| | |
|---|---|
| **POLICY NUMBER:** | MAT001 |
| **NAME:** | Fees, Refunds and Cancellations Policy ad Procedure |
| **APPROVED BY:** | RTO Director |
| **DATE OF NEXT REVIEW:** | 30 sept 2017 |

## SECTION 1 – INTRODUCTION

### PURPOSE

This document sets out the fee policy for Medical Administration Training Pty Ltd (MAT), the circumstances under which Students/ Clients may claim a refund, and the associated procedures for course cancellations/withdrawals and issuance of refunds.

Medical Administration Training Pty Ltd has established this policy to support the Australian Skills Quality Authority (ASQA) Standards for Registered Training Organisations (RTO) 2015 Clause 7.3. This policy and procedure applies to fees, charges and refunds applicable to the provision of training including students undertaking training under government programs and fee for service students and clients.

### POLICY STATEMENT

Medical Administration Training Pty Ltd is committed to ensuring fair and reasonable refund practices and will ensure that all staff of MAT are made aware of the fees, refunds and cancellation policy and procedure before accepting a student for enrolment.

Medical Administration Training Pty Ltd will:

- provide clear and accessible information to students about fees and charges prior to and throughout their enrolment ; and
- provide refunds for fees and charges paid by individuals / clients, where training and assessment activities have not been delivered

## SECTION 2 POLICY

### POLICY PRINCIPLES

The following principles underpin this policy:

i. Medical Administration Training Pty Ltd only collect training fees once an applicant's enrolment has been confirmed.

ii. Medical Administration training provides to students prior to enrolment the total amount of all fees and charges including course fees, administration fees, and any other charges. Payment terms, including the timing and amount of fees to be paid and any non-refundable deposits and/or fees.

iii. Details of Medical Administration Training Pty Ltd Refund Policy are to be publicly available.

iv. Persons seeking to enrol with MAT must read and understand the fees, refunds and cancellation policy prior to formally completing the enrolment process.

v. All refund requests will be reviewed within 7 days from receipt of a completed Refund request form.

vi. If approved refund payment will be issued by Medical Administration Training Pty Ltd no later than 14 days of the date the application for refund was received.

vii. With regard to all withdrawals, Medical Administration Training Pty Ltd will firstly encourage a client to enrol in another suitable course or class date, prior to processing refund applications.

viii. Written notification of withdrawal from a training program must be provided by a client in order to apply for a refund.

ix. The Medical Administration Training Pty Ltd refund request form will then be issued to the client and must be fully completed and returned to Medical Administration Training Pty Ltd for consideration.

x. There is no refund for recognition of prior learning assessments after enrolment, where recognition resources and services have been supplied to the client.

xi. Medical Administration Training Pty Ltd does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.

## INFORMATION ABOUT FEES AND CHARGES

### CLIENT FEES

Other clients or organisations seeking to enter into a service delivery with MAT will be informed of the fees and charges associated with the agreement via information documentation provided to them prior to entry in the agreement.

### STUDENT COURSE FEES

Each qualification, unit of competency and course offered by Medical Administration Training Pty Ltd has a specific course fee. All fees are published in relevant marketing materials, course outlines, enrolment forms and fees and charges schedule.

It is Medical Administration Training Pty Ltd's policy that the course fee will be all inclusive. Candidates will not be 'surprised' by unexpected requirements, all course fees cover:

- Enrolment and administration fee (non-refundable)
- Phone and Email Support (during normal business hours)
- Learning and assessment material
- Use of classrooms and facilities (if classroom training)
- Provision of relevant certificate, statement of attainment, academic transcripts or statement of attendance. For re-issuing of a qualification certificate or statement of attainment, an additional fee will be incurred.
- Up to three (3) attempts at assessment per unit. Where an additional assessment is required in order to achieve competency, MAT reserves the right to charge a student additional re-assessment fees

Where additional resources normally associated with a program of study are required (reference material, research documents, own computer for example), the candidate will be clearly advised of exactly what is required for that program in the course outline prior to enrolment.

