

# FEE ADMINISTRATION AND REFUND PROCEDURE

## 1. RELEVANT STANDARD(S):

<b><u>Standards for Registered Training Organisations (RTOs) 2015</u></b>
<b>Standard 5   Chapter 2 - Enrolment</b>
▪ Clause 5.1-5.4
<b>Standard 7   Chapter 2 - Enrolment</b>
▪ Clause 7.3

## 2. FEE ADMINISTRATION AND REFUND PROCEDURE

<b>PURPOSE</b>	<p>This process serves as the guide and reference document for the fees and payments and refunds processing of Emerging Leadership Institute.</p> <p>Changes to this procedure may only be made upon approval of the CEO/ Managing Director.</p>
<b>ROLE UNDERTAKING TASK</b>	Enrolment Coordinator, Accounts Team, Administration Team
<b>DOCUMENT UPDATE</b>	24/08/2021

## 3. FEES AND PAYMENTS PROCEDURE

No.	Person/s Responsible	Steps to take
1	Accounts	<p><b>Process Payment</b></p> <p>(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.</p> <p>(2) IF PAYMENT IS DONE ONLINE, e.g. via the website, payment is processed automatically, and receipt is sent via email.</p> <p>(3) Process the payment and notify the Enrolment Coordinator that the enrolment payment has been processed.</p>
2	Enrolment coordinator	(1) Notify the student of their enrolment according to the Enrolment Policy and Procedure.
3	Accounts	<p><b>For Late Payments</b></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</p>

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No.	Person/s Responsible	Steps to take
		<p>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>

#### 4. 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 Support Services	<p>(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 Managing Director where possible.</p> <p>(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)</p>

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No.	Person/s Responsible	Steps to take
3	Student Support Services	(1) Assess refund request and supporting evidence for completeness (2) Forward the request and supporting evidence to the Managing Director and update the Refund Register
4	Managing Director	(1) The Managing Director /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	(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	Accounts	<p><b>Processing Refunds</b></p> (1) Ensure all refund requirements are completed accordingly: <ol style="list-style-type: none"> <li>a. Refund Request Form, where applicable</li> <li>b. Cancellation fees (may be deducted from remaining credits)</li> <li>c. Student bank details collected</li> </ol> (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 Support Services	<p><b>Reporting Refunds</b></p> (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.

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## 5. VERSION CONTROL

VERSION CONTROL TABLE					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
3/08/2021	Document creation	360RTO Solutions	v. 1.0	20/09/2023	19/09/2024

## 6. RTO INFORMATION

RTO INFORMATION	
<b>Document Name</b>	ELI-PRO-011 Refund Procedure v1.0.Docx
<b>RTO/Company Name</b>	Emerging Leadership Institute
<b>RTO Code</b>	46082
<b>Manager</b>	Managing Director
<b>Phone</b>	0408 869 869
<b>Email</b>	leaders@eli.edu.au