

## **RTO Fees and Refunds Policy & Procedure (P19)**

### **Purpose**

This policy covers the obligations of AIFL to have clear policies and procedures for the administration and implementation of course fees and refunds. It outlines how and when fees will be charged for courses, RPL and assessment and how refunds will be processed.

### **Scope**

This policy relates to all fees charged to clients for participation in AIFL courses, materials and other levies.

### **Distribution**

This policy is to be made available to all AIFL staff and students for more information. Pre-enrolment information to clients must include a statement regarding these obligations. Fees and charges information is included on the AIFL enrolment form as well as in other induction materials.

This policy must be filed with other AIFL policies and procedures in a central location.

### **Fee payments**

The Australian Institute of Flexible Learning will accept a wide range of payment methods through our ANZ E-gate facility including:

- Visa
- MasterCard
- Bankcard
- American Express
- Diners Club
- JCB Cards
- Direct Debit

Other methods of payment can be organised with prior arrangements including;

- Invoice (government organisations only)
- Personal, Bank or Business Cheque

### **Fee refund**

Should a claim be made for a fee refund the fee refund process will be prompt, easily understood and readily accessible to clients. The policy will at all times, reflect the current Conditions of Registration for Providers of Vocational Education and any other conditions that may be required from time to time by the Office of Education and Tertiary Education (OTTE).

Should the AIFL cancel a course for any reason, students enrolled at the time the AIFL announce the cancellation will be entitled to a full refund of the fees with no administrative charges or penalties.

If a candidate withdraws from a course before the commencement of the course, full refund of the fees will be made, less a 25% non-refundable deposit.

Once enrolled and the course has commenced, students will not be able to receive a refund.

In the case of a participant who withdrew from a course or program due to illness or extreme hardship, the AIFL may, at its discretion, allow a refund of the fees. The following conditions apply:

- The person concerned must produce a satisfactory evidence of the circumstances of his/her withdrawal, such as medical certificates.
- The person will forfeit the 25% non-refundable deposit
- Withdrawal must take place prior to the expiration of the course

The AIFL will not be obliged under any circumstances to extend the period of a student's enrolment if the student has not completed the program/course in the allocated time. Once the allocated time for a given program/course has ended the student will no longer be given access to the course material. Should a student contact the AIFL prior to course completion of their relevant course time, citing the reasons why they cannot complete the course on time, the AIFL may, at its discretion allow a small extension of time.

Students contacting AIFL after the expiry of the allocated time will be assessed on a case by case basis, however should an extension be given, a minimum of a 50% rebooking fee will be charged, based on current course cost, and discounts will not apply.

The AIFL can arrange an extension of a course at an additional fee.

## Procedure

Official notification of withdrawal from a course should be provided in writing or on the Termination of Course Form (F13). Following verbal notification, a form will be given to the student where they are able to document their reasons for withdrawal. Support will be offered to the student at this point if required. Students may be offered the option of deferral of course if it is a suitable alternative to complete termination.

On receipt of the Termination Notice, the General Manager of the AIFL will assess the application and decide whether or not a refund is due. The student will be advised accordingly and without delay of this outcome. A cheque will be provided if a refund is approved.

The student may also be issued with a Statement of Attainment if assessments have been completed for units of competency within the qualification.

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