

Fee Administration and Refund Policy



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Related policies	<ul style="list-style-type: none"> ▪ Enrolment Policy ▪ Complaints and Appeals Policy ▪ Continuous Improvement Policy
Related procedures	<ul style="list-style-type: none"> ▪ Refund Procedure ▪ Complaints Procedure ▪ Appeals Procedure ▪ Continuous Improvement Procedure
Forms and supporting documents	<ul style="list-style-type: none"> ▪ Enrolment Form ▪ Course Cancellation Request Form ▪ Continuous Improvement Register ▪ Refund Request Form ▪ Fees and Charges Sheet ▪ Refund Request Register

Table of Contents

PURPOSE	2
SCOPE.....	2
POLICY STATEMENT.....	2
1. Fee Information	2
2. Fee Administration	2
3. Fee Payment Arrangements.....	3
4. Outstanding Student Fees	3
5. Refund Policy Principles.....	3
6. Cooling Off Period.....	4
RESPONSIBILITIES	4
1. Compliance, monitoring and review	4
2. Reporting.....	5
3. Records management	5
DEFINITIONS	5
RELATED LEGISLATION AND DOCUMENTS	5
1. References.....	5
2. Related Polices	5
3. Related Procedures.....	5
4. Forms and Supporting Documents	6
FEEDBACK	6
REVISION HISTORY	6



PURPOSE

1. The purpose of this Policy is to establish the bases of Refund Procedures for Australian Polytechnic Institute, including its development, review, approval, and implementation.
2. The decision-making authority upon which this Policy is based follows existing regulatory requirements stipulated in the Standards for Registered Training Organisations 2015 (SRTOs 2015), and corresponding directions provided through its regulator, the Australian Skills Quality Authority (ASQA). In particular:
 - Clause 7.3 – Protecting pre-paid fees by students
 - Clause 5.3 – Providing fee information to students prior to enrolment

SCOPE

This Policy applies to all fees collected by Australian Polytechnic Institute for Nationally Recognised Training (NRT) courses it offers. This applies to all administrative staff processing collection of student fees as payment to any Nationally Recognised Training provided by AuPI, regardless of the location and mode of delivery.

POLICY STATEMENT

Australian Polytechnic Institute implements fair and reasonable refund practices for fee application and administration. Australian Polytechnic Institute will ensure that:

1. prospective students are aware of its fee policies in order to make informed decisions about enrolment in a course;
2. its fee administration and refund policy is prominent and accessible to its staff, prospective students, and existing students;
3. it implements and maintains a process for fair and reasonable refund and fees paid; and
4. it provides refunds for fees and charges paid by clients, where training and assessment activities have not been delivered

1. Fee Information

1. Australian Polytechnic Institute will inform its prospective students and employers (if applicable) of the full and accurate course fees associated with the training and the refund policy before enrolment.
2. Australian Polytechnic Institute will ensure that the Fee Administration and Refund Policy is accessible to its staff, prospective students and existing students. The fee information will include but will not be limited to the following information:
 - a. Breakdown of the course fee (if any)
 - b. Fee and Refund policy
 - c. Incidental fees
 - d. Compulsory fees
 - e. Additional charges or co-contributions
 - f. Methods of fee collection
 - g. Process for recovery of outstanding student fees
3. For any incidental fees that may be applicable, Australian Polytechnic Institute will inform the prospective student before enrolling that such fees are a charge for an essential good or service and that the student has a choice of acquiring this from a supplier other than Australian Polytechnic Institute.

2. Fee Administration

1. Australian Polytechnic Institute will only charge fees for accredited training in accordance with the fee information published and provided to the prospective student and the Fee Administration and Refund policy.
2. Australian Polytechnic Institute will retain accurate course fee payment, waiver, exemption or refund record for each student.

3. Australian Polytechnic Institute will require payment prior commencement of training as well as pre-payment plans for students.
4. Australian Polytechnic Institute will apply standard student fees for Fee-for-Service (FFS) students.
5. Australian Polytechnic Institute will allow participant course fees to be paid on behalf of the student by their employer or another third party (if applicable).
6. Australian Polytechnic Institute will maintain arrangements for the protection of any fees paid in advance in accordance with 7.3 of the Standards for RTOs 2015 and the NSW Fee Administration Policy.

