

# SC5.2 Fees and Refunds Policy & Procedures



## Contents

Purpose .....	1
Definitions .....	1
Policy .....	2
1. Information about fees and charges .....	2
2. Fees and charges for Skills First students.....	3
3. Course fee inclusions .....	5
4. Payments.....	6
5. Refunds.....	7
6. Refund Application Process.....	7
7. Recording and Payment of Refunds.....	9
8. Refunds Matrix.....	9
9. Publication .....	9
Procedures .....	10
1. Payment Agreement.....	10
2. Making Payments .....	12
3. Additional Fees .....	13
4. Overdue Fees .....	13
5. Refunds.....	14
6. Processing Refunds.....	15
7. Non-Refundables.....	16
8. Publishing Fees and Refund Information .....	16
Document Control.....	16

## Purpose

The purpose of this policy and procedure is to outline The REIV’s approach to managing fees and refunds and to demonstrate how fees paid in advance are protected by the REIV.

Along with other policies and procedures, this contributes to ensuring compliance with AQTF Condition 5 & Standard 2 – Element 2.3 and VRQA Guideline 1.3.

REIV is contracted by the Victorian Department of Education and Training to provide funded nationally recognised training to Eligible Individuals under the Victorian Skills First Program. This policy and procedure contribute to compliance against the Contract, and particularly the Guidelines about Fees issued by the Department.

## Definitions

**AQTF** means the AQTF Essential Conditions and Standards of Continuing Registration Version 2013.

**Contract** means the Standard VET Funding Contract for the Skills First Program.

**Course Expiry Date** means the date it is anticipated that all training and assessment including resubmissions will be completed and submitted to REIV.

**Course Start Date** means the date on which training commences for the student. For *Certificate IV and Diploma via our online learning portal* this is the date the student receives access to learning materials.

Document name	SC5.2 Fees and Refunds			Reference to AQTF, VRQA, and 2024 Standard VET Funding Contract Skills First Program		
RTO Code	4042	Issue Date	March 2024	Review date	December 2024	Version no 4.1
Document control management – Uncontrolled when printed						Page 1 of 16

# SC5.2 Fees and Refunds Policy & Procedures

**Department** means the Victorian Department of Education and Training.

**Eligible Individual** means an individual who is eligible for government subsidised training in accordance with the eligibility requirements set out in the VET Funding Contract for the Skills First Program.

**Payee (Fee Payer)** means the nominated payer of a student's course fees, usually either the student or the employer paying on behalf of the student.

**Materials Fee** means an amount that either fully or partly covers the cost of materials for the course.

**Skills First** means the Skills First Program funded by the Department.

**Skills First Student** has the same meaning as Eligible Individual.

**Tuition Fee** means the amount that REIV charges for government funded students under the Skills First program for a course based on the rules issued by the Department.

**VRQA Guidelines** means the VRQA Guidelines for VET Providers 2022.

**VRQA** means Victorian Registration & Qualifications Authority, the state VET regulator and REIV's registering body.

## Policy

### Information about fees and charges

- REIV protects the fees that are paid in advance by individual students, by not requiring the student to pay more than \$1,000 in advance for services not yet provided prior to course commencement and no more than \$1,500 during their course. Where necessary, fees will be paid off during the course in instalments according to a set payment plan.
- Fee information relevant to a course is outlined in detail on the Student Agreement & Individual Statement of Fees as well as the Schedule of Fees and summarised on The REIV website. Detailed information is provided prior to enrolment.
- Fee information includes:
  - All costs for the course including any materials or administration fees
  - Payment terms
  - Miscellaneous fees
  - Refund information
  - Fees for programs in line with the Skills First Guidelines about Fees
- The Schedule of Fees and the Student Information Handbook which are provided prior to enrolment, includes information about where this Fees and Refunds Policy and Procedure is located on the REIV website and informs the student of their consumer rights. Students are asked to sign the Student Agreement and Statement of Fees in acknowledgement of the terms and conditions of the enrolment and this policy.
- Where an employer or third-party is paying for a student's course, the REIV requires the payer to provide us with an 'authority to invoice' confirmation by e-mail.

Document name	SC5.2 Fees and Refunds			Reference to AQTF, VRQA, and 2024 Standard VET Funding Contract Skills First Program			
RTO Code	4042	Issue Date	March 2024	Review date	December 2024	Version no	4.1
<i>Document control management – Uncontrolled when printed</i>							<i>Page 2 of 16</i>

# SC5.2 Fees and Refunds Policy & Procedures



- Students who are enrolled under a traineeship program, employers must sign the Student Agreement and Statement of Fees, outlining the total fees, payment terms and schedule of payments applicable as a form of contract between the RTO, employer, and the apprenticeship provider.

