

## POL005 FEES CHAGES AND REFUNDS POLICY

*This policy applies to both Southern Training Organisation RTO#91378 and MBA Group Training Limited RTO#88163*

This policy outlines the approach of, and method adopted by, the RTO regarding the collection of fees, provision of refunds and fee protection as per Standards 5.3. and 7.3 and Schedule 6 of the Standards for Registered Training Organisations (RTOs) 2015. This policy applies to all nationally recognised training provided on the RTO's scope of registration.

### PROVSION OF FEE TERMS AND INFORMATION

Individual learners wishing to undertake short course training with the RTO will be provided with an enrolment form or be directed to the website, in order to access information in relation to the course they wish to undertake. The associated fees for each training product are advertised on the website, promotion materials and listed on the cover page of the relevant enrolment form.

All short course fees **must** be paid prior to the commencement of training and assessment. Failure to make payment prior to the commencement of training and assessment may result in delayed issuance of certification. Certification documentation upon completion of a course will only be issued to a student when all fees owed to the RTO have been paid.

Students undertaking an apprenticeship with the RTO are provided with a list of Student Requirements prior to enrolment, as well as the amount of fees payable for the individual apprenticeship based on the student's entry level/ stage. Fees and charges information will also be included in communication material provided to students within relevant training programs.

Fees for User Choice funded students will be payable at separate stages/years throughout the first 3 years of the training contract. Tuition fees for each stage/year will be issued in the first training block of the stage/year commencing.

Fees are subject to change and students are advised to confirm current pricing by contacting the RTO, or checking the website and the current marketing materials for more information and instructions regarding the currency of payment of fees for the RO's services.

Where there are any changes to agreed services, the RTO is committed to advising the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

## COLLECTION OF FEES

Any credit card details collected by the RTO will be stored securely until payment has been made for the specified product. After payment, credit card details will be destroyed.

Where a learner's fees are being paid for by an employer or other agency an invoice may be requested. Invoices must be paid as per the payment terms listed on the invoice.

### FEE PROTECTION

The RTO will not accept any payments in excess of \$1500 in a single transaction. Where a course fee is higher than \$1500, the learner must make payment across multiple transactions prior to the commencement of training and assessment.

Learners obtain a right to full refund for services not provided by the RTO in the event the:

- arrangement is terminated early; or
- the RTO fails to provide the agreed services

### Collection of fees procedure

The following table shows the RTO's procedures for collecting fees from learners.

Payment type	Collection procedure
<b>Credit card</b>	Where credit card details are provided to the RTO, a member of the training team will charge the prescribed amount during the week prior to the commencement of training and assessment. A paid receipt will be provided via email to the payee* within 7 days of the transaction. After payment, credit card details will be placed in a locked destruction bin and sent to be destroyed.
<b>EFTPOS</b>	EFTPOS payments can be made over the counter or via phone. A paid receipt will be provided via email to the payee* within 7 days of the transaction.
<b>Invoice</b>	Invoices will be sent to the nominated email address prior to the commencement of training and assessment. Invoices must be paid as per the payment terms listed on the invoice. A paid receipt will be provided via email to the payee within 7 days of the transaction. Please note that invoice can only be provided to MBA GT or STO account holders.

\*It is the responsibility of the payee to advise the desired email address for a paid receipt to be sent to. If no email is specified the receipt will be sent directly to the learner\*

### REFUNDS

A refund will only be provided by the RTO, to the learner (or payee), in the event of cancellation.

If we receive your cancellation a minimum of 5 working days prior to the event you are entitled to a full refund. Registrations cancelled less than 5 working days prior to the commencement of the training being delivered or failure to notify the RTO of non-attendance, will result in the full training fee being charged. Substitute students will be accepted.

The RTO reserves the right to cancel the delivery of any of its training programs or to postpone this to an alternative date. All registered participants affected by such postponement will receive a full refund or be offered the opportunity to transfer to the next available training course.

All cancellations, requests for changes or refunds must be made in writing and sent to [training@mba.org.au](mailto:training@mba.org.au). Refund requests will not be accepted after the commencement of training or assessment, special circumstances will be considered.

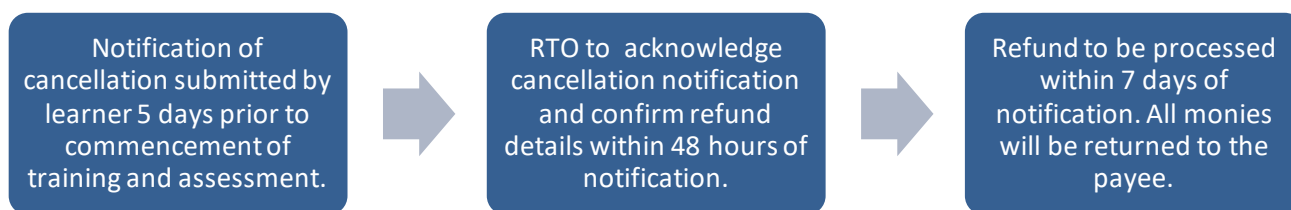
Refunds will be processed via the same payment method used by the learner or payee.

### Special Circumstances

Learners may find that they have to withdraw from their study program after the commencement of training and assessment due to certain circumstances making it impracticable for learners to satisfy the requirements of the units. Special circumstances may include medical, family or employment circumstances. Applications for refund of fees due to special circumstances will be considered by RTO and the amount to refund will be calculated on a case-by-case basis and according to the amount of training provided at that time. An application for a refund under special circumstances should be made in writing to [STOtraining@mba.org.au](mailto:STOtraining@mba.org.au) within 6 months of the withdrawal date.

### Refund Procedure

The below diagram shows the refund procedure to be followed by both the RTO and learner.



## RECOVERY OF OUTSTANDING FEES

All fees and charges must be paid by the due date. Failure to pay fees and charges may result in any or all of the following until the student pays the full amount owed:

- Suspension from attending or participating in the course
- Exclusion from assessment activities
- Withholding of certification documentation
- Termination of the enrolment
- Exclusion from any future enrolments with the RTO.

The RTO may also refer fees and charges remaining unpaid after ninety (90) days from the due date to a debt collection agency.

**DOCUMENT INFO**

Relevant Standards: Standards for Registered Training Organisations (RTOs) 2015 – Standard 1, Standard 2, Standard 4, Standard 5

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Responsibility: Training Director



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