Melvic College Australia

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RTO #46232 | **CRICOS** #04258H | **ABN** 50 650 740 668

FEE ADMINISTRATION AND REFUND PROCEDURE

RELEVANT STANDARD(S):

Standards for Registered Training Organisations (RTOs) 2015	Clause 5.3
Education Services for Overseas Students Act 2000	***Part 3—Obligations on registered providers*** ▪ Division 2—Tuition fees ***Part 5—Tuition protection service***
National Code of Practice for Providers of Education and Training to Overseas Students 2018	***Standard 2 Recruitment of an overseas student:*** ▪ Clause 2.2 ***Standard 3 Formalisation of enrolment and written agreements:*** ▪ Clause 3.1 – 3.6

Fee Administration and Refund Procedure

PURPOSE	This process serves as the guide and reference document for the fees and payments and refunds processing of Melvic College Australia. This procedure applies to all the qualifications on scope of Melvic College Australia and the unit HLTAID011 Provide First Aid. Changes to this procedure may only be made upon approval of the CEO.
ROLE UNDERTAKING TASK	Enrolment Coordinator, Accounts Team, Administration Team
DOCUMENT UPDATE	18/06/2024

Fees and Payments Procedure

No.	Person/s Responsible	Steps to take
1	Enrolment coordinator	(1) Check if International Student Agreement Form has been signed (2) Contact the student or agent to inform the student that the payment cannot be processed (and the enrolment cannot progress) until the signed agreement is received (3) Process payment once signed International Student Agreement Form has been signed
2	Accounts	**Processing Payments** (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.

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		(3) Transfer the fees received into the corresponding CRICOS bank account within 5 business days of receiving the fees.
3	Accounts	Prepaid fees over 50% of the full course fees (1) Where student has paid fees more than 50% of full course fee, obtain the supporting evidence for the payment *(check if the international student agreement form indicates payment of more than 50% or a course duration of less than 25 weeks or less).* (2) If no evidence or indication of student or person paying the fees in the international student agreement form, refund the advanced fees paid by the student in excess of 50% of the full course fee. The refund rules for the unit HLTAID011 Provide First Aid differs from the refund rules for the qualifications on scope. For details on the Refunds, refer to Refunds Table at the end of this procedure document.
4	Accounts	(1) Process the payment and notify the Enrolment Coordinator that the enrolment payment has been processed.
5	Enrolment coordinator	(1) Notify the student of their enrolment according to the Enrolment Policy and Procedure.
6	Accounts	**For Late Payments** (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 pay within the next 14 days may result to the student's enrolment maybe suspended. (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. (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. (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. (5) Note: there will be a charge of 2% for late payment of fees.

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No.	Person/s Responsible	Steps to take
Refunds Procedure		
1	Student	(1) Student enquires on process for refund or submit a written request for refund
2	Student Support Services	(1) Advise to make an appointment to discuss the situation with the Compliance Manager where possible. (2) Provide the student with the Withdrawal of Training and Refunds Request Form, Complaints and Appeals Policy and Fee Administration and Refund Policy
3	Student Support Services	(1) Assess refund request and supporting evidence for completeness (2) Forward the request and supporting evidence to the Compliance Manager
4	Compliance Manager	(1) The Compliance Manager/CEO may request an interview with the student. (2) Check the student's eligibility and process/calculate the refund according to the Fee Administration and Refund 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 within the provider obligation period of 4 weeks after receiving a written claim from the student.
6	Accounts	**Processing Refunds** (1) Ensure all refund requirements are completed accordingly, including the Refund Request Form, where applicable. (2) Release the refund amount to student's nominated bank account as recorded on the Refund Request Form or to the person specified by the student (3) Once credit is confirmed, send receipt to student via email. (4) File all refund documents to the student's records.