## Fees and charges for full fee-paying students

- Tuition Fees for full fee-paying students are set annually by REIV Management.
- Fees are subjected to change outside the annual review.
- Students paying fees will be required to pay a \$1,000 deposit at the time of enrolment and a payment plan will be implemented. The payment plan may be in the form of credit card deductions, invoices per month or as a direct payment plan set up through Ezy pay (or its successor).
- Students are responsible for the agreement between Ezy pay (or its' successor) and their enrolment. The REIV will not become involved in any dispute which may arise between the two parties because of payment default.
- Course materials are covered in the tuition fee.
- RPL Fees will be charged as published on the REIV website.
- Fees will be charged for any course extension requests by the employer, third-party, or student.
- Students may apply to have their course deferred at no extra cost once during their enrolment period. The administration staff may request further documentation to support the deferral request. Outcome will be determined by the RTO Manager and the student will be informed by e-mail or phone call.
- Fees for traineeships are expected to be the responsibility of the employer. REIV will actively encourage the employer supports the trainee and pays for fees. Employers may set up a payment plan for the payment of fees, including those who are charged under the VET Funding Contract.

## Fees and Charges for Skills First Eligible Students

### Tuition Fees

- Tuition Fees for Skills First government funded students are set in accordance with the Skills First Guidelines about Fees.
- The REIV does not apply a materials fee in addition to the tuition fees. All course materials are covered within the tuition fee.
- Where a unit is to be completed by RPL for a Skills First student, the relevant RPL fees applies for those relevant unit/s.
- The published Tuition Fees for Skills First students are subject to change given individual circumstances at enrolment.
- A fee is charged for any course extensions requested by the employer, third-party or the student.

Document name	SC5.2 Fees and Refunds			Reference to AQTF, VRQA, and 2024 Standard VET Funding Contract Skills First Program		
RTO Code	4042	Issue Date	March 2024	Review date	December 2024	Version no 4.1
<i>Document control management – Uncontrolled when printed</i>						<i>Page 3 of 16</i>

## SC5.2 Fees and Refunds Policy & Procedures

- Students may apply to have their course deferred at no extra cost once during the enrolment period. The REIV administration staff may request further documentation to support the deferral request.

### Fee Concessions

- Concession fees apply to Skills First eligible students who enrol in a Certificate IV qualification and can provide evidence of Fee Concession entitlement.
  - To be eligible for concession rates, the student must, on the date of enrolment:
    - Be a holder of a current Commonwealth Health Care Card or a spouse or be a dependent child of a card holder;
    - Be a holder of a Pensioner Concession Card or be a spouse of, or a dependent child of a card holder; or
    - Be a holder of a Veterans Gold Card.
  - The card must be sighted by The REIV administration staff as part of enrolment. The REIV uses a third-party Document Verification Service (DVS) to verify the Concession entitlement. Concession documentation must be valid at the time of enrolment.
  - Concession rates are only applied to tuition fees and do not apply to other fees such as administration fees.
  - Concession fees will also apply to students under the Asylum Seeker VET program, enrolling at any Certificate IV level course or below as per Skills First Guidelines of Fees.
  - Where a Concession Card cannot be verified via a Documentation Verification Service (VDS), the REIV administration staff will complete a Digital Wallet Form to confirm that the evidence has been sighted; however, no Centrelink Customer Reference Number (CRN) will be collected and recorded by the training organisation for privacy and security purposes.
  - After the concession entitlement is confirmed via either a Document Verification Service (DVS) or Digital Wallet Form and there is no longer a business and/or compliance need for their retention, the REIV will dispose any original copies of this documentation.

### Tuition Fee Waivers

- From 1<sup>st</sup> of January 2024, the REIV will not charge a tuition fee to Skills First students who self-identify as being of Aboriginal and Torres Strait Islander descent. The new fee waiver replaces the previous Indigenous Completions Initiative concession.
- Like the previous Indigenous Completions Initiative concession, the REIV must retain a copy of the enrolment form on which the student self-identified as indigenous as evidence of their entitlement.

