

Contents

Purpose.....	1
Definitions	1
Policy	2
1. Information about fees and charges	2
2. Fees and charges for Skills First students.....	3
3. Course fee inclusions	5
4. Payments.....	5
5. Refunds.....	6
6. Refund Application Process.....	8
7. Recording and payment of refunds	8
8. Refunds Matrix.....	9
9. Publication	9
Procedures	9
1. Payment Agreement.....	9
2. Making Payments	11
3. Additional Fees	12
4. Overdue Fees	13
5. Refunds.....	14
6. Processing Refunds.....	14
7. Non-Refundables	15
8. Publishing fees and refund information	15
Document Control.....	15

Purpose

The purpose of this policy and procedure is to outline The REIV's approach to managing fees and refunds and to demonstrate how fees paid in advance are protected by The REIV.

Along with other policies and procedures, this contributes to ensuring compliance with AQTF Condition 5 & Element 2.3 and VRQA Guideline 1.3.

Additionally, REIV is contracted by the Victorian Department of Education and Training to provide funded nationally recognised training to Eligible Individuals under the Victorian Skills First Program. This policy and procedure contributes to compliance against the Contract and in particular, the Guidelines about Fees issued by the Department.

Definitions

AQTF means the AQTF Essential Standards of Continuing Registration 2010

Contract means the Standard VET Funding Contract for the Skills First Program issued by the Department.

Course Expiry Date means the date it is anticipated that all training and assessment including resubmissions will be completed and submitted to REIV. *For Agents Representative* course, this is 3 months from course commencement and for enrolments after 3rd June, expiry is 3rd September 2021. For *Certificate IV and Diploma* enrolments this is 10 months from the course start date, for those delivered via traineeships it is 12 months.

Course Start Date means the date on which training commences for the student. *For Agents Representative students via our online learning portal* this is the date the student receives access to learning materials. For *Certificate IV and Diploma* students this is the course commencement date.

SC5-SF: Fees and Refunds

Policy & Procedures

Department means the Victorian Department of Education and Training.

Eligible Individual means an individual who is eligible for government subsidised training in accordance with the eligibility requirements set out in the VET Funding Contract and related guidelines

Payee (Fee Payer) means the nominated payer of a student's course fees, usually either the student or the employer paying on behalf of the student.

Materials Fee means an amount that either fully or partly covers the cost of materials for the course.

Skills First means the Skills First Program funded by the Department.

Skills First Student has the same meaning as Eligible Individual.

Tuition Fee means the amount that REIV charges for government funded students under the Skills First program for a course based on the rules issued by the Department.

VRQA Guidelines means the VRQA Guidelines for VET Providers 2019

VRQA means Victorian Registration & Qualifications Authority, the state VET regulator and REIV's registering body

Policy

Information about fees and charges

- REIV protects the fees that are paid in advance by individual students, by not requiring the student to pay more than \$1,000 in advance for services not yet provided prior to course commencement and no more than \$1,500 during their course. Where necessary, fees will be paid off during the course in instalments according to a set payment plan.
- Fee information relevant to a course is outlined in detail on the *Student Agreement & Individual Statement of Fees* as well as the *Statement of Fees* and summarised on The REIV website. Detailed information is provided prior to enrolment.
- Fee information includes:
 - All costs for the course including any materials or administration fees.
 - Payment terms
 - Miscellaneous fees
 - Refund information
 - Fees for Skills First programs in line with the Department's Guidelines about Fees.
- The *Statement of Fees* and the *Student Handbook* (including the Traineeship Handbook for Trainees) which are provided prior to enrolment, includes information about where this Fees and Refunds Policy and Procedure is located on the REIV website and informs the student of their consumer rights. Students are asked to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.
- Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable. Employers may nominate to pay the full fees, as initially invoiced.

