

Title	Fee administration and Refund Policy	Type	<input checked="" type="checkbox"/> POL	<input type="checkbox"/> PRO	<input type="checkbox"/> INS
Section	Quality Assurance	Reference Number	Standard 5		
Endorsement Date	March 2015	Review Date	March 2017		
Version	1.0	Review Personnel	Sarah Watterson		

PURPOSE
The policy has been developed and implemented by Adult Ed to support and provide clear instruction and guidance to course participants and RTO personnel in relation to the fees and charges for products and services offered by Adult Ed, and the processes to be followed in regard to these fees and charges.
SCOPE
This policy is applicable to all operations of Adult Ed Community College.
PRINCIPLES
<p>Adult Ed Community College (RTO ID 6558) is a compliant organisation and takes its obligations under various legislation, standards, and contracts seriously. The organisation has quality assurance mechanisms in place to ensure ongoing compliance and continuous improvement across its operations.</p> <p>Adult Ed Community College complies with Commonwealth and State legislation and regulatory requirements on :</p> <ul style="list-style-type: none"> WH & S Duty of care legislation Workplace harassment, victimisation and bullying Anti-discrimination, including equal opportunity, racial vilification or disability discrimination Prohibited Employment Child Care and Protection Disability Service Standards Fair Work Australia Worker Compensation

Building a better community through quality work skills and lifestyle training

Taxation legislation
Vocational Education and Training
Provision of international education and training services
Apprenticeships and traineeships

POLICY

To satisfy both the VET Regulator (ASQA) and Smart & Skilled requirements, Adult Ed. will/can collect fees up to \$1500 from prospective students prior to commencement.

Any additional fees will be collected after the course begins and MUST be finalised prior to course completion.

If fees are outstanding, no certificate, Statement of Attainment or likewise will be issued to the student until these fees are collected.

If a student requires or requests a payment plan, this can be negotiated on an individual basis based on their circumstances.

There will be no payment plan available for concession fees.

REFUND POLICY

Once we have processed payment for student enrolment, the Adult Ed only issues refunds under the following conditions:

A refund will be made when:

- A course is cancelled by the Organisation
- A student withdraws up to 7 days before the course commences.
- (An administration withdrawal fee applies – currently set at \$25 per course withdrawal).

There are no refunds made after a course has commenced.

While we make every effort to ensure a positive learning outcome, we cannot accept responsibility for the student's own abilities and application.

We cannot be responsible for changes in a student's circumstances. Once a course has commenced there will be no refunds or credit notes issued. If the student is paying their fees via instalment options, any outstanding fees are still required to be paid regardless of the students continuing attendance.

PUBLISHING AND COMMUNICATION

Published March 2015
Reviewed March 2016
Published on website
Fee and Refund Policy is also made available in the Student Handbook

Authorised Officer Position	CEO	Authorised Officer Name	Sarah Watterson
Signature		Date	30 th March 2016