Document name	SC5.2 Fees and Refunds			Reference to AQTF, VRQA, and 2024 Standard VET Funding Contract Skills First Program		
RTO Code	4042	Issue Date	March 2024	Review date	December 2024	Version no 4.1
<i>Document control management – Uncontrolled when printed</i>						<i>Page 4 of 16</i>

# SC5.2 Fees and Refunds Policy & Procedures

## Statement of Fees

All Skills First students will receive a copy of their Student Agreement and Statement of Fees prior to enrolment which is an individualised quote for the course they are enrolling in. This will include:

- the code, title, and currency of the training product in which the student is to be enrolled in;
- the training and assessment, and related educational and support services The REIV will provide to the student including the:
  - estimated duration;
  - expected locations at which training, and assessment will occur;
  - mode of delivery;
  - the hourly tuition fees relevant to the individual enrolment taking into account of any applicable concessions or waiver
  - the approximate value of the government contribution expressed in dollars; and
  - any other applicable fees, such as student services, amenities, goods, or materials.

## Course Fee Inclusions

- Course and tuition fees include:
  - All the training and assessment required for students to achieve the qualification or course within the expected timeframe as outlined in the Student Agreement and Statement of Fees.
  - Access to REIV Learning Management System unless otherwise stated on the Course Outline.
  - Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion). Re-issuance or additional copies of these documents will attract a fee.
- Course and tuition fee exclusions:
  - Any optional textbooks and materials that may be recommended but not required to complete a course
  - Stationery and personal devices such as laptops, tablets and computers.
  - Microsoft Office licenses, or equivalent.
  - Re-issuance fees for AQF certification documents, as outlined above.
  - Course extension fees.

The REIV cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

Document name	SC5.2 Fees and Refunds			Reference to AQTF, VRQA, and 2024 Standard VET Funding Contract Skills First Program		
RTO Code	4042	Issue Date	March 2024	Review date	December 2024	Version no 4.1
<i>Document control management – Uncontrolled when printed</i>						<i>Page 5 of 16</i>

# SC5.2 Fees and Refunds Policy & Procedures

## Payments

- Payments can be accepted by electronic transfer, credit card or direct debit (Ezypay payment system or its' successor). Payment plans are usually created for \$500 monthly or fortnightly, to ensure REIV does not hold more than \$1,500 in advance at any time.
- Payment plans must be agreed between the RTO and the student or employer/third-party payer before debits commence.
- Students who are experiencing difficulty in paying their fees are invited to call our office to discuss an alternative payment arrangement.
- The REIV reserves the right to suspend the provision of training and/or other services until fees are brought up to date. If after 30 days accounts are still outstanding the following will apply:
  - Access to student portal will be closed.
  - Training and assessment services will be suspended.
  - Inability to receive the credential.
- If after this period, payments have not been received and no alternative arrangements for payment have been made, REIV will withdraw the student and if the student wishes to continue training, they will need to re-enrol. Fees will apply.
- All students being withdrawn for a subject and/or program enrolment are reminded that if their enrolment was in a Victorian government subsidised program, such withdrawal will affect their future training options and eligibility for further Victorian government subsidised training.
- CPP41419 Certificate IV in Real Estate Practice and CPP51122 Diploma of Property (Agency Management) fees are paid according to the signed Student Agreement and Statement of Fees.
- The REIV reserves the right to withhold the issuing of Certificate or Statement of Attainment until all fees have been paid.

## Deferments

- Students may apply for a deferment once during the lifetime of the course for up to 3 months at no cost.
- In the event that a student experiences special circumstances they can apply for deferment, this could include:
  - Major health incident
  - Serious car accident
  - Medical circumstances
  - Family personal circumstances
- An Enrolment Deferral Form, obtainable from RTO Administration must be completed and submitted to the RTO Manager for approval.
- Deferment will be accepted if the student has clearly provided evidence of compassionate and compelling circumstances where, due to unforeseen circumstances, they can no longer study for a certain period of time.

<b>Document name</b>	SC5.2 Fees and Refunds			<b>Reference to AQTF, VRQA, and 2024 Standard VET Funding Contract Skills First Program</b>		
<b>RTO Code</b>	4042	<b>Issue Date</b>	March 2024	<b>Review date</b>	December 2024	<b>Version no</b> 4.1
<i>Document control management – Uncontrolled when printed</i>						<i>Page 6 of 16</i>

## SC5.2 Fees and Refunds Policy & Procedures

- Once approved, the student status will be logged as deferred from their course of study in the Student Management System.
- Where a payment plan is in place, it will remain and recommencement of the course will extend the course duration for another 3 months, with no further payments required.
- It is the responsibility of the student to contact the REIV before the end of the deferral period.
- The REIV will contact the student one week prior to the deferral period expiring, If the student does not respond to the email notification within 7 days, the REIV will commence the withdrawal/cancellation process without further notice.
- If the student wishes to re-enroll into the same course\* within 12 months of cancellation, payment of all outstanding tuition fees applies.

