

# Payment and Refunds Policy and Procedures

## Policy

Sufficient funds to refund all fees paid in advance are to be held in EIM Training's bank account. At no time will EIM Training hold more than \$1500 per Student paid in advance.

All fees and charges for the delivery of Vocational Training and Assessment services must be approved by the General Manager prior to their publication, quotation to Students or tender submission.

EIM Training will obtain a full audit report of its Vocational Education and Training accounts from a qualified independent accountant with membership of Certified Practising Accountants Australia or the Institute of Chartered Accountants of Australia when requested to do so by ASQA.

All requests for refunds need to be made in writing and be accompanied by supporting documentation where applicable. Refer to the schedule of Administration Fees for information regarding the current qualification cancellation fee. No refund is available to Students who remain enrolled and do not progress.

## Funded Qualifications

### Certificate III Guarantee/Higher Level Skills Program

For enrolments secured under the Skills Assure supplied VET investment programs C3G/HLSP subsidies, the HLSP student co-contribution fee is non-refundable.

## User Choice

For cancellations prior to training commencement, EIM Training Pty Ltd will refund the fees the student paid for the course. If a student cancels the enrolment after commencement of training, EIM Training will refund any payments made for any units not yet commenced.

## Procedures

1. Student is issued a refund form as per request.
2. Student completes and returns form.
3. No refund will be actioned without a completed refund form approved by management.
4. Refund calculation to be actioned by administration then be approved or rejected by General Manager.
5. Student to be notified of refund request outcome within 14 days.
6. Administration will add refund request to register. Scan request to student folder and refund request folder.
7. Outlook reminder to be set for week of refund and copied to General manager, CEO and Finance.
8. Finance to enter refund transaction to MYOB.
9. Student refund to be processed within 60 days.

To be noted:

1. Sufficient funds to refund all fees paid in advance are to be held in EIM Training's bank account.
2. The enrolment fee is a non-refundable fee.
3. In the event that a Student cancels or withdraws ten (10) or more days prior to commencement all fees paid in advance will be refunded minus the enrolment fee and cancellation fee.
4. Partial refunds will be considered after the commencement of the training under exceptional circumstance such as long-term illness. The refund payable will be calculated based on the number of units commenced.
5. Deferment of training can be negotiated.
6. Should EIM Training cancel the training, Students are entitled to a full refund (or pro-rata adjusted refund) or to transfer to future training. In this event Students will be given their preferred option.
7. The fee per Unit of Competency includes two (2) reassessment opportunities. Any additional assessment opportunities required will incur a \$30 fee.
8. Verified financial projections and reports are to be made available to ASQA on request.

### **Supporting Documents**

- Refund Register
- Schedule of Administration Fees
- Student Refund Request Form

### **References**

*Standards for Registered Training Organisations (RTO's) 2015*  
Clause 7.3 – Protecting pre-paid fees by students  
(October 2019, Version 2.2, ASQA's User Guide to the Standards)