

Procedure name:	EN1.1 Fees and Refunds Procedure	Version:	8.0
Procedure owner:	Chief Financial Officer		
Approved by:	Chief Executive Officer		
Approved date:	November 2020	Review date:	November 2023

SECTION 1 - INTRODUCTION

PURPOSE

This procedure outlines the steps in which Selmar Institute of Education processes invoices and payments received for fees charged, and refunds for learner enrolments into courses. This procedure is in line with the Standards for RTOs 2015 (SRTOs) and other relevant Federal and State funding contracts including VET Student Loans, Victorian VET Funding Contract Skills First Program, Queensland Skills Assure Agreement and New South Wales Smart and Skilled Contract.

SCOPE

This procedure applies to all employee, partners and associates of Selmar Institute of Education (121531) in relation to all fees and charges. This procedure includes all regulatory requirements that fall under Selmar Institute of Education obligations as a registered training organisation.

The Chief Financial Officer is ultimately responsible to ensure that this business process is followed by all finance and accounting staff as mentioned below in each line of responsibility. Other departments involved in this procedure is the Sales and Marketing Department, involved in the Pre Enrolment and Enrolment stage as well as Administration and Governance, Risk and Compliance Departments.

SECTION 2 - PROCEDURE

Determining fees and charges

Responsibility	Activity
CEO and CFO	<ol style="list-style-type: none"> Collate all current courses and consider each of the following factors to determine the tuition fees to be charged: <ul style="list-style-type: none"> Duration Intensity and AQF level Learner target cohort Trainer/Assessor wages and case load Facilities, equipment and external expense Each State funding contact requirements i.e. NSW Smart and Skilled Fee Administration Policy, Vic Guidelines about fees Fee for Service and eligible learner fee Concession rate for eligible learners Co-contribution fee (for QLD Certificate 3 Guarantee and Higher Level Skills)

Responsibility	Activity
	2. Consider if additional material or administration fees will be charged. Note: if additional fees are applied this must be included in the Qld Co-contribution fee, and all additional cost to the learner outside of the tuition fee must be published on the RTO website for NSW and Victorian learners. Note: No additional material or administration fees may be charged to learners under a VET Student Loan agreement. 3. Once the fees and charges have been determined for each current qualification notify the Finance Team and the relevant departments including Sales and Marketing, Administration and Governance, Risk and Compliance. Note: Fees and charges are reviewed annually or when required due to internal changes, legislation or contract changes.
Head of Governance, Risk and Compliance	4. Update the Price Schedules based on information provided by the Finance Team 5. Provide the price schedules to the marketing department to update the website. 6. Update and circulate the course offer matrix to the sales department, if required.
Sales and Marketing Department	7. Update any marketing collateral and the website with the determined fees. Follow the <i>MR1.1 Marketing Procedure</i> . 8. Notify the Client Relationship Managers and the Course Advisors of the new fee structure.
Head of Governance, Risk and Compliance and General Manager - Operations	9. Update any forms, policies and procedures relevant to fees and charges. 10. Notify the Funding Contracts Manager, Administration Officers and Trainer/Assessors of the new fee structure.
Funding Contracts Manager	11. Adjust the fees recorded in aXcelerate for each new course/course offer. DO NOT adjust previous fees and charges recorded on individual learner profiles or current course offers already in use. 12. Apply the fees and charges per unit of competency for QLD Co contribution fee. 13. Adjust any fees and charges calculators e.g. for Credit Transfers, withdrawals and refunds or VET Student Loan unit of study fees.

Raise and send invoice

Responsibility	Activity
Business Development Consultant / Course Advisor	1. For learners enrolling as fee for service and applying for a payment plan, a link to Catalyst Plus loan application is emailed by Course Advisors/Business Development Consultants. 2. Once the learner completes the form by providing details of payment method, a copy goes to Finance Department.

Responsibility	Activity
Administration Officers	3. Once learner is enrolled, issue and assign a task in aXcelerate to Finance to raise the invoice
Finance Assistant	4. Receive Finance task in aXcelerate to issue invoice 5. Check pricing in Legacy Fee is correct to Pricing List, if not, refer to BD/Course Advisor to confirm approval of alternative price 6. Raise invoice in aXcelerate
Credit Controller	7. For fee for service learners applying for a payment plan, review and sign Catalyst Plus loan application. 8. Send an authorisation form to fee for service learner to confirm payment plan details before setting up the payment plan. 9. Save and finalise/lock invoice in aXcelerate, mark 'Task' as complete 10. Process student payment. Send learner receipt from aXcelerate if payment is successful or notify learner of payment decline. 11. If payment is declined, email learner invoice from axcelerate for payment.

Confirm payments

Responsibility	Activity
Administration Officer / Receptionist	1. Every Monday run a fee check report from aXcelerate to check which learners have outstanding invoices 2. Send the report to Finance to update payment status
Finance Assistant / Credit Controller	3. Complete the Fee Check report by searching for each learners payment status in wither Xero or aXcelerate. Mark payment status as Paid or Awaiting Payment. 4. Email the completed report back to the Administration Officer / Receptionist

Overdue accounts

Responsibility	Activity
Credit Controller	1. To process weekly debt collection and reminders for unpaid overdue invoices, run the Aged Receivables Report in Xero 2. Contact the learners accordingly via phone call, email or text message and record contact notes in either Xero or aXcelerate. 3. Determine Debtor Action (write off debt) at 6-month intervals of November and May and issue credit notes if debt is no longer pursuable.