\*Same Course – In the event the ‘same course’ is superseded at the time of re-enrolment, The REIV will recommend enrolment into the most appropriate course, which may or may not be equivalent. The same course may or may not be funded at the time of re-enrolment and tuition fees may differ from that originally paid.

### Refunds

Refunds will be paid direct to the student or to the employer where an employer has made the payment. To claim a refund, the student must contact REIV via e-mail ([training@reiv.com.au](mailto:training@reiv.com.au)) or phone call, where the request will be assessed against the REIV Refund Policy and Procedures. Students will be required to complete a Refund Form. Students who have not completed a Refund Form are not eligible for consideration for a refund. The student should receive an outcome of their request in a reasonable time; where a request has been approved by the RTO Management, the refund should be expected within 7 business days, after the refund request approval notification. In the event REIV cannot meet the timeframe above due to unforeseen circumstances, the student must be informed immediately.

#### ***A full refund will apply where:***

- The REIV is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- The REIV needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.

#### ***A partial refund will apply where:***

- A student enrolled in the Certificate IV or Diploma qualification will be entitled to the following:
  - a. If an enrolled student withdraws from a course prior to the course start date, the student will be entitled to 50% refund of the tuition fee that has been paid upfront.
  - b. If an enrolled student withdraws within 14 calendar days of the course start date, the student will be entitled to 50% of the tuition fees paid upfront.
  - c. If the student does not return after an approved deferral period, any fees paid, during the deferral period will be refunded.

Document name	SC5.2 Fees and Refunds			Reference to AQTF, VRQA, and 2024 Standard VET Funding Contract Skills First Program		
RTO Code	4042	Issue Date	March 2024	Review date	December 2024	Version no 4.1
<i>Document control management – Uncontrolled when printed</i>						<i>Page 7 of 16</i>

## SC5.2 Fees and Refunds Policy & Procedures

- Students with payment plans in place who formally withdraw from units or exit a course within refund timeframes, and where fees have been only partially paid at point of withdrawal, will have any refunds due calculated based on instalments paid up to the point of the student's formal course exit/unit withdrawal, less any payment plan set-up fees, billing fees or administrative fees incurred as part of the payment plan contract. Future payment plans will be cancelled accordingly.

### **Refund in special circumstances:**

- Fee refunds for special circumstances (e.g. illness\*) may be agreed upon, on an individual basis, at the discretion of the RTO Manager. Additional supporting documentation request may apply.

Grounds mentioned below will not be regarded as special circumstances and refunds will not be granted:

- Job change
- Change in work hours
- Inconvenience of travel to the REIV Campus
- Moving interstate
- Redundancy/retrenchment

A full refund will be available for course cancellation by the training organisation or in the event of REIV's closure as an RTO.

### **No refund will apply where:**

- If the student withdraws from a course any later than 14 days after the course start date, then the student is not entitled to a refund.
- A student enrolled in a full Certificate IV and Diploma qualification has exceeded their course or enrolment expiry date as outlined in the Student Agreement and Statement of Fees.
- The student has not engaged with the training and all attempts to contact the student to re-engage have been exhausted.
- The REIV has been forced to withdraw the student from their course due to long term outstanding accounts for which payments have not been received and no alternative arrangement for payment has been made.
- No refund for RPL is applicable for application and fees.

### **Refund Application Process**

Students wishing to cancel their course must seek a refund by communicating their decision to the REIV in writing by e-mail ([training@reiv.com.au](mailto:training@reiv.com.au)) or over the phone. Students will be required to complete a Refund Form.

- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by The REIV to provide those services.
- Refund decisions can be appealed following our Complaints & Appeals Policy and Procedure.
- In instances where a third-party payer or employer is seeking the refund, they are responsible for communicating to the REIV in writing by e-mail or over the phone.

Document name	SC5.2 Fees and Refunds			Reference to AQTF, VRQA, and 2024 Standard VET Funding Contract Skills First Program		
RTO Code	4042	Issue Date	March 2024	Review date	December 2024	Version no 4.1
<i>Document control management – Uncontrolled when printed</i>						<i>Page 8 of 16</i>

## SC5.2 Fees and Refunds Policy & Procedures

- In instances where the REIV is required to cancel a course or make a change to the terms of the student agreement a new agreement cannot be reached, a refund will automatically be granted and processed.
- Students with exceptional circumstances may write to the REIV RTO Manager requesting a refund on compassionate and compelling grounds.
- A refund will apply for the tuition fees paid for any units that have not been commenced.
- Refunds will not be provided for materials fees if the student has received any or all course materials and the non-refundable administration charges.
- Students with payment plans in place who withdraw from units or exit a course outside of refund timeframes are required to continue making payment plan instalments according to the payment plan contract, until the outstanding balance is settled.

