

**FEE ADMINISTRATION AND REFUND PROCEDURE**
**RELEVANT STANDARD(S):**

<a href="#">Standards for Registered Training Organisations (RTOs) 2015</a>	<b>Standard 5   Chapter 2 - Enrolment</b> - Clause 5.1-5.4 <b>Standard 7   Chapter 2 - Enrolment</b> - Clause 7.3
---	--

<b>PURPOSE</b>	This process serves as the guide and reference document for the fees and payments and refunds processing of Dynamite Studios Academy.  Changes to this procedure may only be made upon approval of the CEO/ Administrations Manager.
<b>ROLE UNDERTAKING TASK</b>	Enrolment Coordinator, Accounts Team, Administration Team
<b>DOCUMENT UPDATE</b>	20/07/2022

No.	Person/s Responsible	Steps to take
1	Accounts	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 Enrolment Coordinator that the enrolment payment has been processed.
2	Enrolment coordinator	(1) Notify the learner of their enrolment according to the Enrolment Policy and Procedure.
3	Accounts	For Late Payments  (1) Where a learner payment is <u>1 DAY LATE</u> , notify learner 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 learner's enrolment maybe suspended.  (2) Where the learner payment is still not received <u>7 DAYS</u> from the original due date, notify the learner via email with subject heading: 7

		<p>Days Late Payment Notification. The email must include a warning that if the payment is still not received within the next 7 days, the learner's enrolment may be maybe suspended.</p> <p>(3) Where the learner payment is still not received <u>14 DAYS</u> from the original due date, notify the learner 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 learner's enrolment will be suspended.</p> <p>(4) Where the learner payment is still not received <u>16 DAYS</u> from the original due date, notify the learner via email with subject heading: Failure to Pay: Enrolment Cancellation Notification. The email must include notification that the learner's enrolment is to be suspended due to failure of payment.</p>
--	--	--

No.	Person/s Responsible	Steps to take
1	Learner	(1) Learner 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	Learner Support Services	<p>(1) Once the Refund Form has been received, contact the learner to determine if other options or pathways are suitable. Advise to make an appointment to discuss the situation with the Administrations Manager where possible.</p> <p>(2) Provide the learner 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>
3	Learner Support Services	<p>(1) Assess refund request and supporting evidence for completeness</p> <p>(2) Forward the request and supporting evidence to the Administrations Manager and update the Refund Register</p>
4	Administrations Manager	<p>(1) The Administrations Manager /CEO may request an interview with the learner.</p> <p>(2) Check the learner's eligibility and process/calculate the refund according to the Fees and Administration Policy.</p>

		(3) Consult with the PEO/CEO as necessary
5	Accounts	<p>(1) IF LEARNER IS NOT ELIGIBLE, notify the learner via email providing explanation why the refund is not valid.</p> <p>(2) IF LEARNER IS ELIGIBLE, notify the learner via email stating that the refund has been approved and will be processed and reimbursed within 4 weeks from approval.</p>
6	Accounts	<p>Processing Refunds</p> <p>(1) Ensure all refund requirements are completed accordingly:</p> <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. Learner bank details collected</li> </ol> <p>(2) Release the refund amount to learner's nominated bank account</p> <p>(3) Once credit is confirmed, send receipt to learner via email.</p> <p>(4) File all refund documents to the learner's records and notify learner services</p>
7	Learner Support Services	<p>Reporting Refunds</p> <p>(1) Update the refunds register with all relevant fields then close the request</p> <p>(2) Lodge any continuous improvement items identified from the refund process using the Opportunity for Improvement form.</p>