3. Fee Payment Arrangements

1. Australian Polytechnic Institute will not charge students over \$1,500 of pre-paid fees (paid in advance and exceeding \$1500).
2. Australian Polytechnic Institute implements a fee payment plan and will only collect upon enrolment a non-refundable enrolment administration fee of \$500 and the first instalment of the tuition fee.
3. Tuition fees are broken into instalment payment plans to ensure students do not pre-pay fees over \$1,500. Schedule of the payment plans are outlined in the student enrolment forms.
4. Fees must be paid in full before certification will be issued.
5. If payment instalment / arrangements are in place, and a payment becomes overdue and remains unpaid for a period in excess of 14 days, Australian Polytechnic Institute reserves the right to suspend the clients' learning or assessments (or both) until all fee payments are up-to-date.
6. Flexible payment arrangements, such as instalments, credit card, and direct debit, cheques and EFT remittance are acceptable to accommodate the diverse financial situations of clients.

4. Outstanding Student Fees

1. Non-payment of fees by the due date for continuing enrolments will result in suspension of training. Australian Polytechnic Institute will notify all parties in writing of suspension. Once payment has been finalised, parties will be notified of the recommencement of training.
2. Australian Polytechnic Institute will charge a recommencement fee for any suspended training to cover administration cost.
3. Australian Polytechnic Institute will not issue SOAs or Certificates if training fees are outstanding.
4. Australian Polytechnic Institute will inform students of its process for the recovery of outstanding student fees prior to enrolment through the Fee Administration and Refund Policy.

5. Refund Policy Principles

1. Details of Australian Polytechnic Institute Fee Administration and Refund Policy are publicly available to prospective students and employers (if applicable), staff and existing students and employers (if applicable).
2. Australian Polytechnic Institute will make students aware of the refund policy prior enrolment.
3. With regard to all withdrawal of training, Australian Polytechnic Institute will first encourage a client to continue training or provide other options such as enrolling to another course date, prior to processing refund applications.
4. All refund requests made to Australian Polytechnic Institute must be done in writing via the Refund Request Form. Australian Polytechnic Institute will only acknowledge, and review requests based on information provided through the form. Exemptions are made to mitigating circumstances, provided there are supporting evidence documents.
5. No refunds will be issued for cancellations outside of the Refund Period.
6. For refund applications within the Refund Period, the Refund Request Form must be received by Australian Polytechnic Institute, within the Refund Period. A refund of the course fee, less the applicable Administrative Fees will only be issued if all above criteria have been met and the student has no previous outstanding monies with the Australian Polytechnic Institute.
7. Australian Polytechnic Institute requires written notification of withdrawal from training; this may be via letter, email or the completion of the Course Cancellation Request Form. Refund will be assessed upon receipt of the request. Statement of fees that includes all fees applied and any fees refunded (if applicable) will be provided where a student withdraws from training.



8. Australian Polytechnic Institute will process refund requests within 1 week from the day of receipt. The reimbursement procedure may take up to 4 weeks.
9. Australian Polytechnic Institute will charge an Administration Fee of \$500 to cover administration costs.
10. All refunds will be paid to the person or organisation that originally paid the fees.
11. Australian Polytechnic Institute does not provide refund where:
 - a. A client has commenced their course/unit
 - b. There are changes to work hours
 - c. Moving interstate
 - d. Student leaves before full course completion and does not complete qualification after assessment
 - e. Recognition resources and services have been supplied to the client.
12. Australian Polytechnic Institute may provide consideration for refund for students who have commenced training with the discretion of the CEO/General Manager.
13. Australian Polytechnic Institute does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
14. Australian Polytechnic Institute provides a full refund to all clients, should there be a need for Australian Polytechnic Institute to cancel a course. In the first instance, Australian Polytechnic Institute will (where possible) provide an opportunity for the client to attend another scheduled course. If Australian Polytechnic Institute cancels a course, clients do not have to apply for a refund; Australian Polytechnic Institute will process the refunds automatically.
15. Refunds for cancellation of enrolments and other conditions are granted based on the refunds table in the annex of this policy.

