



Fees and Refunds Policy and Procedure

Policy

CELA is committed to the application of sound financial management practices in the operation of its training and assessment services.

Students that are enquiring or have enrolled in the RTO have access to clear and succinct information on fees payable and refunds allowable.

Scope of Policy

All clients of the RTO.

The Fees and Refund Policy and Procedure apply to the RTO operations. A separate policy for CELA exists.

Procedure

- ▶ All monies received by CELA shall be receipted and copies maintained in student files.
- ▶ All monies receipted shall be entered into CELA's accounting software, maintained by the Accountant.
- ▶ The CEO shall ensure that a Certified Practising Accountant certifies CELA's Annual record of accounts at least annually.
- ▶ The Accountant is responsible to ensure that all financial monitoring, accountability and compliance requests by the National VET Regulator or other authority are first reported to the CEO and then responded to in a prompt manner.

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- ▶ Students enrolling in the RTO must complete the current enrolment form and provide payment details or request for invoice outlining the amount to be charged. If on receipt, this amount is incorrect, the student will be contacted by phone and/or email to confirm the correct amount and provided with additional information if required.
- ▶ All those making a payment will be provided with a receipt of payment by the finance team of CELA. This is provided via email and/or mail. If a workplace has paid for a student, the name of the participant/s will be displayed clearly.
- ▶ Amount payable on enrolment generally will not exceed \$1500. Any prepaid fees in advance by an individual student shall be protected through an unconditional financial guarantee from Westpac Banking Corporation.
- ▶ An up-to-date 'Fee Schedule' will be maintained at all times. The document is available on Padlet (Online Resource Library) and the CELA website.
- ▶ All fees and charges must be approved by the CEO and/or Executive Officer, Professional Learning prior to their publication, quotation to clients or tender submission.
- ▶ Any reasons for discounts or exemption from fees are to be noted on the receipt and/or placed on file.
- ▶ Where a refund has been granted, the amount, date and reason for the refund are to be noted on the student's file on Wisenet.
- ▶ The RTO Manager and staff shall ensure that the following fee information is provided to each client prior to their enrolment:
 - » the total amount of all fees including course fees, administration fees, materials fees and any other charges;
 - » payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
 - » the nature of the guarantee given by CELA to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
 - » the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
 - » details of CELA's refund policy.

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Related Policies & Procedures

- ▶ Financial Management

Refunds

- ▶ All requests for refunds must be made in writing and responses made in writing. Records must be kept of this communication.
- ▶ For workshop sessions, CELA will not refund fees paid in advance unless training cancellation is provided with at least seven (7) days' notice in writing. If notice is provided in less than seven (7) days, an administration cost will be applied to \$10 per booking. If the student does not attend on the day of training, no money will be refunded.
- ▶ For enrolments in full qualifications, a full refund will be provided if the student cancels one month prior to commencement of the qualification and returns all materials provided undamaged.
- ▶ For self-paced courses, where the student has accessed Moodle (e-Learning Platform) and completed at least 1 activity of a Module, no refund will apply.
- ▶ For self-paced courses, where the student has not accessed Moodle or not completed at least 1 activity of a Module, a refund may apply at the discretion of the Executive Officer, Professional Learning.
- ▶ CELA will provide a full refund if CELA cancels a course. The refund will be provided to the Payee within 7 days of this notice being provided. If a course is cancelled CELA will provide options and alternatives for future training.
- ▶ If students are unable to attend a face-to-face workshop or a unit of competency delivered by distance, a replacement student may be substituted without cost. Notice of this must be provided within three (3) days of the start of the course in writing (via email). For changes made between three days and the day of training, an administration fee of \$20 will apply.
- ▶ No refund is available to students who remain enrolled and do not progress. Enrolments in a course are open for 12 months before the student is cancelled from study.
- ▶ Prepaid Fees Protection: If CELA is unable to provide services for which the student has prepaid, the student will:
 - ▶ be placed into an equivalent course such that:
 - » the new location is suitable for the student, and
 - » the student receives the full services for which they have prepaid at no additional cost to the student or
 - » be paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.