

## Fee Administration and Refund Policy

**Relevant Standards:** *Standards for Registered Training Organisations (RTOs) 2015 Standard 5.3, 7.3*

### Purpose

**Australian Institute of Arboriculture** adheres to the relevant compliance and legislative frameworks such as the Standards for Registered Training Organisations (SRTOs 2015). As such **Australian Institute of Arboriculture** 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

**Australian Institute of Arboriculture** implements fair and reasonable refund practices and transparent and process for fee application and administration. will ensure that:

1. Prospective learners 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 learners, and existing learners;
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. **Australian Institute of Arboriculture** will inform its prospective learners and employers (if applicable) of the full and accurate course fees associated with the training and the refund policy before enrolment.
2. **Australian Institute of Arboriculture** will ensure that the fee and refund policy is accessible to its staff, prospective learners and existing learners. 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, **Australian Institute of Arboriculture** 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 **Australian Institute of Arboriculture**.

### Fee Administration

1. **Australian Institute of Arboriculture** 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. **Australian Institute of Arboriculture** will retain accurate course fee payment, waiver, exemption or refund record for each student.
3. **Australian Institute of Arboriculture** will require payment prior commencement of training as well as pre-payment plans for learners.
4. **Australian Institute of Arboriculture** will apply standard student fees for Fee-for-Service (FFS) learners.
5. **Australian Institute of Arboriculture** will allow participant course fees to be paid on behalf of the student by their employer or another third party (if applicable).
6. **Australian Institute of Arboriculture** 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. **Australian Institute of Arboriculture** will affect financial practices to ensure the protection of fees paid in advance and exceeding the \$1500 for any student. **Australian Institute of Arboriculture** implements fee protection measures as prescribed under Schedule 6 of the Standards for RTOs.
2. **Australian Institute of Arboriculture** implements a fee payment plan and does not collect fees in advance exceeding \$1500 for any student.
3. Flexible payment arrangements / options will accommodate individual circumstances.
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, **Australian Institute of Arboriculture** 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 for a period of three consecutive months for continuing enrolments may result in withdrawal from training. **Australian Institute of Arboriculture** will notify all parties in writing of suspension or intention to withdraw a learner for non-payment of fees. Once payment has been finalised, parties will be notified of the recommencement/continuation of training.
2. **Australian Institute of Arboriculture** will charge a recommencement fee for any suspended training to cover administration cost.
3. **Australian Institute of Arboriculture** will not issue SOAs or Certificates if training fees are outstanding.
4. **Australian Institute of Arboriculture** will inform learners 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 **Australian Institute of Arboriculture** Refund Policy are publicly available to prospective learners and employers (if applicable), staff and existing learners and employers (if applicable).
2. **Australian Institute of Arboriculture** will make learners aware of the refund policy prior enrolment.
3. With regard to all withdrawal of training, **Australian Institute of Arboriculture** 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. **Australian Institute of Arboriculture** requires a written notification to apply for refund; this may be via letter, email or completion of the **Refund Request Form**.
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 **Australian Institute of Arboriculture**, 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 **Australian Institute of Arboriculture**.
7. **Australian Institute of Arboriculture** 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. **Australian Institute of Arboriculture** will process refund requests within 1 week from the day of receipt. The reimbursement procedure may take up to 4 weeks.

9. **Australian Institute of Arboriculture** 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. **Australian Institute of Arboriculture** 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. **Australian Institute of Arboriculture** may provide consideration for refund for learners who have commenced training with the discretion of the CEO/Manager.
13. **Australian Institute of Arboriculture** does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
14. **Australian Institute of Arboriculture** provides a full refund to all clients, should there be a need for **Australian Institute of Arboriculture** to cancel a course. In the first instance **Australian Institute of Arboriculture** will (where possible) provide an opportunity for the client to attend another scheduled course. If **Australian Institute of Arboriculture** cancels a course, clients do not have to apply for a refund; **Australian Institute of Arboriculture** 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 **Australian Institute of Arboriculture** Administration Coordinator is responsible for ensuring compliance with this policy. The Administration Team of **Australian Institute of Arboriculture** will process refund requests.

**Australian Institute of Arboriculture'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 A

### Australian Institute of Arboriculture Refunds Table

1. **Australian Institute of Arboriculture** Refunds for enrolments are subject to the following refund formula.
2. "Refund Period" – 7 calendar days prior to commencement of training

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 learners 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 Australian Institute of Arboriculture, 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 Origin Institute (for any reason)	N/A	\$200 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	\$200 administration and processing fee	Full refund or referral to a different service provider