FEE ADMINISTRATION AND REFUND PROCEDURE

RELEVANT STANDARD(S):

[Standards for Registered Training Organisations (RTOs) 2015]()	***Standard 5 | Chapter 2 - Enrolment*** - *Clause 5.1-5.4* ***Standard 7 | Chapter 2 - Enrolment*** - *Clause 7.3*

Fee Administration and Refund Procedure

PURPOSE	This process serves as the guide and reference document for the fees and payments and refunds processing of AAA Training and Tuition. Changes to this procedure may only be made upon approval of the CEO.
ROLE UNDERTAKING TASK	Student Services
DOCUMENT UPDATE	06/10/2025

Fees and Payments Procedure

No.	Person/s Responsible	Steps to take
1	Student Services	Process Payment (1) IF PAYMENT IS MADE IN PERSON, e.g. via EFTPOS, credit card or cash, record payment and issue receipt. Receipt is also sent via email. (2) IF PAYMENT IS DONE ONLINE, e.g. via the website, payment is processed automatically, and receipt is sent via email. (3) Process the payment and notify the Student Services that the enrolment payment has been processed.
2	Student Services	(1) Notify the student of their enrolment according to the Enrolment Policy and Procedure.

3	Student Services	For Late Payments (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. (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. (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. (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.

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 via email or using the Refund Request Form and Withdrawal from Training Form (if applicable)
2	Student Services	(1) Once the Refund Form has been received, contact the student to determine if other options or pathways are suitable. Advise to make an appointment to discuss the situation with the CEO where possible. (2) Provide the student with the relevant policies and forms if not yet accessed (Withdrawal of Training and Refunds Request Form, Complaints and Appeals Policy and Fee Administration and Refund Policy)
3	Student Services	(1) Assess refund request and supporting evidence for completeness

		(2) Forward the request and supporting evidence to the CEO and update the Refund Register
4	Student Services	(1) The 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 CEO as necessary
5	Student Services	(1) IF STUDENT IS NOT ELIGIBLE, notify the student via email providing explanation why the refund is not valid. (2) IF STUDENT IS ELIGIBLE, notify the student via email stating that the refund has been approved and will be processed and reimbursed within 4 weeks from approval.
6	Student Services	Processing Refunds (1) Ensure all refund requirements are completed accordingly: a. Refund Request Form, where applicable b. Cancellation fees (may be deducted from remaining credits) c. Student bank details collected (2) Release the refund amount to student's nominated bank account (3) Once credit is confirmed, send receipt to student via email. (4) File all refund documents to the student's records and notify student services
7	Student Services	Reporting Refunds (1) Update the refunds register with all relevant fields then close the request (2) Lodge any continuous improvement items identified from the refund process using the Opportunity for Improvement form.

VERSION CONTROL

Version Control Table					
Date	**Summary of Modifications**	**Modified by**	**Version**	**Date of Implementation**	**Next Review Date**
11/06/2025	Document creation	AAA Training and Tuition	v. 1.0	28/05/2025	27/05/2026
06/10/2025	Updated contact details	AAA Training and Tuition	v. 2.0	06/10/2025	27/05/2025

RTO INFORMATION

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Document Name	Fee Administration and Refund Procedure v2.0
RTO/Company Name	AAA Training and Tuition
ABN	21 674 238 601
RTO Code	#46396
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