Fees and charges for full fee paying students

- Tuition Fees for full fee paying students are set annually by REIV Management. Fees may be reviewed and changed outside the annual review.
- Students paying fees will be required to pay a \$1000 deposit at the time of enrolment and a payment plan will be implemented. The payment plan may be in the form of credit card deductions, invoices per month or as a direct payment plan set up through Ezidebit (or its' successor).
- Students are responsible for the agreement between Ezidebit (or its' successor) and their enrolment. The REIV will not become involved in any dispute which may arise between the two parties because of payment default.
- All course materials are covered in the tuition fee.
- The published Tuition Fees are subject to change and are determined by RTO Management.
- RPL Fees will be charged as published on the REIV website.
- Fees will be charged for any extension requests by the employer or the student.
- Students may apply to have their course deferred at no extra cost.
- Fees for traineeships are expected to be the responsibility of the employer. REIV will actively encourage the employer supports the trainee and pays for fees. Employers may set up a payment plan for the payment of fees, including those who are charged under the VET Funding Contract; Skills First.

Fees and charges for Skills First students

Tuition Fees

- Tuition Fees for Skills First government funded students are set in accordance with the Guidelines about Fees issued by the Department. Tuition fees are payable for all courses delivered under the Skills First Program
- The REIV does not apply a Materials Fee in addition to tuition fees. All course materials are covered in the tuition fee.
- Where a unit is to be completed by RPL for a Skills First student, the relevant RPL Tuition Fee applies for those relevant unit/s.
- The published Tuition Fees for Skills First students are subject to change given individual circumstances at enrolment.
- A fee is charged for any extensions requested by the employer or the student.
- Students may apply to have their course deferred at no extra cost.

Concessions

- Concession fees apply to Skills First students who enrol in a course at Certificate IV level or lower and can provide evidence of entitlement to concession.
 - To be eligible for concession rates, the student must, on the date of enrolment:

SC5-SF: Fees and Refunds Policy & Procedures

- Be a holder of a current Commonwealth Health Care Card or a spouse or be a dependent child of a card holder
- Be a holder of a Pensioner Concession Card or be a spouse of, or a dependent child of a card holder
- Be a holder of a Veterans Gold Card
- The relevant and current card must be sighted, and a copy retained by The REIV administration staff as part of enrolment and prior to training commencing. A grace period will be made available to students to provide proof of concession up to 30 days after training commences. If this grace period is applied the concession must be valid at the time training commenced.
- Concession fees will be 20% of the normal Tuition Fee. Concession rates are only applied to Tuition Fees and do not apply to other fees such as materials fees.
- Concession fees will also apply to students who are Aboriginal or Torres Strait Islander and students that enrol under the Asylum Seeker VET program, enrolling at any Certificate IV level course or below.
- Job Service agencies referring Job Seekers to participate in a Skills First course with The REIV will be required to pay the difference between the normal Tuition Fee and the Concession Fee if the Job Seeker is eligible for concession.

Tuition Fee Waivers

- Tuition Fee waivers will be granted to the following individuals, meaning that no Tuition Fees need to be paid for these students:
 - A student who is from the Judy Lazarus Transition Centre (as a prisoner within the meaning of the Corrections Act 1986).
 - A student who is required to undertake the course pursuant to a community-based order made under the Children, Youth and Families Act 2005.
- Tuition fee waivers may be applied in accordance with the VET funding contract and the REIV are eligible to approve a fee waiver. Part C of the VET funding contract is to be reviewed when a determination about application of a fee waiver is to be made.
- Tuition fee waivers as outlined above will only be granted where The REIV is provided with the appropriate evidence as required by the Department, and all students will be advised to contact the Business Licencing Authority to confirm that they meet the eligibility requirements for working in the Real Estate Industry.

Statement of Fees

- All Skills First students will receive a copy of their *Student Agreement (downloadable from the REIV website)* & *Individual Statement of Fees* prior to enrolment which is an individualised quote for the course they are enrolling in. This will include:
 - the code, title and currency of the training product in which the student is to be enrolled
 - the training and assessment, and related educational and support services The REIV will provide to the student including the:
 - estimated duration
 - expected locations at which training, and assessment will occur

- expected modes of delivery
- the hourly tuition fees relevant to the individual enrolment taking into account of any applicable concessions or waiver/exemptions
- the approximate value of the government contribution expressed in dollars, and
- any other applicable fees, such as student services, amenities, goods or materials.

