

Procedure name:	EN1.1 Fees and Refunds Procedure	Version:	6.0
Procedure owner:	Chief Financial Officer		
Approved by:	Head of Governance, Risk and Compliance		
Approved date:	March 2020	Review date:	March 2021

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 VET Pre-qualified Supplier (PQS) 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 GFM	<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 III Guarantee and Higher Level Skills)

Responsibility	Activity
	<p>2. Consider if additional material or administration fees will be charged.</p> <p>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.</p> <p>Note: No additional material or administration fees may be charged to learners under a VET Student Loan agreement.</p> <p>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.</p> <p>Note: Fees and charges are reviewed annually or when required due to internal changes, legislation or contract changes.</p>
Sales and Marketing Department	<p>4. Update any marketing collateral and the website with the determined fees. Follow the <i>MR1.1 Marketing Procedure</i>.</p> <p>5. Notify the Client Relationship Managers and the Course Advisors of the new fee structure.</p>
Head of Governance, Risk and Compliance and General Manager - Operations	<p>6. Update any forms, policies and procedures relevant to fees and charges.</p> <p>7. Notify the Funding Contracts Manager, Compliance Officers and Trainer/Assessors of the new fee structure.</p>
Funding Contracts Manager	<p>8. Adjust the fees recorded in Wisenet 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.</p> <p>9. Apply the fees and charges per unit of competency for Qld Co contribution fee.</p> <p>10. Adjust any fees and charges calculators e.g. for Credit Transfers, withdrawals and refunds or VET Student Loan unit of study fees.</p>

Raise and send invoice

Responsibility	Activity
Client Relationship Manager/ Course Advisors	<p>1. Once the learner has completed the Student Application form and are aware of the fees and charges they owe for their training, discuss how they would like to pay. Use the <i>Payment Authorisation Form</i> to confirm their fees, payment method and authorisation.</p> <p>2. Provide the Administration Team with the completed <i>Payment Authorisation Form</i> via email, post or handed in person.</p>
Administration Officers	<p>1. Review the <i>Payment Authorisation Form</i> and ensure that the correct fee amount has been entered into Wisenet.</p> <p>2. Create an Invoice on Wisenet with the fees and charges for the learner.</p>

Responsibility	Activity
	3. Provide the Credit Controller with the <i>Payment Authorisation Form</i> .
Credit Controller	4. Once the <i>Payment Authorisation Form</i> has been received, log into the accounting software, Xero. Click on Accounts, Sales and Invoices Awaiting Approval. The invoices waiting for approval have been integrated with Wisenet and are showing the created invoices from the Administration Team. 5. Refer to the <i>Payment Authorisation Form</i> and search for the learner Name or Student Number. 6. Select 'Invoice', confirm the Invoice details against the <i>Payment Authorisation Form</i> (and the fees and charges structure) and 'Approve' the invoice. 7. The invoice is now ready to be sent to the learner. Select 'Email' and 'Send'.

Confirm payments

Responsibility	Activity
Funding Contracts Manager	1. Every Monday and Thursday (fortnightly) run a report from Wisenet to check which learners have outstanding invoices. 2. Send the report (in a csv or excel format) to the Credit Controller via email titled 'Fee Check Report'.
Credit Controller	3. When the Fee Check Report is received from the Administration Manager open the report and 'Enable Editing', add a column at the start of the spreadsheet (Column A) and type 'Payment Status' in cell A1. 4. Log onto Xero and search the first learner on the report. 5. Click Accounts, Sales, Search and enter the student number. Press Enter. 6. Check that the correct qualification has been invoiced as per the report and check if the Payment Status is Paid OR Awaiting Payment. 7. Enter the status in column A of the Fee Check Report. 8. Check the Payment Status of each of the learners on the Fee Check Report and record the status. 9. Once completed save the Fee Check Report as [YYMMDD] in Finance > Fee Check Report > Financial Year > Selmar > Monthly Folder > 10. Email the saved report to Reception to follow up.
Receptionist	11. Call each learner that has a Payment Status of 'Awaiting Payment' to prompt the learner (or payer) to settle the account.

Overdue accounts

Responsibility	Activity
Credit Controller	1. To check if there are unpaid and overdue invoices to follow up log onto Xero. 2. Run <i>Aged Receivables Summary Report</i> and ensure that this is in a csv or excel format. This is to be completed weekly.