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| 7 | Compliance Manager | **Reporting Refunds**

(1) Where a student's visa is refused, even if there is a compliant written agreement in place or where there is no compliant written agreement in place, give a notice of the outcome of the discharge of obligations in relation to such in PRISMS and the TPS Director within 7 days after the end of the provider obligation period (which is 28 days after the default occurs). The notice will include the following:
   a. whether the provider provided a refund in other cases;
   b. details of the student the provider provided the refund to;
   c. details of the amount of the refund provided.

(2) In case of provider default provide notice of the outcome of the discharge of obligations in relation to provider default PRISMS and the TPS Director within 7 days after the end of the provider obligation period (which is 14 days after the default day). The notice will include the following:
   a. whether the provider discharged its obligations to the students in accordance with its obligations in case of provider default;
   b. if the provider arranged alternative courses:
     - details of the students the provider arranged alternative courses for; and
     - details of the courses arranged; and
     - evidence of each student's acceptance of an offer of a place in an alternative course;
   c. if the provider provided refunds:
     - details of the students the provider provided refunds to; and
     - details of the amounts of the refunds provided. |

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Refunds Table

*Calculations in the table below are based on the proposed payment plan which would entail an initial deposit of 50% of the tuition fee. Should the student wish to pay more than 50% of the tuition fee, calculations will be provided.

Note: This Refunds Table does not apply to HLTAID011 Provide First Aid (unit of competency). For information on HLTAID011 Provide First Aid refer to the HLTAID011 Provide First Aid Refunds Table at the end of this document.

Refund Type	Description	Notification Requirement	Non-refundable fee	Refund
Unsuccessful visa application	Visa rejection prior to commencement of training.	• Complete and submit Withdrawal from Training Form and Refund Request Form electronically or as a hard copy. • Provide supporting evidence regarding unsuccessful visa application with your submission.	**5% of the amount of course fees or $500, whichever is lesser**	Refund following the minimum refund calculation as per the Education Services for Overseas Students (Calculation of Refund) Specification 2014
	Sample Computation			
	Sample Computation Refund Amount = amount of course fees – 5% of the amount of course fees or $500, whichever is lesser.	**Sample amount:** 50% of Tuition Fee for BSB50420 Diploma of Leadership and Management ($12,600/2 = $6,300) **Refund Amount** = 6,300 – 315 (5% of $6,300) **Refund Amount** = $5,985	**Sample amount:** 50% of Tuition Fee for CHC33021 Certificate III in Individual Support (Ageing and Disability) ($9,000/2 = $4,500) **Refund Amount** = 4,500 – 225 (5% of $4,500) **Refund Amount** = $4,275	**Sample amount:** 50% of Tuition Fee for CHC43015 Certificate IV in Ageing Support ($14,200/2 = $7,100) **Refund Amount** = 7,100 – 355 (5% of $7,100) **Refund Amount** = $6,745
Enrolment cancellation / withdrawal from course	Enrolment cancelled / withdrawal from course prior to commencement of training.	• Complete and submit **Withdrawal from Training Form** and **Refund Request**	**$450** administration fee	Refund full amount of initial Tuition Fees paid, less the administration fee