Course fee inclusions

- Course and tuition fees include:
 - All the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. However, in the case of a fee for service student failing to achieve a satisfactory outcome after the allotted three attempts, they will be required to re-enrol in the unit and pay the unit fee to receive further training and assessment. This fee is \$300 and is outlined in the miscellaneous fees on website.
 - Access to LMS materials for each student unless otherwise stated on the Course Outline.
 - Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion). Re-issuance or additional copies of these documents will attract a fee of \$60 for the testamur and \$30 for the statement of attainment.
- Course and tuition fee exclusions:
 - Any optional textbooks and materials that may be recommended but not required to complete a course.
 - Stationery such as paper and pens.
 - Re-assessment fees if required, as outlined above.
 - Re-issuance fees for AQF certification documents, as outlined above.
 - Direct debit setup, transaction and dishonour fees (where applicable).
 - Credit card payment surcharges.
 - Extension fees
 - Addition unit fee for re-attempting a unit of competency after 3 attempts, as outlined above.
- The REIV cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

Payments

- Payments can be accepted by EFTPOS, electronic transfer, credit card or direct debit (Ezidebit payment system or its' successor). Payment plans are usually created for \$500 per fortnight to ensure REIV does not hold more than \$1500 in advance at any time. This may change based on individual requirements, all payment plans must be agreed to before debits commence.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- The REIV reserves the right to suspend the provision of training and/or other services until fees are brought up to date. If after 30 days accounts are still outstanding the following will apply:
 - Access to student portal will be closed.

SC5-SF: Fees and Refunds Policy & Procedures

- Training and assessment services will be suspended.
- Inability to receive credential.
- If after this period, payments have not been received and no alternative arrangements for payment have been made The REIV will withdraw the student and if the student wishes to continue training they will need to re-enrol and fees will apply. All students being withdrawn for a subject and/or program enrolment are reminded that if their enrolment was in a Victorian government subsidised program, such withdrawal will affect their future training options and eligibility for further Victorian government subsidised training.
- CPP41419 Certificate IV in Real Estate Practice and CPP51119 Diploma of Property (Agency Management) fees are paid according to the signed Student Agreement and Statement of Fees.
- The REIV reserves the right to withhold the issuing of Certificate or Statement of Attainment until all fees have been paid.

Deferments

- Students may apply for a deferment once during the lifetime of the enrolled course, for up to 3 months at no cost.
- In the event that a student experiences special circumstances they can apply for deferment, this could include:
 - Major health incident
 - Serious car accident
 - Medical circumstances
 - Family personal circumstances
 - Students struggling with workload because of personal circumstances.
 - Other reasons which align with the definition of personal circumstances.
- A deferment form, obtainable from RTO Administration must be completed and submitted to the Training Manager for approval.
- Deferment may be applied for only once during the lifetime of the enrolled course.
- Deferment will be accepted if the student has clearly provided evidence of Special Circumstances where, due to unforeseen circumstances, they can no longer study for a certain period of time as long as it falls within the course completion period.
- Once approved the student status will be logged as deferred from their course of study.
- The REIV will consider each request to defer and approve on an individual basis.
- the REIV reserve the right to decline an application for deferment.
- Where a payment plan is in place, it will be suspended and recommenced when the deferment period is lifted. The duration of the course will extend for another 3 months, with no further payments required.
- It is the responsibility of the student to contact the REIV before the end of the deferment period.
- The REIV will contact the student one week prior to the deferral period expiring, If the student does respond to the email notification within 7 days, the REIV will commence the withdrawal/cancellation process without further notice.
- If the student wishes to re-enroll into the same course* within 12 months of cancellation, payment of all outstanding tuition fees applies.

SC5-SF: Fees and Refunds

Policy & Procedures

- ***Same Course** – In the event the 'same course' is superseded at the time of re-enrolment, The REIV will recommend enrolment into the most appropriate course, which may or may not be equivalent. The same course may or may not be funded at the time of re-enrolment and tuition fees may differ from that originally paid.

Refunds

Refunds will be paid direct to the student or to the employer where an employer has made the payment. To claim a refund, the student must complete a refund application available from REIV administration, training department upon request. For Government funded students the refund only applies to their portion of fee paid by the student

A full refund will apply where:

- The REIV is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- The REIV needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.

