

# SC15: Fees and Refunds Policy & Procedures

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## Purpose

The purpose of this policy and procedure is to outline Mantra Academy Pty. Ltd.'s approach to managing fees and refunds and to demonstrate how fees paid in advance are protected by Mantra Academy Pty. Ltd.. This complies with Clauses 5.3, 7.3 and Schedule 6 of the Standards.

## Definitions

**ASQA** means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

**Standards** means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

## Policy

### 1. Protection of fees paid in advance

Mantra Academy Pty. Ltd. protects the fees that are paid in advance by students.

- Mantra Academy Pty. Ltd. does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.

### 2. Fees and refund information

Prospective and current students are advised of the fees associated with a course on the relevant Course Outline, the Student Agreement and on the Mantra Academy Pty Ltd website, <https://mantraacademy.com.au/>. In compliance with Clause 5.3 of the Standards, this is provided prior to enrolment or commencement of training, whichever is first. Fee information includes:

- All relevant fee information including fees that must be paid and payment terms
- Deposits and refund information and conditions relating to these
- The learners rights as a consumer including any cooling off period

Refund information is outlined on the Student Agreement and in the Student Handbook.

### 3. Inclusions in course fees

Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course in which they are enrolling.

- Course fees include one copy of the required text books and learning materials for each student. Any optional textbooks and materials that may be recommended but not required for a course, are not included in course fees and will be an additional cost should the student wish to purchase such materials. If textbooks are lost and need to be replaced, the student will be

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required to cover the cost of the replacement materials – the cost is outlined on the Student Agreement where applicable.

Course fees include the issuance of a testamur and record of results and/or statement of attainment. For additional copies or re-issuing of any of these documents an additional fee is applicable. This fee is currently \$30 per request. (you can make this free if you like, or any other cost)

## 4. Late payments

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

Debts will be referred to a debt collection agency where fees are more than 40 days past due. Mantra Academy Pty. Ltd. reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

## 5. Refunds

All course fees, include a non-refundable deposit / enrolment fee which is outlined on the Course Outline. The deposit is non-refundable except in the situation where Mantra Academy Pty. Ltd. is required to cancel a course due to insufficient numbers or for other unforeseen circumstances. In this case, students will receive a full refund of their deposit.

Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to Mantra Academy Pty. Ltd. in writing, outlining the details and reason for their request. Students who have not completed a withdrawal form are not eligible for consideration of a refund or reduction in fees.

Eligibility for a refund will be assessed based on the services provided to the student and the costs incurred by Mantra Academy Pty. Ltd. in order to provide those services to the student.

The outcome of the refund assessment will be provided in writing to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice. Refund assessments can be appealed following our Complaints and Appeals Policy and Procedure.

## Procedures

### 1. Student fees

Procedure	Responsibility
<p><b>A. Deposit invoices</b></p> <ul style="list-style-type: none"> <li>All students should pay their deposit/enrolment fee upon enrolment, preferably prior to course commencement. Raise an invoice for the amount in line with the payment schedule for the relevant course.</li> <li>Students have 14 days to pay an invoice.</li> <li>Keep a copy of the invoice on the student's file.</li> </ul>	Administration team/ Bookkeeper
<p><b>B. Fee instalment invoices</b></p> <ul style="list-style-type: none"> <li>Charge fee instalments in line with the relevant payment schedule for the course.</li> <li>Students have 14 days to pay an invoice.</li> <li>Keep a copy of the invoice on the student's file.</li> </ul>	Administration team/ Bookkeeper

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Procedure	Responsibility
<p><b>C. Receiving payments</b></p> <ul style="list-style-type: none"> <li>• Payments may be made by cash or direct deposit. Mantra Academy Pty Ltd intends to introduce the use of eFTPOS facility in 2018.</li> <li>• Record payments against the relevant invoice on XERO.</li> <li>• Provide the student with a receipt.</li> </ul>	Administration team/ Bookkeeper
<p><b>D. Managing overdue fees</b></p> <ul style="list-style-type: none"> <li>• Send out statements monthly to students to show outstanding fees.</li> <li>• Call students where payments are more than 14 days overdue.</li> <li>• Any student with an invoice over 40 days past due should be referred to the debt collection agency.</li> <li>• Refer to the CEO about suspending training until fees are brought up to date. If training is suspended send a letter to the student advising of suspension until payment is made. Advise Trainer/Assessor.</li> <li>• Where fees continue to be unpaid, refer to CEO to consider withdrawal.</li> </ul>	Administration team/ Bookkeeper + CEO

### 2. Refunds

Procedure	Responsibility
<p><b>E. Processing refunds</b></p> <ul style="list-style-type: none"> <li>• If a course is cancelled by Mantra Academy Pty. Ltd., students who have enrolled and paid their deposit/enrolment fee should be automatically issued a refund. Notify them in writing and issue refund. Record on file.</li> <li>• Students who withdraw from their course and seek a refund are to make a request for a refund in writing.</li> <li>• To make an assessment of a refund due, consider the services the student has received. Consider the following: <ul style="list-style-type: none"> <li>– Deposit/enrolment fee is non-refundable – this covers administration time for enrolment and induction process.</li> <li>– Text books provided</li> <li>– Training received – number of classes attended, visits received, online training (adjust this according to your delivery model/s)</li> <li>– Individual support provided by the trainer/assessor</li> <li>– Assessments marked</li> </ul> </li> <li>• Consider the costs incurred by Mantra Academy Pty. Ltd. as per above, plus the fees paid by the student to calculate a suitable refund. Refund assessments are to be approved by CEO.</li> <li>• Notify the student in writing of the outcome of the refund assessment and make payment of refund where applicable.</li> <li>• Keep a copy of the refund assessment on the student's file.</li> </ul>	Administration team/ Bookkeeper

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## Document Control

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