### Recording and payment of refunds

- Refunds will be paid to the 'fee payer', the person or organisation that made the original payment.
- Refund assessments can be appealed following our Complaints and Appeals Policy and Procedure.
- A service standard of 7 business days from submitting application for refund is expected.

### Refunds Matrix

Timeframes	Qualifications CPP41419 Certificate IV in Real Estate Practice CPP51122 Diploma of Property (Agency Management)
Prior to course start	50% refund of the tuition fee paid upfront
Less than 14 days after the course start date	50% refund of the tuition fee paid upfront
More than 14 days after the course start date	No refund

### Publication

- The REIV will publish in a prominent place on its website the following:
  - Standard tuition fees payable for each qualification/ course it offers under the VET Funding Contract, including concession rates and any other fees including but not limited to student services, amenities, goods, or administration fees. The following caveat will be displayed with all fees:
  - The student tuition fees as published are subject to change given individual circumstances at enrolment.
  - Costs for fee-for-service programs.

Document name	SC5.2 Fees and Refunds			Reference to AQTF, VRQA, and 2024 Standard VET Funding Contract Skills First Program		
RTO Code	4042	Issue Date	March 2024	Review date	December 2024	Version no 4.1
<i>Document control management – Uncontrolled when printed</i>						<i>Page 9 of 16</i>

# SC5.2 Fees and Refunds Policy & Procedures

- This Fees and Refunds Policy and Procedures.
- Course confirmation email sent to students will include a course expiry date. The course expiry date is the deadline where a student must have submitted all assessment tasks accordingly to their training plan.

## Procedures

### 1. Payment Agreement

#### Certificate IV and Diploma Enrolments (includes Skills First eligible enrolments)

	Action	Details	Responsibility
a)	Completing Student Agreement and Statement of Fees	<ul style="list-style-type: none"> <li>a) All students enrolling in a full qualification will be required to sign a Student Agreement and Statement of Fees at the time of enrolment which outlines the total course fees, payment terms and schedule of fees if applicable.</li> <li>b) A payment of \$1,000 or under is required at enrolment.</li> <li>c) For funded students the remainder of fees are due to be collected directly after commencement as per Individual Statement of Fees signed by the student.</li> <li>d) The subsequent amounts collected and held in advance will be no more than \$1,500.</li> </ul>	All Administration Staff
b)	Checking for concession or tuition fee waiver entitlement	<ul style="list-style-type: none"> <li>a) Concession fees apply to Skills First students who enrol in a course at Certificate IV level and can provide evidence of entitlement to concession.</li> <li>b) Concession fees will be 20% of the normal tuition fee.</li> <li>c) Concession rates are only applied to tuition fees.</li> <li>d) To be eligible for concession rates, the student must, prior to the commencement of training:               <ul style="list-style-type: none"> <li>i. Be a holder of a current Commonwealth Health Care Card or a spouse or be a dependent child of a card holder</li> <li>ii. Be a holder of a Pensioner Concession Card or be a spouse of, or a dependent child of a card holder</li> <li>iii. Be a holder of a Veterans Gold Card</li> <li>iv. The relevant and current card must be sighted by the REIV administration staff. Cards must be valid at the time of enrolment. Centrelink Customer Reference Number (CRN) will not be retained by the RTO for privacy and security reasons, and any originals will be discarded.</li> </ul> </li> <li>e) Individuals who self-identify on the REIV enrolment form as being of Aboriginal or Torres Strait Islander descent will have their tuition fee waived. The new fee</li> </ul>	All Administration Staff

Document name	SC5.2 Fees and Refunds			Reference to AQTF, VRQA, and 2024 Standard VET Funding Contract Skills First Program		
RTO Code	4042	Issue Date	March 2024	Review date	December 2024	Version no 4.1
Document control management – Uncontrolled when printed						Page 10 of 16