Responsibility	Activity
	3. Save Report to Finance > Aged Receivables > Financial Year (FY1718ATB) > YYYY Month > Selmar > Selmar Working ATB DD.MM.YY 4. Email the report to the Assistant Accountant in the Finance Department.
Assistant Accountant	5. Filter the invoices that are overdue from 1 month (30 days) to 3 months (90 days). 6. Contact each learner (payer) by phone to remind them that their invoice is overdue AND resend a copy of the invoice via email. 7. Enter the actions in the Comments section against the payee in Xero and also record the actions in the <i>Aged Receivables Summary Report</i> spreadsheet against each learner. 8. Save Report to Finance > Aged Receivables > Financial Year (FY1718ATB) > YYYY Month > Selmar > Selmar Working ATB DD.MM.YY

Process refunds

Responsibility	Activity																																																				
Credit Controller	1. Complete the 'Fees paid' and 'Total fees owing' on the <i>Enrolment Variation Form</i> and provide this to the CFO for approval. 2. Once approval to process the refund fill in the Units and the % claim. Refer to the EN3 Withdrawal and Refund Policy to see the % to refund depending on activity undertaken.																																																				
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	<table border="1"> <thead> <tr> <th>Fee for Service</th> <th>Skills First Program</th> <th>Smart & Skilled Program</th> <th>PQS Program</th> </tr> </thead> <tbody> <tr> <td colspan="4">Selmar Cancels a course</td> </tr> <tr> <td>100% refund</td> <td>100% refund</td> <td>100% refund</td> <td>100% refund</td> </tr> <tr> <td colspan="4">Learner withdraws <u>at least 7 days</u> prior to the commencement date</td> </tr> <tr> <td>100% refund</td> <td>100% refund</td> <td>100% refund</td> <td>100% refund</td> </tr> <tr> <td colspan="4">Learner withdraw <u>less than 7 days</u> prior to the commencement date</td> </tr> <tr> <td>90% refund</td> <td>100% refund</td> <td>100% refund</td> <td>100% refund</td> </tr> <tr> <td colspan="4">Learner withdraws <u>at least 24 hours</u> prior to the commencement date</td> </tr> <tr> <td>90% refund</td> <td>100% refund</td> <td>100% refund</td> <td>100% refund</td> </tr> <tr> <td colspan="4">Learner withdraws <u>less than 24 hours</u> prior to the commencement date</td> </tr> <tr> <td>90% refund</td> <td>90% refund</td> <td>90% refund</td> <td>90% refund</td> </tr> <tr> <td colspan="4">Learner withdraws <u>within 4 weeks</u> after the course has commenced</td> </tr> <tr> <td>Calculated pro rata provided no more than 20% of the units of</td> <td>60% refund provided no more than 20% of the units of</td> <td>No refund</td> <td>No refund</td> </tr> </tbody> </table>	Fee for Service	Skills First Program	Smart & Skilled Program	PQS Program	Selmar Cancels a course				100% refund	100% refund	100% refund	100% refund	Learner withdraws <u>at least 7 days</u> prior to the commencement date				100% refund	100% refund	100% refund	100% refund	Learner withdraw <u>less than 7 days</u> prior to the commencement date				90% refund	100% refund	100% refund	100% refund	Learner withdraws <u>at least 24 hours</u> prior to the commencement date				90% refund	100% refund	100% refund	100% refund	Learner withdraws <u>less than 24 hours</u> prior to the commencement date				90% refund	90% refund	90% refund	90% refund	Learner withdraws <u>within 4 weeks</u> after the course has commenced				Calculated pro rata provided no more than 20% of the units of	60% refund provided no more than 20% of the units of	No refund	No refund
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	competency have been commenced or completed	competency have commenced or have been deemed competent		
	Learner withdraws <u>after</u> 4 weeks after the course has commenced			
	No refund	No refund	No refund	No refund
	* Learners are required to complete an <i>Enrolment Variation Form</i> in the instance they intend to withdraw from a course and wish to apply for a refund.			
Credit Controller	1. Raise the credit/refund in Xero. 2. Provide the Administration Department with the Enrolment Variation Form.			

Re crediting VET Student Loan

Responsibility	Activity
General Manager - Operations	<ol style="list-style-type: none"> 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. The General Manager - Operations 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. A learner must apply in writing to the General Manager - Operations 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. 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. 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. Consider each application within 28 days of receipt of the application. 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"> Notify the Administration Team to process the re credit if granted.

Responsibility	Activity
Funding Contracts Manager	<ol style="list-style-type: none"> Where the re-credit has been approved, process a 'Revision' in HEPCAT for the learner and unit/s of study to be re credited to the VET Student loan. Complete a learner 'Revision File' with Element code 446 in the VET 'Student Revision File' using classification code 1 - Remission due to special circumstances. 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
SMF9 Payment Authorisation Form	Form
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