance by the students should be returned
AMCT default	Withdraws offer, fails to provide program offered or terminates provision of VET services prior to or after commencement	Offer a place on future or alternative program (for same fee structure as in agreement or enrolment form). If declined 100% refund of fees paid.

DEFINITIONS & TERMS

Compassionate or compelling circumstances	<p>Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include:</p> <ul style="list-style-type: none"> • serious illness or injury, where a medical certificate states that the student was unable to attend classes • bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided) • a traumatic experience which could include but is not limited to: <ul style="list-style-type: none"> ○ involvement in or witnessing of an accident or ○ a crime committed against the student or the student has been a witness to a crime <p>and this has impacted on the student (supported by police or psychologists' reports).</p> <p>These are just some examples and RTO's must use professional judgement in considering each case on an individual basis according to its merits.</p>
Prior to Enrolment	All activities undertaken and information provided up to the point of formal enrolment including by AMCT

POLICY & DOCUMENT BASE

- Standards for RTOs 2015, compilation 07/2017
 - Standard 5, 7.3 and Schedule 6
- AMCT Business Plan
- Assessment Policy
- Marketing and Student Engagement Policy
- Relevant Consumer Laws - Commonwealth and State

ASSOCIATED DOCUMENTS & SYSTEMS

TITLE	STATUS	LOCATION	COMMENTS
Enrolment Form			
Invoice Template			
AMCT Website			
Student Handbook			
Application for Refunds Form			

IMPLEMENTATION

This policy is implemented through:

- Staff job descriptions
- Staff induction sessions
- Student handbook, and AMCT website
- Student enrolment procedures
- AMCT policy and procedures documents
- AMCT marketing materials

This policy must be reviewed annually.