# SC5.2 Fees and Refunds Policy & Procedures

	Action	Details	Responsibility
		waiver replaces the Indigenous Completions Initiative concession from 1 January 2024.	
c)	How to manage concession and fee waiver documents	<p>a) Prior to or at commencement of training, the REIV administration staff will require to sight a valid concession documentation in order to verify the concession entitlements through a third-party Document Verification Service (DVS) called 'PharmacyID'. Note that, this transaction records do not include the concession holder's CRN and the documentation sighted will be discarded by the administration staff once there is no business and/or compliance reasons to keep it in our records.</p> <p>b) Where a concession card is presented via a Digital Wallet through a Centrelink Express Plus mobile application, The REIV administration staff must sight and authenticate the card by viewing the card directly through the application on the cardholder's mobile device. Sighting via a screen shot alone, that is emailed or otherwise produced is not satisfactory for audit purposes.</p> <p>c) After staff have viewed the card via the mobile device, they must record the following in the Digital Wallet Declaration Form:</p> <p style="padding-left: 20px;">a. Name of the staff member (Skills First Authorised Delegate);</p> <p style="padding-left: 20px;">b. Date the digital card was sighted; and</p> <p>d) - Name of the cardholder; to verify the concession.</p> <p>e) For fee waiver entitlements in line with the Skills First Fee waiver for students who self-identify as being of Aboriginal and Torres Strait Islander descent, a copy of the Enrolment Form confirming entitlement should be retained in the Student File.</p>	All Administration Staff
d)	Applying concession grace period	<p>a) If at enrolment a student wishes to apply for a concession fee, a grace period of 30 days will apply from the anticipated course commencement date to allow the student to provide proof.</p> <p>b) Record on the Student Agreement this condition and detail the difference in fees if proof not provided and charge the student the fee for a non-concession funded student.</p> <p>c) When the student provides the evidence within the grace period staff must ensure the concession was valid at the time of enrolment as per 2024 Skills First Guidelines for Fees.</p> <p>d) Refund the student the difference between the fee charged and the concession fee. Reporting requirements at an individual unit level will need to be changed accordingly.</p>	All Administration Staff

Document name	SC5.2 Fees and Refunds			Reference to AQTF, VRQA, and 2024 Standard VET Funding Contract Skills First Program		
RTO Code	4042	Issue Date	March 2024	Review date	December 2024	Version no 4.1
<i>Document control management – Uncontrolled when printed</i>						Page 11 of 16

# SC5.2 Fees and Refunds Policy & Procedures

	Action	Details	Responsibility
e)	How to manage other concession documents	a) Validly endorsed referral documentation is a form from either the Department of Health and Human Services, the Department of Education & Training, the Department of Justice and Regulation, or a referring agency. b) A referring agency is defined for this purpose as an organisation that is based in the State of Victoria that currently receives funding or is contracted by the Victorian Government or Commonwealth Government. c) The original referral form is to be retained and a copy is made and provided to the RTO Manager d) The original is filed in the student's file for audit and review purposes. e) The copy is returned to the relevant referring agency.	All Administration Staff  RTO Manager

## 2. Making Payments

### CPP41419 Certificate IV in Real Estate Practice and CPP51122 Diploma of Property

2.1	Creating documentation and payingwit deposits	a) Students will be given the following methods of payment: credit card, direct debit (credit card debit or bank account debit), and bank transfer. b) The Student Agreement and Statement of Fees are completed at enrolment in consultation with the student. c) For qualification enrolments, deposit fees of \$1,000 are to be paid in accordance with the Student Agreement and Individual Statement of Fees.	All Administration Staff
2.2	Collecting subsequent payments for fee for service	a) All subsequent payments will be collected in accordance with the Student Agreement and Statement of Fees and via the selected payment method, as per agreed with the student. b) If there are fees remaining and the student has completed all training and assessment, all fees must be paid before the certificate can be issued. c) Balance of payments may be processed through Ezyppay (recurring direct debit system used by REIV).	All Administration Staff
2.3	Collecting subsequent payments for government funded enrolments	The remainder of the fees are due the day after the course commencement date regardless of delivery mode.	All Administration Staff

Document name	SC5.2 Fees and Refunds			Reference to AQTF, VRQA, and 2024 Standard VET Funding Contract Skills First Program			
RTO Code	4042	Issue Date	March 2024	Review date	December 2024	Version no	4.1
<i>Document control management – Uncontrolled when printed</i>						Page 12 of 16	

