

10. Financial Management and Refunds Policy

Purpose

Propel and Elysian Institutes are committed to meeting all of the financial requirements of the NVR Standards and requirements for registration, and will comply with requests and report on financial activity and status as required within our budgetary constraints.

Information for students

To ensure that all students are properly informed of any financial matter and are able to make informed choices relating to their chosen course, Propel and Elysian Institute directs the learner to information prior to enrolment including a personalised invoice, the Fee Schedule and this financial management policy.

Propel and Elysian Institutes provide the following information to students in the Student Handbook, and will provide the same information on the website:

- the total amount of all fees including course fees, administration fees, materials fees and any other charges – for each qualification
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee
- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment

Propel and Elysian Institutes describe (in the Student Handbook) the nature of the guarantee given to students regarding completing the training and/or assessment once the student has commenced study in their chosen qualification or course

Where the organisation collects student fees in advance it will comply with the following option for collecting student fees paid in advance:

- The RTO will not accept payment of more than \$1500 from each individual student prior to the commencement of the course. Following course commencement, the RTO may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to costs yet to be incurred on behalf of the student for tuition or other services yet to be delivered to the student does not exceed \$1,500.

Guarantee to students

Propel and Elysian Institutes will ensure that students are provided with the necessary, resources, guidance and support to provide a positive learning experience and the best possible chance of completion of course outcomes in a reasonable timeframe.

Fees Policy

Cost of course and the fee structures are reviewed in response to market feedback, competitors pricing and the CPI.

Fee Schedule

The Fee Schedule is made available to prospective students on the Propel and Elysian Institutes websites. This outlines in detail the cost of all offered courses for full fee paying students and those entitled to government funding including both concessional and non-concessional rates at a unit level.

Information about fees and charges is to be made available to students before course commencement.

Invoice

Students will receive an invoice detailing all of the fees, payment terms relating to their qualification including:

- Tuition / Co-Contribution fees on a per unit basis
- Enrolment/ administration fees including any payment terms
- Course and material fees

- Any other fees required to complete the qualification

Methods of Payment

Payments will be accepted via two options:

- Full payment of fees (not exceeding \$1,500) is accepted via direct bank deposit to the RTOs operating bank account.
- Partial payment of fees is accepted only via a Direct Debit (DDR) Service Agreement set up through EziDebit Pty Ltd to collect fees on our behalf.

Documenting Financial Records

Student's fees and any refunds are recorded in aXcelerate. Fees are only allocated as income when the student has enrolled and commenced their studies.

Issue of Client Receipts

Following payment in full for all invoiced items from students a receipt will be generated and provided to the student.

Under no circumstances, at any time, will Propel and/or Elysian Institutes hold more than \$1500 in advance, per student.

Refunds Policy

The tuition fees **will be refunded** only under the following circumstances as shown in the table below:

Enrolment Fee	Non-refundable
Withdrawal from studies prior to confirmation of enrolment being provided.	100% refund less any admin/enrolment fees
Withdrawal within 48hrs of receiving confirmation of enrolment	50% refund less any admin/enrolment fees
Withdrawal after 48hrs of receiving confirmation of enrolment 14 days of the agreed start date.	No refund
Enrolment is terminated for failure to comply with Propel or Elysian Institutes policies and procedures	No refund
A 10 day cooling off period, from the date of acceptance will apply allowing a student to receive a 100% refund only in circumstances where they (the student) were approached directly by Propel or Elysian Institutes.	

Requests for refund should be made in writing to admin@propel.net.au with documented evidence of the reason for withdrawal. Eligible requests will be refunded within 28 day of receipt of the claim. A documented administrative fee of \$50 will be charged for processing refunds.

All refunds will include a statement explaining how the refund amount was calculated and will only be issued to the person who paid the tuition fees. For example, if an agent or parents paid the tuition fee, the money will only be refunded to either the agent or parents. This refund policy does not remove student's rights to take further action under the Australian Consumer Protection Laws.

Payment Default

During enrolment, learners can elect to pay for their course via a repayment schedule. To be eligible for a repayment schedule, students must complete a Direct Debit Service Agreement with EziDebit Pty Ltd and pay the required deposit, confirm set of fixed weekly or fortnightly amounts and agree to pay off the course within the set timeframe.

If the student defaults on a payment, assessments will not be marked until the account is paid to date. This may mean making a 'catch up payment' for the missing amounts as well as any third party fees.

No student will be eligible to participate in webinars, tutorials or other related support if their account is not paid to date. Learners will also be unable to participate in Assessment Days, practical assessment or other related support until their account is paid to date.

Course fees must be paid in full for your last assignment to be marked, and for your certificate to be issued.

If your account remains unpaid, access to resources via your online learning platform may cease until the payments are brought up to date. Course extensions will also not be granted to learners that are behind in their payments.

Record Management	aXcelerate Xero EziDebit
Reference Documents	Fee Schedule Personalised student invoice Website Staff Induction Checklist Pre-enrolment Interview Checklist Student Handbook Staff Handbook Trainer Procedures Manual
Link to SRTO 2015	Standard 1. The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses
	Standard 2. The operations of the RTO are quality assured
	Standard 3. The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records.
	Standard 4. Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.
	X Standard 5. Each learner is properly informed and protected.
	Standard 6. Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.
	X Standard 7. The RTO has effective governance and administration arrangements in place.
	Standard 8. The RTO cooperates with the VET Regulator and is legally compliant at all times.
Developed By	Compliance Manager
Approved by	Directors