### CERTIFICATE 3 GUARANTEE/HIGHER LEVEL SKILLS CO-CONTRIBUTION FEE

Queensland students eligible for government funding are required to pay a co-contribution fee. These fees are mandatory and represent the total non-government subsidised portion of the training costs for the participant to undertake the qualification. Co-contribution fees are clearly listed on our website as well as marketing material, funding application and enrolment forms.

### ADDITIONAL SERVICES FEES

Listed below are services offered by MAT where additional fees may be required.

### REPLACEMENT OF TRAINING MATERIALS

Medical Administration Training Pty Ltd will charge a fee to replace any lost training and/or assessment materials that have been previously issued to you. Please speak with your trainer or contact us if replacement materials are required.

### DISHONOUR FEE - DIRECT DEBIT SERVICE AGREEMENT

If a payment plan direct debit service agreement is returned unpaid by your financial institution a dishonour fee will be charged.

### RE-ISSUE OF TRANSCRIPTS

Medical Administration Training Pty Ltd will charge a fee to re-issue a copy of your Certificate or Statement of Attainment.

### CANCELLATION FEE

A cancellation fee may apply for withdrawing from a course.

### RE-SUBMISSION FEES

Students are entitled to three initial assessment submissions per unit at no charge. Any subsequent assessment submissions received for that unit may attract a re-submission fee.

### COURSE DEFERRAL OR CLASSROOM TRANSFER FEE

Nil charge for first deferral or classroom transfer. A fee will be incurred for every instance after

### COURSE EXTENSION FEE

On approval at discretion of RTO Director. A fee will be charged

### RE-ENROLMENT FEE

Applies should a qualification become superseded whilst a student is on deferment or exceeds the course enrolment period- On approval at discretion of RTO Director

### RECOGNITION OF PRIOR LEARNING (RPL) ASSESSMENT FEE

View our full fees and charges schedule **Click here**

MAT reserves the right to change the amount of any Fees and charges for our products and services, or institute new Fees and Charges at any time.

### FEES PAID IN ADVANCE

In the case where an individual student wishes to pay more than the enrolment application fee, the amount will not exceed $1000 prior to the commencement of the course. Following course commencement, Medical Administration Training Pty Ltd may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to costs yet to be incurred on behalf of the student for tuition or other services yet to be delivered to the student does not exceed $1,500.

## WITHDRAWALS, DEFERRALS & COURSE TRANSFER

### WITHDRAWALS

Students wishing to withdraw from a training program for any reason must do so in writing and advise Medical Administration within 14 days of the decision. The correspondence should include:

- Student Name
- Contact details (address, phone, email etc.)
- Student Number
- Effective date of the cancellation
- Reason for withdrawal

### DEFERRALS

If a student experiences exceptional circumstances but does not wish to cancel from the course they may apply to defer their studies to a later date. Deferrals must be applied for in writing. Deferral period will be negotiated with each student on an individual basis. In the event that the qualification/course be superseded during the deferment period students may be required to pay a re-enrolment fee and any additional unit fee charges. One deferrals may be granted free of charge. A fee may be applied for any subsequent deferral applications.

### COURSE TRANSFERS

Students may request one classroom transfer to the next available course date or to external/online mode of study. This request must be made by phone or email at least 10 days prior to initial course commencement date. Should a student fail to contact Medical Administration Training Pty Ltd to advise non-attendance, classroom transfer may not be granted.

Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness and family matters. The decision of assessing the extenuating circumstances is fully at the discretion of Medical Administration Training Pty Ltd RTO Director.

## REFUNDS

Students wishing to make application for refund must do so in writing via the Refund Request Form and advise Medical Administration within 14 days of the decision

Applications will be reviewed and student will be advised of the outcome within 7 working days.