## SC5.2 Fees and Refunds Policy & Procedures

2.4	How to process a payment	<p>a) The student details, including the course to be enrolled in must be entered into the Student Management System to allow for an invoice to be generated.</p> <p>b) Card payments are processed via the Student Management System using Ezy pay. These payments can be organised over the phone. Credit card details will not be kept by the REIV in any circumstances.</p> <p>c) Students wishing to pay via EFT and direct debit are to be provided with an invoice which contains all the relevant payment details.</p> <p>d) All invoices are retained in the Student Management System, accounts have access to the system to extract payment and invoice reports.</p> <p>e) Students on a payment plan require the payment dates and amounts to be entered on aXcelerate for processing through Ezy pay.</p>	All Administration Staff
2.5	Payment methods to be accepted	The REIV accepts the following methods of payment: credit card, direct debit (credit card debit or bank account debit), and bank transfer.	All Administration Staff

### 3. Additional Fees

	Action	Details	Responsibility
3.1	Processing re-issuing qualifications payments	<p>a) For reissuing of a statement attainment or certificate and transcript, an additional fee will be incurred at the rate provided on the Statement of Fees and Miscellaneous Fees form.</p> <p>b) Miscellaneous fee form needs to be completed electronically through the REIV website <a href="https://reiv.com.au/training/miscellaneous-fees-form">https://reiv.com.au/training/miscellaneous-fees-form</a></p> <p>c) Once the digital form is received by REIV, the administration staff will create the invoice on Student Management System.</p> <p>d) Once payment is confirmed, the qualification or statement of attainment will be re-issued.</p> <p>e) In the event REIV did not receive the payment with 30 days, the request and invoice will be cancelled from our system.</p>	All Administration Staff

### 4. Overdue Fees

Document name	SC5.2 Fees and Refunds			Reference to AQTF, VRQA, and 2024 Standard VET Funding Contract Skills First Program		
RTO Code	4042	Issue Date	March 2024	Review date	December 2024	Version no 4.1
<i>Document control management – Uncontrolled when printed</i>						Page 13 of 16

# SC5.2 Fees and Refunds Policy & Procedures

	Action	Details	Responsibility
4.1	Student self identifies and wishes to enter into a payment plan	<ul style="list-style-type: none"> <li>a) Students who are experiencing difficulty in paying their fees are invited to call the office to make alternative arrangements for payment during their period of difficulty.</li> <li>b) All communication in relation to these inquiries are to be given to the RTO Manager.</li> <li>c) After discussion with the student an appropriate plan will be arranged. This is to be communicate to the student via email and the student can continue training.</li> <li>d) Accounts receivable will be informed by the Training Administration Team of any changes or new arrangements in place.</li> </ul>	<p>All Administration Staff</p> <p>RTO Manager</p> <p>Accounts Receivable</p>
4.2	Handling students with overdue fees	<ul style="list-style-type: none"> <li>a) Accounts will be monitored, and a student will be issued with a fee reminder if their account is outstanding after the agreed payment due date.</li> <li>b) Accounts receivable will notify the RTO Manager in the event of overdue fees.</li> <li>c) Delegated staff will contact the student regarding their outstanding fees. Student will be reminded of their payment obligations including that restrictions will apply if payment is not met. Students who are accessing training via government funding will be reminded that, if they are withdrawn from the program, this may affect their ability to access government funding in the future.</li> <li>d) If after 30 days, the account is still outstanding the following will apply until all outstanding accounts are paid</li> <li>e) Access to student portal will be closed</li> <li>f) Training and assessment services will be suspended</li> <li>g) Inability to receive the certificate or statement of attainment</li> <li>h) If after 60 days and the REIV did not receive a response from the student and the account is still outstanding, the invoice will be cancelled, and the student withdrawn from the course. The student will be required to re-enrol if they wish to continue. Fees will apply.</li> </ul>	<p>Accounts Receivable</p> <p>RTO Manager</p>
4.3	Withholding a certificate or statement of attainment	<ul style="list-style-type: none"> <li>a) The REIV reserves the right to withhold the issuing of certificates until all fees have been paid.</li> <li>b) If a student has failed to pay their full fees and completes a course or withdraws, they will only be entitled to a Statement of Attainment of units assessed to represent the proportion of the fee paid as a percentage of the total course fees.</li> </ul>	<p>All Administration Staff</p>

## 5. Refunds

Document name	SC5.2 Fees and Refunds			Reference to AQTF, VRQA, and 2024 Standard VET Funding Contract Skills First Program			
RTO Code	4042	Issue Date	March 2024	Review date	December 2024	Version no	4.1
<i>Document control management – Uncontrolled when printed</i>							Page 14 of 16