A partial refund will apply where:

- The REIV is required to cancel a course after commencement due to unforeseen circumstances.
- A student enrolled in a full Certificate IV or Diploma qualification will be entitled to the following:
 - a. If an enrolled student withdraws from a course prior to the course start date, the student will be entitled to full refund of the fees paid minus the \$500 administration fee.
 - b. If a student withdraws within 14 calendar days from a course after the course start date, the student will be entitled to 50% of the course fee paid, minus the \$500 administration fee.
 - c. If the student withdraws from a course any later than 14 days after the course commencement date, then the student is not entitled to a refund.
 - d. If the student does not return after an approved deferral period, any fees paid, during the deferment period will be refunded.
- Students with payment plans in place who formally withdraw from units or exit a course within refund timeframes, and where fees have been only partially paid at point of withdrawal, will have any refunds due calculated based on instalments paid up to the point of the student's formal course exit/unit withdrawal, less any payment plan set-up fees, billing fees or administrative fees incurred as part of the payment plan contract.

Refund in special circumstances:

- Fee refunds for special circumstances (illness, family and personal circumstances) may be agreed upon, on an individual basis, at the discretion of the Training Manager.

Grounds mentioned below will not be regarded as special circumstances and refunds will not be granted:

- Job change
- Change in work hours
- Inconvenience of travel to Institute
- Moving interstate
- Redundancy/retrenchment
- Difficulties keeping up with agreed delivery timeframes

No refund will apply where:

- A student enrolled in a single unit/s withdraws more than 2 days after their course commencement.

SC5-SF: Fees and Refunds Policy & Procedures

- A student enrolled in a full Certificate IV and Diploma qualification has exceeded their course expiry date.
- All attempts have been exhausted, and the student has been deemed not competent in the qualification or unit/s in which they enrolled.
- **RPL fees are non-refundable** including rejection of an RPL application and in the event the RPL outcome is Not Granted
- The REIV has been forced to withdraw the student from their course due to long term outstanding accounts for which payments have not been received and no alternative arrangement for payment has been made.
- The REIV has been forced to withdraw/cancel the student from their course due to non-engagement and/or absenteeism.
- The REIV has been forced to withdraw the student

Refund Application Process

- Students wishing to cancel their course must seek a refund by communicating their decision to the REIV in writing. Students will then be required to complete a Refund form. Students who have not completed a Refund Form are not eligible for consideration for a refund.
- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by The REIV to provide those services.
- Refund decisions can be appealed following our Complaints & Appeals Policy and Procedure.
- In instances where a 3rd party of employer is seeking the refund, they are responsible for communicating to the REIV and completing the Refund Form, available from RTO administration.
- In instances where the REIV is required to cancel a course or make a change to the terms of the student agreement a new agreement cannot be reached, a refund will automatically be granted and processed.
- Students with exceptional circumstances may write to the REIV Training Manager requesting a refund on compassionate grounds.
- A refund will apply for the Tuition Fees paid for any units that have not been commenced.
- Students with payment plans in place who withdraw from units or exit a course outside of refund timeframes are required to continue making payment plan instalments according to the payment plan contract, until the outstanding balance is settled.

Recording and payment of refunds

- Refunds will be paid to the Fee Payer, the person or organisation that made the original payment.
- Refund assessments can be appealed following our *Complaints and Appeals Policy and Procedure*.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.
- A service standard of 10 business days from submitting application for refund is expected.

SC5-SF: Fees and Refunds Policy & Procedures

Refunds Matrix

Timeframes	QUALIFICATIONS CPP41419 Certificate IV in Real Estate Practice CPP51122 Diploma of Property (Agency Management)
Prior to course start	A full refund of fee paid minus the \$500 administration fee
Less than 14 days after the course start date	50% refund of the fee paid minus the \$500 administration fee
More than 14 days after the course start date	No Refund

Publication

- The REIV will publish in a prominent place on its website the following:
 - Standard tuition fees payable for each qualification/ course it offers under the VET Funding Contract, including concession rates and any other fees including but not limited to student services, amenities, goods, materials or administration fees.
 - The following caveat will be displayed with all fees: *The student tuition fees as published are subject to change given individual circumstances at enrolment.*
 - Costs for fee for service programs.
 - This Fees and Refunds Policy.
- Course confirmation email sent to students will include course expiry date