***Note: once a student has been enrolled in a module (unit of study) from the course or qualification and either hard copy materials have been despatched or access to soft copy versions provided no refund for this module is available. A refund may only be applied if a student is able to provide evidence of 'exceptional circumstances' in which they would be unable to complete the course of study. This will be assessed at the entire discretion of Medical Administration Training Pty Ltd RTO Director.***

- If the course has already commenced, a pro-rata refund may be calculated for the units of study not already started
- Any co-contribution fees paid for Government subsidised training will be refunded for the units not commenced

### GROUNDS FOR REFUNDS

Students will receive a full refund of fees paid and there will be no administration charge in the following circumstances:

- the course is cancelled by Medical Administration Training Pty Ltd or
- the course is rescheduled to a time and location that is unsuitable for the Student

Once the course has commenced, full refunds shall only be made if Medical Administration Training Pty Ltd is not able to continue to offer training and assessment services for that course, or if the student can provide evidence of 'exceptional circumstances'.

Students will not be granted a refund for the following circumstances:

- change of mind (after enrolment and/or commencement of unit/s of study)
- move of address (including intrastate, interstate and international moves)
- retrenchment (a deferral may apply)
- change of employment or reduction of working hour
- all course material is strictly non-refundable
- Enrolment expiration – course not completed within the agreed timeframe
- Unsuccessful completion – There is no refund to participants who do not obtain their qualification after assessment.

Any other special circumstances submitted as grounds of cancellation/withdrawal will be assessed at the entire discretion of Medical Administration Training Pty Ltd RTO Director.

## PAYMENT OF REFUNDS

Medical Administration Training Pty Ltd will pay the refund to the same person or client from whom the original payment was received on behalf of the Student. Where payment was made by credit card, refunds can only be made back to the credit card used in the original transaction. All refund payments will be less any finance charges incurred by Medical Administration Training Pty Ltd. These charges include but are not limited to Paypal and Ezidebit transaction fees and charges.

Where a student withdraws from the course, for any reason and makes application for refund, then the refund fee payable will be as per below.

| FEE TYPE | DESCRIPTION | FEE $ |
|---|---|---|
| Enrolment & Administration fee | RTO administrative charges for processing of enrolment, reporting and other administrative actions related to the enrolment | Enrolment fee (as stated on enrolment form) **Nil Refund**<br>Administration fee (as stated on enrolment form) **Nil Refund** |
| *Unit Fee – Commenced<br>**Note: Unit commenced when learning and or assessment materials have been issued by M.A.T** | For all individual units commenced/or completed from within the qualification/course | Full Unit fee payable by the client **Nil Refund**<br>Government Funded co-contribution unit fee **Nil Refund** |
| *Unit Fee – Not Commenced | For all individual units **NOT** commenced/ completed from within the qualification/course | Full Unit fee paid by the client **Refundable**<br>Government Funded co-contribution unit fee **Refundable** |

*Note: the unit fee is calculated as the total course fee less any enrolment and Administration fee to be divided by the number of units in the course/qualification.

## ROLES AND RESPONSIBILITIES

The Director of Medical Administration Training Pty Ltd is responsible for ensuring compliance with this policy.

### COMPLAINTS AND APPEALS

A student has the right to appeal against a decision not to grant a refund. They may do so by completing a Complaints and Appeals form, attaching any related documentation as evidence and submitting their appeal to Medical Administration Training Pty Ltd within 14 days of the decision date.

