

## **Purpose**

Glenvale Education Inc will collect fees for services provided on terms understood by the RTO and the client in accordance with legislation and regulatory requirements.

## **Scope**

This policy applies to all clients that are charged fees and those that are entitled to a refund under the terms set by Glenvale Education Inc.

## **Aims**

- to ensure that clients are aware of the fee schedule and payment terms
- to ensure that clients are refunded for services paid for and not provided by the RTO

## **Policy statement**

The Fees and Refunds policy and Fee Schedule are available to prospective clients upon request as indicated in the marketing material. This information is available in the student handbook which is distributed upon enrolment.

Course commencement occurs immediately after the enrolment process. Students are contacted by their trainer and receive induction material. Clients are invoiced for training on a module basis prior to the distribution of the training and assessment material. The cost of induction is factored into the first module.

Students who are deemed 'not yet competent' on completion of training and assessment will be given additional training support and the opportunity to be re-assessed to achieve competency. Those students who fail to achieve competency for units in a module during the module enrolment period will be required to re-enrol in any incomplete units and will be invoiced for the full cost of each unit.

Any service that has been paid for and not provided by the RTO will be refunded to the client. Reasons may be but are not limited to course cancellation, the course is rescheduled to a time and venue not suitable for the student.

Payment of refunds will be made to the person or organisation who paid the fees by cheque or EFT.

In the event that a client is unhappy with the outcome of their application for a refund the client may lodge a complaint under the Glenvale Education complaint and appeals process.

## **Related documentation**

Fee schedule

Procedure – Fees and refunds

Procedure – Complaints and appeals