## SC5.2 Fees and Refunds Policy & Procedures

	Action	Details	Responsibility
5.1	Refund entitlement	See the Refund Matrix of this policy for details.	All
5.2	Student applies for refund	<ul style="list-style-type: none"> <li>a) Students who withdraw from a course need to communicate this to The REIV in writing via e-mail or over the phone.</li> <li>b) In order to apply for a refund, the student must outline the details and reason for their request.</li> <li>c) For trainees who have cancelled their enrolment and the employer paid, the employer must inform the REIV in writing by e-mail.</li> <li>d) Students who have not communicated their withdrawal in writing are not eligible for consideration of a refund or reduction in fees.</li> <li>e) The outcome of the refund assessment will be provided by email to the student's registered address within 7 business days.</li> </ul>	All Administration Staff
5.3	Refunds where REIV cancel a course	<ul style="list-style-type: none"> <li>a) In the instance where The REIV is required to cancel a course due to insufficient numbers or for other unforeseen circumstances such as the closure of the RTO, a full refund will be granted.</li> <li>b) Timeframes will dictate how this is communicated to the student; however, the student will be sent an email to their registered address.</li> </ul>	RTO Manager

### 6. Processing Refunds

	Action	Details	Responsibility
6.1	Authorising a refund	<ul style="list-style-type: none"> <li>a) Applications for refunds to students must be authorised by the RTO Manager.</li> <li>b) REIV requires a completed Refund Form to assess refund applications.</li> </ul>	RTO Manager
6.2	Cancelling a course in the student record	<ul style="list-style-type: none"> <li>a) The student's enrolment is to be cancelled in the Student Management System and the course cost adjusted to reflect the approved refund.</li> <li>b) Make the appropriate, course enrolment changes on the Student Management System.</li> <li>c) Fees Paid training commenced – Withdrawn</li> <li>d) Fee Paid no training commenced – Cancelled (Refer to SC6 Student Administration Policy and Procedures)</li> </ul>	All Administration Staff
6.3	Provide paperwork to Finance	<ul style="list-style-type: none"> <li>a) Once approved, the refund request will be forwarded by email to Finance to process.</li> </ul>	RTO Manager

Document name	SC5.2 Fees and Refunds			Reference to AQTF, VRQA, and 2024 Standard VET Funding Contract Skills First Program		
RTO Code	4042	Issue Date	March 2024	Review date	December 2024	Version no 4.1
<i>Document control management – Uncontrolled when printed</i>						Page 15 of 16

## SC5.2 Fees and Refunds Policy & Procedures

6.4	Timeframes for refunds	As a service standard it is expected that refunds will be processed and paid within 7 business days from the day the student submits their completed refund form.	All Administration Staff  Accounts Receivable
-----	------------------------	---	---

### 7. Non-Refundables

	Action	Details	Responsibility
7.1	Non-refundable	a) Where a request for refund is outside timeframes as detailed in the Refund Matrix. b) Where a student has exceeded the course expiry date detailed in the Student Agreement and Statement of Fees. If the student wishes to resume study after this period, they will need to re-enrol and pay applicable fees. c) Where a student has not achieved the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, including RPL.	All Administration Staff

### 8. Publishing Fees and Refund Information

Procedure	Responsibility
<b>A. Publishing information on website</b> <ul style="list-style-type: none"> <li>Up-to-date fees information must be published on the organisation's website, in accordance with the Contract.</li> <li>Refer to the Marketing and Advertising Policies and Procedures for details on the information required to be published on the website.</li> </ul>	Compliance Team

## Document Control

<b>Document No. &amp; Name:</b>	SC5.2 Fees and Refunds v4.1
<b>Quality Area:</b>	Students and Clients
<b>Author:</b>	Mariana Dyson
<b>Status:</b>	Approved
<b>Approved By:</b>	RTO Manager
<b>Approval Date:</b>	3 April 2024
<b>Review Date:</b>	3 December 2024
<b>AQTF:</b>	AQTF Condition 5 & Element 2.3
<b>VRQA:</b>	VRQA Guidelines 1.3
<b>VET Funding Contract:</b>	Clause 5.2, 10.9. Schedule 1: Clause 1.2, 1.5, 4.7, 6, 12.2, 17.4. Skills First Guidelines about Fees

Document name	SC5.2 Fees and Refunds			Reference to AQTF, VRQA, and 2024 Standard VET Funding Contract Skills First Program		
RTO Code	4042	Issue Date	March 2024	Review date	December 2024	Version no 4.1
<i>Document control management – Uncontrolled when printed</i>						Page 16 of 16