### ACCESS & EQUITY

The Medical Administration Training Pty Ltd Access & Equity Policy applies. (See Access & Equity Policy)

### RECORDS MANAGEMENT

All documentation from refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

### MONITORING AND IMPROVEMENT

All Refund practices are monitored by the Director of Medical Administration Training Pty Ltd and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

## SECTION 3 – PROCEDURE

| REFUNDS PROCEDURES | | |
|---|---|---|
| **STEP 1 – Lodgement of Refund by Client** | | |
| **No.** | **Who** | **Actions** |
| 1.1 | Client | a) Client completes **"Refund Request Form"**, notifying their request for a refund of fees paid. |
| 1.2 | Admin Manager | a. Review the refund application within 7 days from receipt and ensure that the Client is eligible for a refund.<br>b. If a refund is due, calculate the amount of refund due.<br>c. Check client records to identify how the money was originally paid (i.e. cash, cheque, direct deposit, company or credit card).<br>i. If the money was originally paid via cash or cheque, note refund to be issued by cheque.<br>ii. If the money was originally paid by direct deposit, obtain the bank details for processing via eft<br>iii. If the money was originally paid via Credit card, note the refund to be processed via refunding the credit card.<br>iv. If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a cheque for the refund.<br>d. Complete **"Refund Request Form".**<br>e. Provide completed **"Refund Request Form"** to Director for Approval.<br>f. Go to Step 3. |
| **STEP 2 – Refund of fees – Due to Course Cancellation** | | |
| **No.** | **Who** | **Actions** |
| 2.1 | Admin Manager | a. Should a course be cancelled for any reason, identify all clients who have paid course fees for that particular course.<br>b. Determine the full amount of refund due to each client.<br>c. Check to identify how the money was originally paid (ie cash, cheque, direct deposit company or credit card).<br>i. If the money was originally paid via cash or cheque, note refund to be issued by cheque.<br>ii. If the money was originally paid by direct deposit, obtain the bank details for processing via eft<br>iii. If the money was originally paid via Credit card, note the refund to be processed via refunding the credit card.<br>iv. If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a cheque for the refund.<br>d. Complete a **"Refund Request Form"** for each client eligible for a refund.<br>e. Provide completed **"Refund Request Form"** to Director for Approval. |
| **STEP 3 – Management approval for Refund** | | |
| No. | Who | Actions |
| 3.1 | Director | a. Review refund and note approval/modification/decline on **"Refund Request Form".**<br>b. Return Completed **"Refund Request Form"** to Admin for processing. |

| STEP 4 – Finalise Refund Request | | |
|---|---|---|
| No. | Who | Actions |
| 4.1 | Admin Manager | a. If a refund is approved:<br>i. Enter note in SMS for the client<br>ii. Update the **"Refund Request Form".**<br>iii. Take a copy of completed **"Refund Request Form"** for client file.<br>iv. Process **"Refund Request Form"**<br>v. File all documentation on client file.<br>b. If a refund is declined:<br>i. Complete and send written notification to client advising the refund has been declined and the reasons. Advise them how they can appeal the decision.<br>ii. Enter note in SMS for the client.<br>iii. Update the **"Refund Request Form".**<br>iv. File original completed **"Refund Request Form"** and all documentation on the client file. |

| STEP 5 – Processing the Refund | | |
|---|---|---|
| No. | Who | Actions |
| 5.1 | Admin Manager | a. Upon receipt of completed **"Refund Request Form"** process and make refund (no later than 14 days of the date the application for refund was received) to the client. Noting the method of refund.<br>b. Update Accounting system<br>c. File documentation accordingly, in **Refunds File.**<br>d. Record refund in **"Refund Register"** |

## SECTION 4 – GOVERNANCE

### RELATED DOCUMENTATION

| |
|---|
| Access and Equity Policy |
| Records Management Policy |
| Continuous Improvement Policy |
| Complaints and Appeals Policy |
| Student Handbook |
| Refund Application Form |
| Enrolment Form |
| Complaints and Appeals form |
| Refund Register |

### RESPONSIBILITY

| | |
|---|---|
| **Policy administrator** | Administration Manager |
| **Approving Person** | RTO Director |

### CHANGE HISTORY

| Version | Review date | Approved by | Description of Modifications |
|---|---|---|---|
| 1 | | A. McFillin | Original Document |
| 2 | 30-Aug-2015 | A. McFillin | Update to policy |
| 3 | 12-Sep-2016 | A. McFillin | Major wording revision and update |