

FEE ADMINISTRATION AND REFUND PROCEDURE - DOMESTIC

RELEVANT STANDARD(S):

Standards for Registered Training Organisations (RTOs) 2015	Clause 5.3
Education Services for Overseas Students Act 2000	Part 3—Obligations on registered providers <ul style="list-style-type: none"> ▪ Division 2—Tuition fees Part 5—Tuition protection service
National Code of Practice for Providers of Education and Training to Overseas Students 2018	Standard 2 Recruitment of an overseas student: <ul style="list-style-type: none"> ▪ Clause 2.2 Standard 3 Formalisation of enrolment and written agreements: <ul style="list-style-type: none"> ▪ Clause 3.1 – 3.6

Fee Administration and Refund Procedure

PURPOSE	This process serves as the guide and reference document for the fees and payments and refunds processing of High Skilled Training and Education Australia. Changes to this procedure may only be made upon approval of the CEO.
ROLE UNDERTAKING TASK	Enrolment Coordinator, Accounts Team, Administration Team
DOCUMENT UPDATE	03/07/2023

Fees and Payments Procedure

No.	Person/s Responsible	Steps to take
1	Enrolment coordinator	<ol style="list-style-type: none"> (1) Check if International Student Agreement Form has been signed (2) Contact the student or agent to inform the student that the payment cannot be processed (and the enrolment cannot progress) until the signed agreement is received (3) Process payment once signed International Student Agreement Form has been signed
2	Accounts	<p>Processing Payments</p> <ol style="list-style-type: none"> (1) IF PAYMENT IS DONE ONLINE, e.g. via the website, payment is processed automatically, and receipt is sent via email. (2) Transfer the fees received into the corresponding CRICOS bank account within 5 business days of receiving the fees.

3	Accounts	<p>Prepaid fees over 50% of the full course fees</p> <p>(1) Where student has paid fees more than 50% of full course fee, obtain the supporting evidence for the payment (<i>check if the international student agreement form indicates payment of more than 50% or a course duration of less than 25 weeks or less</i>).</p> <p>(2) If no evidence or indication of student or person paying the fees in the international student agreement form, refund the advanced fees paid by the student in excess of 50% of the full course fee.</p>
4	Accounts	<p>(1) Process the payment and notify the Enrolment Coordinator that the enrolment payment has been processed.</p>
5	Enrolment coordinator	<p>(1) Notify the student of their enrolment according to the Enrolment Policy and Procedure.</p>
6	Accounts	<p>For Late Payments</p> <p>(1) Where a student payment is <u>1 DAY LATE</u>, notify student via email with subject heading: Payment Reminder. The email must include a warning that late payments will incur late fees, and failure to pay within the next 14 days may result to the student's enrolment maybe suspended.</p> <p>(2) Where the student payment is still not received <u>7 DAYS</u> from the original due date, notify the student via email with subject heading: 7 Days Late Payment Notification. The email must include a warning that if the payment is still not received within the next 7 days, the student's enrolment may be maybe suspended.</p> <p>(3) Where the student payment is still not received <u>14 DAYS</u> from the original due date, notify the student via email with subject heading: Late Payment Final Notification. The email must include a final warning that if payment is still not paid within the next two days, the student's enrolment will be suspended.</p> <p>(4) Where the student payment is still not received <u>16 DAYS</u> from the original due date, notify the student via email with subject heading: Failure to Pay: Enrolment Cancellation Notification. The email must include notification that the student's enrolment is to be suspended due to failure of payment.</p>

Refunds Procedure

No.	Person/s Responsible	Steps to take
1	Student	(1) Student enquires on process for refund or submit a written request for refund
2	Student Support Services	(1) Advise to make an appointment to discuss the situation with the Compliance Manager where possible. (2) Provide the student with the Withdrawal of Training and Refunds Request Form, Complaints and Appeals Policy and Fee Administration and Refund Policy
3	Student Support Services	(1) Assess refund request and supporting evidence for completeness (2) Forward the request and supporting evidence to the Compliance Manager
4	Compliance Manager	(1) The Compliance Manager/CEO may request an interview with the student. (2) Check the student's eligibility and process/calculate the refund according to the Fees and Administration Policy. (3) Consult with the PEO/CEO as necessary
5	Accounts	<p>Processing Refunds</p> <p>(1) Ensure all refund requirements are completed accordingly:</p> <ul style="list-style-type: none"> a. Refund Request Form, where applicable b. Cancellation fees (may be deducted from remaining credits) <p>(2) Release the refund amount to student's nominated bank account as recorded on the Refund Request Form or to the person specified by the student</p> <p>(3) Once credit is confirmed, send receipt to student via email.</p> <p>(4) File all refund documents to the student's records.</p>

6	Compliance Manager	<p>Reporting Refunds</p> <p>(1) Where a student’s visa is refused, even if there is a compliant written agreement in place or where there is no compliant written agreement in place, give a notice of the outcome of the discharge of obligations in relation to such in PRISMS and the TPS Director within 7 days after the end of the provider obligation period (which is 28 days after the default occurs). The notice will include the following:</p> <ol style="list-style-type: none"> a. whether the provider provided a refund in other cases; b. details of the student the provider provided the refund to; c. details of the amount of the refund provided. <p>(2) In case of provider default provide notice of the outcome of the discharge of obligations in relation to provider default PRISMS and the TPS Director within 7 days after the end of the provider obligation period (which is 14 days after the default day). The notice will include the following:</p> <ol style="list-style-type: none"> a. whether the provider discharged its obligations to the students in accordance with its obligations in case of provider default; b. if the provider arranged alternative courses: <ol style="list-style-type: none"> - details of the students the provider arranged alternative courses for; and - details of the courses arranged; and - evidence of each student’s acceptance of an offer of a place in an alternative course; c. if the provider provided refunds: <ol style="list-style-type: none"> - details of the students the provider provided refunds to; and - details of the amounts of the refunds provided.
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VERSION CONTROL

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
4/05/2021	Document creation	360RTO Solutions	v. 1.0	4/05/2021	
13/06/2022	Removed in-person payments and non-eligibility of refund	360RTO Solutions	v. 1.1		03/07/2023
03/07/2023	Document Review - Added domestic in title	HSTAEA	v. 1.2		03/07/2023

RTO INFORMATION

Document Name	Fee Administration and Refund Procedure v1.2
RTO/Company Name	High Skilled Training and Education Australia
RTO Code	45857
CRICOS Code	04022F
Manager	Administrations Manager