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Refund Type	Description	Notification Requirement	Non-refundable fee	Refund
prior to commencement of training		**Form** electronically or as a hard copy. ● Provide supporting evidence, if any, with your submission.		[Education Services for Overseas Students (Calculation of Refund) Specification 2014](#)
	Sample Computation			
	Sample Computation **Refund Amount** = initial fee paid – administration fee	**Sample amount:** 50% of Tuition Fee for BSB50420 Diploma of Leadership and Management ($12,600/2 = $6,300) **Refund Amount** = 6,300 – 450 **Refund Amount** = $5,850	**Sample amount:** 50% of Tuition Fee for CHC33021 Certificate III in Individual Support (Ageing and Disability) ($9,000/2 = $4,500) **Refund Amount** = 4,500 – 450 **Refund Amount** = $4,050	**Sample amount:** 50% of Tuition Fee for CHC43015 Certificate IV in Ageing Support ($14,200/2 = $7,100) **Refund Amount** = 7,100 – 450 **Refund Amount** = $6,650
Enrolment cancellation / withdrawal from course **after commencement date**	Enrolment cancelled/ withdrawal from the course after commencement date.	● Complete and submit **Withdrawal of Training** and **Refunds Request Form** electronically or as a hard copy. ● Provide supporting evidence, if any, with your submission.	**$450** administration fee	Refund following the minimum refund calculation as per the Education Services for Overseas Students (Calculation of Refund) Specification 2014, less the administration fee
	Sample Computation			
	Sample Computation	**Sample amount:** Weekly Tuition Fee for BSB50420 Diploma of Leadership and Management = $194 (455 calendar days	**Sample amount:** Weekly Tuition Fee for CHC33021 Certificate III in Individual Support (Ageing and Disability) = $139 (455 calendar days duration/65	**Sample amount:** Weekly Tuition Fee for CHC43015 Certificate IV in Ageing Support = $183 (546 calendar days duration/78 weeks, Total Tuition Fees = $14,200)

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Refund Type	Description	Notification Requirement	Non-refundable fee	Refund
	Weekly Tuition Fee = $$\left(\frac{total\ tuition\ fees\ for\ the\ course}{number\ of\ calendar\ days\ in\ the\ course}\right) * 7$$ **Weeks in default period =** $$\frac{number\ of\ calendar\ days\ from\ the\ default\ day\ to\ the\ end\ of\ the\ period\ to\ which\ the\ payment\ relates}{7}$$ **Refund Amount** = (weekly tuition fee x weeks in default period) – administration and processing fee	duration/65 weeks, Total Tuition Fees = $12,600) **Sample Weeks in default period =** 31 weeks **Refund Amount** = ($194 x 31 weeks) - $450 **Refund Amount** = $5,564	weeks, Total Tuition Fees = $9,000) **Sample Weeks in default period** = 31 weeks **Refund Amount** = ($139 x 31 weeks) - $450 **Refund Amount** = $3,859	**Sample Weeks in default period** = 38 weeks **Refund Amount** = ($183 x 38 weeks) - $450 **Refund Amount** = $6,504
Visa cancellation due to actions of the student Enrolment cancellation due to actions of student	- Enrolment cancelled by the college due to false or misleading information - Enrolment cancelled due to academic or behavioural misconduct - Enrolment cancelled due to non-payment of full course fees - Enrolment cancelled due to unsatisfactory course progress or attendance	N/A	**$450** administration fee	Refund following the minimum refund calculation as per the Education Services for Overseas Students (Calculation of Refund) Specification 2014
	Sample Computation			

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Refund Type	Description	Notification Requirement	Non-refundable fee	Refund
	Sample Computation **Weekly Tuition Fee** = $\left(\dfrac{total\ tuition\ fees\ for\ the\ course}{number\ of\ calendar\ days\ in\ the\ course}\right) * 7$ **Weeks in default period** = $\dfrac{number\ of\ calendar\ days\ from\ the\ default\ day\ to\ the\ end\ of\ the\ period\ to\ which\ the\ payment\ relates}{7}$ **Refund Amount** = (weekly tuition fee x weeks in default period) – administration and processing fee	**Sample amount:** Weekly Tuition Fee for BSB50420 Diploma of Leadership and Management = $194 (455 calendar days duration/65 weeks, Total Tuition Fees = $12,600) **Sample Weeks in default period =** 25 weeks **Refund Amount** = ($194 x 25 weeks) - $450 **Refund Amount** = $4,400	**Sample amount:** Weekly Tuition Fee for CHC33021 Certificate III in Individual Support (Ageing and Disability) = $139 (455 calendar days duration/65 weeks, Total Tuition Fees = $9,000) **Sample Weeks in default period** = 25 weeks **Refund Amount** = ($139 x 25 weeks) - $450 **Refund Amount** = $3,025	**Sample amount:** Weekly Tuition Fee for CHC43015 Certificate IV in Ageing Support = $183 (546 calendar days duration/78 weeks, Total Tuition Fees = $14,200) **Sample Weeks in default period** = 32 weeks **Refund Amount** = ($183 x 32 weeks) - $450 **Refund Amount** = $5,406
Provider default	Where training ceased due to RTO closure / sanction and other reasons	N/A	N/A	Refund following the minimum refund calculation as per the Education Services for Overseas Students (Calculation of Refund) Specification 2014 **OR** offer for alternate course (if agreed to by student)
	Sample Computation			
	Sample Computation	**Sample amount:** Weekly Tuition Fee for BSB50420 Diploma of Leadership and Management = $194 (455 calendar days	**Sample amount:** Weekly Tuition Fee for CHC33021 Certificate III in Individual Support (Ageing and Disability) = $139 (455 calendar days duration/65	**Sample amount:** Weekly Tuition Fee for CHC43015 Certificate IV in Ageing Support = $183 (546 calendar days duration/78 weeks, Total Tuition Fees = $14,200)