Procedures

1. Payment Agreement

Certificate IV and Diploma enrolments

	Action	Details	Responsibility
1.1	Completing Student Agreement and Individual Statement of Fees	a) All students enrolling in a full qualification will be required to sign a Student Agreement and Individual Statement of Fees at the time of enrolment which outlines the total course fees, payment terms and schedule of fees if applicable. b) A payment of \$1000 or under is required at enrolment, which includes \$500 non-refundable administration fee c) For funded students the remainder of fees are due to be collected directly after commencement	All administration staff

SC5-SF: Fees and Refunds Policy & Procedures

	Action	Details	Responsibility
		<ul style="list-style-type: none"> d) For other enrolments, subsequent payments of \$500 are due each fortnight, or as approved through the ezidebit (or debitsuccess) payment system. e) The subsequent amounts collected and held in advance will be no more than \$1500. 	
1.2	Checking for Concession eligibility	<ul style="list-style-type: none"> a) Concession fees apply to Skills First students who enrol in a course at Certificate IV level and can provide evidence of entitlement to concession. b) Concession fees will be 20% of the normal Tuition Fee. c) Concession rates are only applied to Tuition Fees. d) To be eligible for concession rates, the student must, prior to the commencement of training: <ul style="list-style-type: none"> i. Be a holder of a current Commonwealth Health Care Card or a spouse or be a dependent child of a card holder ii. Be a holder of a Pensioner Concession Card or be a spouse of, or a dependent child of a card holder iii. Be a holder of a Veterans Gold Card iv. The relevant and current card must be sighted by The REIV administration staff e) Individuals who self-identify on their enrolment form as being of aboriginal or Torres Strait Islander decent must be charged the concession fee. 	All Administration Staff
1.3	How to manage concession documents	<ul style="list-style-type: none"> a) Prior to or at commencement of training The REIV administration staff will retain copies of all documentation demonstrating an individual's eligibility for the fee concession granted for audit, review and recordkeeping purposes. b) The copy retained of the original must include the date upon which the original was sighted. c) Where a concession card is presented via a Digital Wallet through a Centrelink Express Plus mobile application, The REIV administration staff must sight and authenticate the card by viewing the card directly through the application on the cardholder's mobile device. Sighting via a screen shot alone, that is emailed or otherwise produced is not satisfactory for audit purposes. d) After staff have viewed the card via the mobile device they must record the following in the Digital Wallet Declaration form. e) Individuals who self-identify as being of aboriginal or Torres Strait Islander decent on their enrolment form, is all that is required. 	All Administration Staff
1.4	Applying concession grace period	<ul style="list-style-type: none"> a) If at enrolment a student wishes to apply for a concession fee, a grace period of 30 days will apply from the anticipated course commencement date to allow the student to provide proof. b) Record on the Student Agreement this condition and detail the difference in fees if proof not provided and charge the student the fee for a non-concession funded student. 	All Administration Staff

SC5-SF: Fees and Refunds Policy & Procedures

	Action	Details	Responsibility
		<p>c) When the student provides the evidence within the grace period staff must ensure the concession was valid at the time of commencement of training and retain documents accordingly.</p> <p>d) Refund the student the difference between the fee charged and the concession fee. Reporting requirements at an individual unit level will need to be changed accordingly.</p>	
1.5	Checking for fee waivers	<p>a) Fee waivers will be granted to Skills First students who provide validly endorsed referral documentation and who:</p> <ul style="list-style-type: none"> ➤ Are from the Lazarus Transition Centre (as a prisoner within the meaning of the Corrections Act 1986) ➤ Is required to undertake the course pursuant to a community-based order made under the Children, Youth & Families Act 2005 ➤ The VET funding contract is checked for any other exemptions and/or waivers. <p>b) Students will also be advised to contact the Business Licensing Authority to confirm that they meet the eligibility requirements for working in the real estate industry.</p>	All Administration Staff
1.6	How to manage fee waiver documents	<p>a) Validly endorsed referral documentation is a form from either the Department of Health and Human Services, the Department of Education & Training, the Department of Justice and Regulation, or a referring agency. A referring agency is defined for this purpose as an organisation that is based in the State of Victoria that currently receives funding or is contracted by the Victorian Government or Commonwealth Government.</p> <p>b) The original referral form is to be retained and a copy is made and provided to the Training Manager</p> <p>c) The original is filed in the student's file for audit and review purposes.</p> <p>d) The copy is returned to the relevant referring agency.</p>	<p>All Administration Staff</p> <p>REIV Training Manager</p>

