

FEE ADMINISTRATION AND REFUND POLICY

RELEVANT STANDARD(S):

Standards for Registered Training Organisations (RTOs) 2015	<i>Standard 5</i> - Clause 5.1-5.4 <i>Standard 7</i> - Clause 7.3
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PURPOSE

Train2Care adheres to the relevant compliance and legislative frameworks such as the Standards for Registered Training Organisations (SRTOs 2015). As such, Train2Care will provide transparency in the application and administration of fees and charges including refund and will put in place a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate application and administration of fees and handling of client refunds.

POLICY PRINCIPLES

Train2Care implements fair and reasonable refund practices and transparent and process for fee application and administration. Train2Care 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 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

Fee Administration Policy Principles

Fee Information

1. Train2Care 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. Train2Care will ensure that the fee 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, Train2Care 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 Train2Care.

Fee Administration

1. Train2Care will only charge fees for accredited training in accordance to the fee information published and provided to the prospective student and the Fee Administration and Refund policy.
2. Train2Care will retain accurate course fee payment, waiver, exemption or refund record for each student.
3. Train2Care will require payment prior commencement of training as well as pre-payment plans for students.
4. Train2Care will apply standard student fees for Fee-for-Service (FFS) students.
5. Train2Care will allow participant course fees to be paid on behalf of the student by their employer or another third party (if applicable).
6. Train2Care 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.

Fee Payment Arrangements

1. Train2Care ensures that its financial practices promote the protection of fees (paid in advance and exceeding \$1500) made by any student. Train2Care will only adhere to the accepted fee protection measure to protect fees in excess of the threshold fee amount of \$1,500 as stated in Schedule 6 of the Standards for RTOs.
2. Train2Care implements a fee payment plan and will only collect upon enrolment a non-refundable enrolment administration fee of **\$200** 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 and fees and charges schedule.
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, Train2Care 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.

Outstanding Student Fees

1. Non-payment of fees by the due date for continuing enrolments will result in suspension of training. Train2Care will notify all parties in writing if suspension. Once payment has been finalised, parties will be notified of the recommencement of training.
2. Train2Care will charge a recommencement fee for any suspended training to cover administration cost.
3. Train2Care will not issue SOAs or Certificates if training fees are outstanding.
4. Train2Care will inform students of its process for the recovery of outstanding student fees prior to enrolment through the Fee Administration and Refund Policy.

Refund Policy Principles

1. Details of Train2Care Refund Policy are publicly available to prospective students and employers (if applicable), staff and existing students and employers (if applicable).
2. Train2Care will make students aware of the refund policy prior to enrolment.
3. With regard to all withdrawal of training, Train2Care 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 must be done in writing via the **Refund Request Form**. Train2Care will only acknowledge, and review requests based on information provided through the form. Exemptions are made to mitigating circumstances, provided there are supporting evidences.
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 Train2Care, 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 Train2Care.
7. Train2Care requires written notification of withdrawal from training; this may be via letter, email or the completion of the **Withdrawal from Training 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. Train2Care will process refund requests within 1 week from the day of receipt. The reimbursement procedure may take up to 4 weeks.
9. Train2Care will charge an Administration Fee of **\$200** to cover administration costs.
10. All refunds will be paid to the person or organisation that originally paid the fees.
11. Train2Care 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. Train2Care may provide consideration for refund for students who have commenced training with the discretion of the CEO/Manager.
 13. Train2Care does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
 14. Train2Care provides a full refund to all clients, should there be a need for Train2Care to cancel a course. In the first instance Train2Care will (where possible) provide an opportunity for the client to attend another scheduled course. If Train2Care cancels a course, clients do not have to apply for a refund; Train2Care 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.

MONITORING AND IMPROVEMENT

The Train2Care Administration Coordinator / Manager is responsible for ensuring compliance with this policy. The Administration Team of Train2Care will process refund requests.

Train2Care's CEO and/or Administration Coordinator is responsible for all continuous improvement processes in relation to the fee administration and refund policy and procedure and ensuring all staff, including those from the third party providers are complying with the provisions of this policy.

Annex
Train2Care Refunds Table

1. Train2Care Refunds for enrolments are subject to the following refund formula.
2. "Refund Period" – **7 calendar days** from the student's commencement date.

Refund Type	Description	Notification Requirements	Non-refundable fee	Refund
Enrolment cancellation / withdrawal from training within the "refund period"	-For all individual units NOT commenced and -For all individual units commenced	-In writing, within the refund period	\$200 administration and processing fee	-Full refund less the administration and processing fee -Future payments maybe cancelled for students under payment plans
Withdrawal from Course beyond the refund period "Withdrawal outside the refund period"	Withdrawal from Training - for all individual units commenced/attended/ completed from within the qualification /Accredited course	-In writing, any day beyond the "refund period"	\$200 administration and processing fee	-No refund or -In some cases, upon the discretion of the company, the calculated refund less the administration and processing fee
RPL / Credit Transfer	Where recognition of prior learning and/or credit transfer has been granted after enrolment	N/A	\$200 administration and processing fee	-No refund
Course Cancellation	Cancellation of a course by the RTO (for any reason)	N/A	\$200	Full refund or enrolment to a different qualification
Withdrawal – "not of their own accord"	Where training ceased due to RTO closure	N/A	\$200 administration and processing fee	Full refund or referral to a different service provider

VERSION CONTROL

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
04/05/2020	Policy Creation	360RTO Solutions	v. 1.0	27/04/2021	27/04/2022
04/05/2020	Updated document to include RTO code and ABN	360RTO Solutions	v. 1.0	27/04/2021	27/04/2022
07/11/2022	Reviewed and updated for validity and currency	Training Manager	v. 1.0	07/11/2022	07/11/2023
07/02/2023	Updated Fee Payment Arrangements to include fees and charges schedule. Updated refunds table to allow for 7 calendar days from the student's commencement date instead of enrolment date.	Training Manager	v. 2.0	07/02/2023	07/11/2023
08/08/2023	Updated contact details and address	Training Manager	V. 2.1	08/08/2023	08/08/2024