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Refund Type	Description	Notification Requirement	Non-refundable fee	Refund
	Weekly Tuition Fee = $\left(\dfrac{total\ tuition\ fees\ for\ the\ course}{number\ of\ calendar\ days\ in\ the\ course}\right) * 7$ **Weeks in default period =** $\dfrac{number\ of\ calendar\ days\ from\ the\ default\ day\ to\ the\ end\ of\ the\ period\ to\ which\ the\ payment\ relates}{7}$ **Refund Amount** = (weekly tuition fee x weeks in default period)	duration/65 weeks, Total Tuition Fees = $12,600) **Sample Weeks in default period =** 25 weeks **Refund Amount** = ($194 x 25 weeks) **Refund Amount** = $4,850	weeks, Total Tuition Fees = $9,000) **Sample Weeks in default period** = 25 weeks **Refund Amount** = ($139 x 25 weeks) **Refund Amount** = $3,475	**Sample Weeks in default period** = 32 weeks **Refund Amount** = ($183 x 32 weeks) **Refund Amount** = $5,856

For an explanatory guide on refund calculation, please see the **Fact Sheet on ESOS Calculation of Refund Specification 2014**

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HLTAID011 Provide First Aid Refunds Table

Refund Type	Description	Notification Requirement	Non-refundable fee	Refund
HLTAID011 Provide First Aid Enrolment cancellation / withdrawal 3 days prior to commencement of training.	Full refund will be issued if the student informs Melvic College Australia through our Withdrawal of Training and Refunds Request Form, *at least three (3) calendar days* prior to the scheduled commencement of training**.**	• Obtain a soft or hard copy of the **Withdrawal from Training Form** and **Refund Request Form** and • Submit a completed form electronically or as a hard copy.	**NA**	Full refund.
HLTAID011 Provide First Aid Enrolment cancellation / withdrawal less than 3 days prior to commencement of training.	Partial refund of 50% will be issued if the student does not attend the scheduled training inform us *less than three (3) calendar days* prior to the scheduled commencement of the training**.**	• Obtain a soft or hard copy of the **Withdrawal from Training Form** and **Refund Request Form** and • Submit a completed form electronically or as a hard copy.	50% of the total fee is non-refundable.	Partial refund for HLTAID011 Provide First Aid - 50% of the total fee.
Non-attendance of HLTAID011 Provide First Aid training without notification to cancel enrolment.	No refund will be issued if a student does not inform the college about non-attendance of training prior to scheduled training date.	**NA**	**NA**	No refund for HLTAID011 Provide First Aid

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VERSION CONTROLw

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
30/07/2024	Document creation	360RTO Solutions	v. 1.0	1/07/2024	30/06/2025

RTO INFORMATION	
Document Name	Fee Administration and Refund Procedure v1.0
RTO/Company Name	Melvic College Australia
ABN	50 650 740 668
RTO Code	#46232
CRICOS Code	#04258H
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