2. Making Payments

Certificate IV and Diploma

	Action	Details	Responsibility
2.1	Creating documentation and paying deposits	<p>a) The Student Agreement and Individual Statement of Fees are completed at enrolment in consultation with the student.</p> <p>b) For qualification enrolments, deposit fees of \$1000 are to be paid in accordance with the Student Agreement and Individual Statement of Fees.</p>	All Administration Staff
2.2	Collecting subsequent	<p>a) All subsequent payments will be collected fortnightly or as approved through Ezidebit/Debitsuccess.</p>	All Administration Staff

SC5-SF: Fees and Refunds Policy & Procedures

	Action	Details	Responsibility
	payments for fee for service	<ul style="list-style-type: none"> b) If there are fees remaining and the student has completed all training and assessment fees must be paid before credential can be issued c) Balance of payments may be processed through ezidebit (or it's successor) 	
2.3	Collecting subsequent payments for govt. funded.	<ul style="list-style-type: none"> a) The remainder of the fees are due the day after the course commencement date regardless of delivery mode. 	All Administration Staff
2.4	How to process a payment	<ul style="list-style-type: none"> a) The student details, including the course to be enrolled in must be entered into the Student Management System to allow for an invoice to be generated. b) Card payments are processed via the EFTPOS machine in the Training Office and these payments can be organised over the phone. Credit card details must not be kept. c) Students wishing to pay via EFT and direct debit are to be provided with an invoice which contains all the relevant payment details. d) All invoices are retained in the SMS Vettrak, accounts have access to Vettrak and extract payment and invoice reports. e) Students on a payment plan require the payment dates and amounts to be entered Vettrak for processing through ezidebit. 	All Administration Staff
2.5	Payment methods to be accepted	<ul style="list-style-type: none"> a) The REIV accepts the following methods of payment – , credit card, eftpos, direct debit and direct bank transfer. 	All Administration Staff

3. Additional Fees

	Action	Details	Responsibility
3.1	Processing re-assessment fees	<ul style="list-style-type: none"> a) Fee for Service Students seeking re-assessment after exhausting their three attempts will be required to re-enrol in the unit and pay the unit fee. b) Miscellaneous fee form needs to be completed electronically through the REIV website https://reiv.com.au/training/miscellaneous-fees-form c) Once processed and payment confirmed, as outlined in 2.5 above, the award is regenerated. 	All Administration Staff
3.2	Processing re-issuing qualifications payments	<ul style="list-style-type: none"> a) For reissuing of a statement attainment or certificate and transcript, an additional fee will be incurred at the rate provided on the Statement of Fees and Miscellaneous Fees form. 	All Administration Staff

SC5-SF: Fees and Refunds Policy & Procedures

		b) Miscellaneous fee form needs to be completed electronically through the REIV website https://reiv.com.au/training/miscellaneous-fees-form	
--	--	--	--

4. Overdue Fees

	Action	Details	Responsibility
4.1	Student self identifies and wishes to enter into a payment plan	<ul style="list-style-type: none"> a) Students who are experiencing difficulty in paying their fees are invited to call the office to make alternative arrangements for payment during their period of difficulty. b) All communication in relation to these inquiries are to be given to the Training Manager c) After discussion with the student an appropriate plan will be arranged. This is to be communicate to the student via email and the student can continue training. d) Accounts receivable will also be contacted, and they will make appropriate notes against the students file and will adjust dates accordingly. 	<p>All Administration Staff</p> <p>REIV Training Manager Accounts Receivable</p>
4.2	Handling students with overdue fees	<ul style="list-style-type: none"> a) Accounts will be monitored, and a student will be issued with a fee reminder if their account is outstanding after the agreed payment due date. b) Accounts receivable will provide the Training Manager with a list of students with unpaid fees once a month c) Training Manager or delegate will contact student regarding their outstanding account and will remind the student of their obligation and warn them that restrictions will apply if payment is not met. Students who are accessing training via government funding will also be reminded that if they are withdrawn from the program this may affect their ability to access government funding in the future. d) If after 30 days, the account is still outstanding the following will apply until all outstanding accounts are paid <ul style="list-style-type: none"> • Access to student portal will be closed • Training and assessment services will be suspended • Inability to receive credential e) If after 60 days, the account is still outstanding the student will be withdrawn from the course and the student will need to re-enrol if they wish to continue and fees will apply. 	<p>Accounts Receivable</p> <p>REIV Training Manager</p>
4.3	Withholding a Certificate or Statement of Attainment	<ul style="list-style-type: none"> a) The REIV reserves the right to withhold the issuing of certificates until all fees have been paid. b) If a student has failed to pay their full fees and completes a course or withdraws, they will only be entitled to a Statement of Attainment of units assessed to represent the proportion of the fee paid as a percentage of the total course fees. 	All Administration Staff

