

FEE ADMINISTRATION AND REFUND POLICY

RELEVANT STANDARD(S):

<p>Standards for Registered Training Organisations (RTOs) 2015</p>	<p>Standard 5 Chapter 2 - Enrolment - Clause 5.1-5.4</p> <p>Standard 7 Chapter 2 - Enrolment - Clause 7.3</p>
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PURPOSE

Hanrob College adheres to the relevant compliance and legislative frameworks such as the Standards for Registered Training Organisations (SRTOs 2015). As such, Hanrob College 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

Hanrob College implements fair and reasonable refund practices and transparent and process for fee application and administration. Hanrob College will ensure that:

1. prospective students are aware of its fee policies 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 feeds and charges paid by clients, where training and assessment activities have not been delivered

Fee Administration Policy Principles

Fee Information

1. Hanrob College 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. Hanrob College 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:



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- 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, Hanrob College 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 Hanrob College.

Fee Administration

1. Hanrob College 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. Hanrob College will retain accurate course fee payment, waiver, exemption, or refund record for each student.
3. Hanrob College will require payment prior commencement of training as well as pre-payment plans for students.
4. Hanrob College will apply standard student fees for Fee-for-Service (FFS) students.
5. Hanrob College will allow participant course fees to be paid on behalf of the student by their employer or another third party (if applicable).
6. Hanrob College will maintain arrangements for the protection of any fees paid in advance in accordance with 7.3 of the Standards for RTOs.

Fee Payment Arrangements

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

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 students invoice.
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**, Hanrob College 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, direct debit remittance are acceptable to accommodate the diverse financial situations of clients.
7. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course (e.g., an extra three (3) months extension of a course will attract a \$500 fee).

Outstanding Student Fees

1. Non-payment of fees by the due date for continuing enrolments will result in suspension of training. Hanrob College will notify all parties in writing if suspension. Once payment has been finalised, parties will be notified of the recommencement of training.
2. Hanrob College will charge a recommencement fee for any suspended training to cover administration cost.
3. Hanrob College will not issue SOAs or Certificates if training fees are outstanding.
4. Hanrob College 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 Hanrob College Refund Policy are publicly available to prospective students and employers (if applicable), staff and existing students and employers (if applicable).
2. Hanrob College will make students aware of the refund policy prior enrolment.
3. With regard to all withdrawal of training, Hanrob College 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**. Hanrob College will only acknowledge, and review requests based on information provided through the form. Exemptions are made to mitigating circumstances, provided there are supporting evidence.



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5. No refunds will be issued for cancellations outside of the (14 days) after enrolment.
6. For refund applications within the Refund Period, the Refund Request Form must be received by Hanrob College, 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 Hanrob College.
7. Hanrob College 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. Hanrob College will process refund requests within 1 week from the day of receipt. The reimbursement procedure for approved refunds may take up to 4 weeks.
9. A non - refundable administration fee of of \$500 (will be subtracted from any refund granted under the terms and conditions outlined in this policy).
10. All refunds will be paid to the person or organisation that originally paid the fees.
11. Hanrob College 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. Hanrob College may provide consideration for refund for students who have commenced training with the discretion of the CEO/ National Education Manager.
13. Hanrob College does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
14. Hanrob College provides a full refund to all clients, should there be a need for Hanrob College to cancel a course. In the first instance Hanrob College will (where possible) provide an opportunity for the client



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to attend another scheduled course. If Hanrob College cancels a course, clients do not have to apply for a refund; Hanrob College 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 Hanrob College National Education Manager is responsible for ensuring compliance with this policy. The Administration Team of Hanrob College will process refund requests.

Hanrob College's CEO 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

Hanrob College Refunds Table

1. Hanrob College Refunds for enrolments are subject to the following refund formula.
2. "Refund Period" – 14 **calendar days** of the enrolment application 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 Withdrawal from Training Form	\$500 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" Withdrawal from Training Form	\$500 administration and processing fee	- No refund or -In some cases, upon the discretion of the RTO, the calculated refund less the administration and processing fee and units commenced
RPL / Credit Transfer	Where recognition of prior learning and/or credit transfer has been granted after enrolment	N/A	\$500 administration and processing fee	- No refund
Course Cancellation	Cancellation of a course by the RTO (for any reason)	N/A	\$500 administration and processing fee	Full refund or enrolment to a different qualification
Withdrawal – "not of their own accord"	Where training ceased due to RTO closure	N/A	\$500 administration and processing fee	Full refund or referral to a different service provider



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VERSION CONTROL

Version Control Table					
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RTO INFORMATION

RTO INFORMATION	
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