Process refunds

Responsibility	Activity										
Credit Controller	<p>Summary Table</p> <table border="1" style="width: 100%; background-color: black; color: white;"> <tr> <td style="width: 30%;">Fee for Service</td> <td style="width: 70%;">Skills First Program Smart & Skilled Program Skills Assure Program</td> </tr> </table> <p>Selmar Cancels a course prior to commencement</p> <table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">100% refund</td> <td style="width: 50%;">100% refund</td> </tr> </table> <p>Learner withdraws prior to the course commencement</p> <table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">100% refund</td> <td style="width: 50%;">100% refund</td> </tr> </table> <p>Learner withdraws <u>within</u> 4 weeks after the course has commenced</p> <table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">50% refund provided for each unit commenced but withdrawn 100% refund for units not commenced No refund for units completed</td> <td style="width: 50%;">50% refund provided for each unit commenced but withdrawn 100% refund for units not commenced No refund for units completed</td> </tr> </table> <p>Learner withdraws <u>after</u> 4 weeks after the course has commenced</p> <table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">50% refund provided for each unit commenced but withdrawn 100% refund for units not commenced No refund for units completed</td> <td style="width: 50%;">No refund</td> </tr> </table> <ul style="list-style-type: none"> For student on payment plan, payment plan is cancelled effective from date of course cancellation and a refund is processed if payment received exceeds payable fees (refer to summary table for refunds). If payment received is less than payable fees, a fee notification is sent to learner to pay the balance within 7 days of notification. The existing payment plan will continue until balance fee is paid. 	Fee for Service	Skills First Program Smart & Skilled Program Skills Assure Program	100% refund	100% refund	100% refund	100% refund	50% refund provided for each unit commenced but withdrawn 100% refund for units not commenced No refund for units completed	50% refund provided for each unit commenced but withdrawn 100% refund for units not commenced No refund for units completed	50% refund provided for each unit commenced but withdrawn 100% refund for units not commenced No refund for units completed	No refund
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	Credit Controller	<ol style="list-style-type: none"> 1. Run Cancellation and Declines report in aXcelerate each Monday. 2. Determine the individual learners refund status, as per the refund policy 3. If a refund is applicable, issue a credit note for the refund in Xero and process refund payment via credit card or bank transfer. Contact learner if bank account details are required. 									

Re crediting VET Student Loan

Responsibility	Activity
Chief Operating Officer	<ol style="list-style-type: none"> 1. Each application for re-credit of a learner's VET Student Loan balance will be considered on its merits together with all supporting documentation substantiating the special circumstances claim.

Responsibility	Activity
	<ol style="list-style-type: none"> 2. The Chief Operating Officer is the designated officer responsible for the assessment of a learner's request for a re-credit of their VET Student Loan balance due to special circumstances and for the initial decision regarding the request. 3. A learner must apply in writing to the Chief Operating Officer within 12 months of the census date, or if the learner has not withdrawn, within 12 months of the specified completion date of the unit of study. 4. If it is satisfied that it was not possible for the application to be made within the 12 month period. Relevant supporting documentation will be required to substantiate the claim. 5. The application for re-crediting a VET Student Loan balance must include details of the: <ul style="list-style-type: none"> - unit(s) for which a learner is seeking to have a VET Student Loan balance re-credited and - the special circumstances, including supporting documentation for the re credit. 6. Consider each application within 28 days of receipt of the application. 7. Notify the applicant in writing of the decision within 28 days. <p>Note: The Secretary of the Department may re-credit a learner's FEE-HELP balance in relation to special circumstances if a provider:</p> <ul style="list-style-type: none"> - is unable to act or has been dissolved, or - has failed to act and the Secretary is satisfied that the failure is unreasonable. <ol style="list-style-type: none"> 8. Notify the Administration Team to process the re credit if granted.
Funding Contracts Manager	<ol style="list-style-type: none"> 1. Where the re-credit has been approved, process a 'Revision' in TCSI for the learner and unit/s of study to be re credited to the VET Student loan. 2. Complete a learner 'Revision File' with Element code 446 in the VET 'Student Revision File' using classification code 1 - Remission due to special circumstances. 3. Ensure that all supporting documents for the special circumstances is retained in the learner file.

SECTION 4 - RELATED MATERIALS

Name	Document Type
MR1.1 Marketing Procedure	Procedure
Fee Check Report	Report
Aged Receivables Summary Report	Report
EN3 Withdrawal and Refund Policy	Policy

SECTION 5 - VERSION CONTROL

Version #	Approval Date	Approved by	Details
1	30 January 2015	Marcus Sellen	Creation of Policy & Procedures

2	8 August 2015	Julie Bowry - Needham	Review of Policy, re-format policy.
3	December 2018	Marcus Sellen	Review and split up of document from the policy
4	April 2019	Marcus Sellen	Changed CFO to Group Financial Manager
5	August 2019	Marcus Sellen	Updated address
6	March 2020	Julie van Belkom	Minor updates
7.0	November 2020	Julie van Belkom	Update to reflect change in process
8	May 2022	Aruna Joshi	Replaced HEPCAT with TCSI Updated Job titles Added process for fee for service learners who are on payment plan Updated summary table for refunds