SC5-SF: Fees and Refunds Policy & Procedures

5. Refunds

	Action	Details	Responsibility
5.1	Refund availability	a) See 7. Refund Matrix of this policy for details	All
5.2	Student applies for refund	a) Students who withdraw from a course need to communicate this to The REIV in writing and they must also complete the Refund Form. Trainees will not require a refund form, but evidence of the withdrawal request must be kept on file. b) In order to apply for a refund, the student must outline the details and reason for their request. c) For trainees who have cancelled their enrolment and the employer paid, the employer must complete a refund application. d) Students who have not communicated their withdrawal in writing are not eligible for consideration of a refund or reduction in fees. e) The outcome of the refund assessment will be provided by email to the student's registered address, outlining the decision and reasons for the decision along with the Refund Form for the student to complete. f) Once this Refund Form is complete, the appropriate adjustment is made in Vettrak saved to the student file..	All Administration Staff
5.3	Refunds where the REIV cancel a course	a) In the instance where The REIV is required to cancel a course due to insufficient numbers or for other unforeseen circumstances, a full refund will be granted. b) Timeframes will dictate how this is communicated to the student; however, the student will be sent an email to their registered address as well as a phone call and they will not be required to complete a refund form.	Training Manager

6. Processing Refunds

	Action	Details	Responsibility
6.1	Authorising a refund	a) Applications for refunds to students must be authorised by the Training Manager	REIV Training Manager
6.2	Cancelling course in student record	a) The student's enrolment is to be cancelled in Vettrak and the course cost adjusted to reflect the approved refund. b) Make the appropriate, course enrolment changes on The Student Management System Fees Paid training commenced – Withdrawn (See EF 1.2 Withdrawal and deferment procedure) Fee Paid no training commenced – Cancelled	All Administration Staff

SC5-SF: Fees and Refunds Policy & Procedures

6.3	Provide paperwork to finance	a) A copy of the refund form is to be provided to finance to process b) Copy of the completed refund form will be retained in the student's file.	All Administration Staff
6.4	Timeframes for refunds	As a service standard it is expected that refunds will be processed and paid within 10 business days from the day the student submits their completed refund form.	All Administration Staff and Finance

7. Non-Refundables

	Action	Details	Responsibility
7.1	Non-refundable	a) Where a request for refund is outside timeframes as detailed in the refund matrix. b) Where a student has exceeded the course expiry date, detailed in the course offer information in The Student Management System. If the student wishes to resume study after this period, they will need to re-enrol and pay applicable enrolment fees. c) Where a student has not achieved the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, including RPL.	All Administration Staff

8. Publishing fees and refund information

Procedure	Responsibility
A. Publishing information on website <ul style="list-style-type: none"> Up-to-date fees information must be published on the organisation's website, in accordance with the Contract. Refer to the Marketing and Advertising P&P for details on the information required to be published on the website. 	Compliance team

Document Control

Document No. & Name:	SC5-SF - Fees and Refunds PP V3
Quality Area:	Students and Clients
Author:	Rushlai Parikh
Status:	Approved
Approved By:	Training Manager

SC5-SF: Fees and Refunds Policy & Procedures

Approval Date:	28 November 2022
Review Date:	29 June 2023
AQTF:	AQTF Condition 5 & Element 2.3 and VRQA Guideline 1.3.
VET Funding Contract:	Clause 5.2, 10.9 Schedule 1: Clause 1.2, 1.5, 4.7, 6, 12.2, 17.4 Guidelines about Fees