6. Cooling Off Period

1. Upon receipt of enrolment fees, prior to commencement of training, there is a 7-day cooling off period.
2. During this period, enrolment is processed, and training plan is developed for the student. At the end of the cooling off period, students will receive access to the learner portal, course resources and their training plan.
3. Within the cooling off period, students can withdraw from the course without providing any reason or evidence, and receive a full refund of fees paid, less the non-refundable enrolment administration fee.
4. Students may waive the cooling off period if they wish to start their course before the cooling off period ends.
5. Once students start the course, receive access to the learner portal and the course resources, the first instalment paid is no longer refundable.

RESPONSIBILITIES

1. Compliance, monitoring and review

- 1.1. The CEO or Nominee of Australian Polytechnic Institute has overall responsibility to ensure that collection of course fees and facilitation of refund requests for all NRT courses offered by Australian Polytechnic Institute are processed in accordance with the regulatory standards. This includes:
 - 1.1.1. Ensuring that this Policy is reviewed and revised accordingly to maintain compliance against relevant regulatory and industry standards,
 - 1.1.2. Ensuring that the Refund Procedure and corresponding implementation systems and tools comply with the Policy requirements, and
 - 1.1.3. Ensuring that all relevant staff facilitates fee administration and refund in accordance with the Fee Administration and Refund Policy and Procedures
- 1.2. The practical application of this Policy, including the activities and tasks associated with fee administration and refunds can be delegated to other persons, including:
 - 1.2.1. Ensuring all fee information provided to clients are accurate
 - 1.2.2. Ensuring that fee schedules meet the fee protection requirements as stipulated in the Standards.
 - 1.2.3. Ensuring that all refunds are processed in compliance with regulatory requirements.



1.2.4. Ensuring that current and accurate information about fees and refunds are readily available to all students.

1.3. All practices for issuing administering fees and refunds are monitored by the Administrative Team and the General Manager of Australian Polytechnic Institute. Areas for improvement identified are lodged in the Continuous Improvement Register, reviewed and acted upon.

2. Reporting

2.1. All staff responsible for tasks related to administering fees and refunds will report opportunities for improvement to the General Manager. This includes:

- 2.1.1. Staff receiving enquiries about course fees
- 2.1.2. Staff receiving payments for course fees and other fees
- 2.1.3. Staff receiving refund requests
- 2.1.4. Staff releasing refunds

2.2. All fee administration and refund activities are reported to the General Manager at the end of each specified reporting cycles.

3. Records management

3.1. Staff must maintain all records relevant to administering this Policy in using the prescribed filing system in the Procedure document.

3.2. Fee administration and Refund records are treated as confidential and only shared with authorised personnel or to meet regulatory reporting requirements unless explicit permission from the learner is obtained.

DEFINITIONS

1. **SRTOs 2015** means Standards for Registered Training Organisations (RTOs) 2015.
2. **ASQA** means Australian Skills Quality Authority.
3. **NRT** means Nationally Recognised Training.
4. **Cooling off period** means a period of time after receiving the payment where the payee can change their mind without incurring penalties against pre-paid fees
5. **Pre-paid fees** mean fees that are collected before the relevant services have been provided

RELATED LEGISLATION AND DOCUMENTS

1. References

- Standards for Registered Training Organisations (RTOs) 2015: <https://www.legislation.gov.au/Details/F2019C00503>
- Users' guide to Standards for RTOs 2015: <https://www.asqa.gov.au/standards/enrolment>

2. Related Policies

- Enrolment Policy
- Complaints and Appeals Policy
- Continuous Improvement Policy

3. Related Procedures

- Refund Procedure
- Complaints Procedure
- Appeals Procedure

Fee Administration and Refund Policy



- Continuous Improvement Procedure

4. Forms and Supporting Documents

- Enrolment Form
- Course Cancellation Request Form
- Continuous Improvement Register
- Refund Request Form
- Fees and Charges Sheet
- Refund Request Register

FEEDBACK

AuPI staff and learners may provide feedback about this document by emailing info@aupi.com.au.

REVISION HISTORY

Implementation Date	Version Number	Amendment Details
1 January 2023	1.2	Minor changes with no impact on the previous fees and charges.