Fee Administration Policy

AD1 College implements financial management policies that ensure finances are handled in a manner consistent with current industry accounting standards. All transactions will have a trail of accountability.

AD1 College will ensure that staff receives appropriate professional development and updates on financial management policy, procedures and reporting including income recognition procedures, debt management, methods of costing services and cost recovery and payroll.

1.0 RESPONSIBILITIES

The Principal is informed on all aspects of the financial status of AD1 College. The Principal will ensure thorough and appropriate systems are in place.

2.0 MANAGEMENT OF FINANCIAL ACCOUNTS

- AD1 College outsources our accounts to our Accountant who uses MYOB to manage and record the company's financial activities.
- AD1 College operates a number of accounts of which one is a general account and another a deposit account for fees and other revenue paid in advance.
- Under no circumstances are members of staff permitted to purchase personal good and services using company accounts. "Company accounts" include but are not limited to company operating accounts, accounts with suppliers and company credit cards.

3.0 INVOICING

- AD1 College will only claim income including course fees to which the business is entitled.
- Invoices are produced for all sales of goods and services and clearly marked "Tax Invoice".
- Invoices state:
  - AD1 College Pty Ltd trading as AD1 College;
  - ABN;
  - invoice number;
  - the date;
  - the name of the company/ individual being invoiced;
  - the name of the contact person;
  - a list of the invoiced goods/services;
  - unit cost;
  - total cost;
  - postage, handling or delivery cost, if applicable;
  - GST where applicable;
  - Terms of payment; and
  - Purchase Order number (if applicable).

3.1 And where appropriate:

- a course number;
- a course name;
- RTO Id number;
- course date; and
- number of learners.

3.2 Individuals/ Companies with invoices not remitted by the due date will receive a reminder to pay notice with revised terms of payment forwarded by the Principal.

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3.3 Individuals/ Companies with reminder to pay notices not remitted by the due date will receive a phone call from the Principal within 24 hours, to secure payment.

3.4 Individuals/ Companies who are not remitting payment as agreed may be referred to a debt collection agency at the direction of the Principal.

3.5 All invoices are securely stored in our cloud solution, Dropbox.

3.6 All NSW Smart and Skilled Fees will be charged and subsequently paid as per the requirements of the NSW Smart and Skilled Fee Administration Policy.

4.0 PAYMENT OF FEES

4.1 Learners are provided with detailed fees, charges and refund information prior to their enrolment and are asked to sign a declaration stating that they have been provided with sufficient information in which to make an informed enrolment decision. Learners are issued with a Confirmation of Enrolment, Tax Invoice and Deferred Payment Plan Direct Debit Authority form on application / enrolment.

4.2 Fees can be paid in full prior to the commencement of training where the total amount invoiced to an individual does not exceed $1,500.00. If the total fees exceed $1,500.00, the remainder of fees are paid during the course and the learner is required to pay the amounts as per their repayment plan.

4.3 If learner fees are paid by an employer, a payment term and plan is negotiated over the duration of the course as outlined in the Training proposal/ agreement. The fee amount is paid in accordance with the fee schedule or repayment plan, prior to course commencement.

4.4 Fees paid are documented in the student management system and in the financial accounts where monthly reconciliation occurs. Fees can be paid by credit card or bank account direct debit, in accordance with the individual Deferred Payment Plan Direct Debit Authority signed by the learner.

4.5 Any type of leave or deferral after the commencement of the course does not affect any course fee obligations, including but not limited to the timing and amount of payments in the fee schedule and individual Deferred Payment Plan Direct Debit Authority signed by the student.

5.0 PREPAYMENT OF FEES

5.1 Fees may be paid as a single fee payment or using a using a payment schedule independently negotiated with the Principal.

5.2 AD1 College, in accordance with the Standards for Registered Training Organisations 2015, does not accept payment of more than $1,500.00 from each individual learner prior to the commencement of their course (no matter how these fees are collected). In cases where fees are greater than $1,500.00, learners are placed on a deferred payment plan over the term of their enrolment. At no point in time are individual learners invoiced an amount greater than $1,500.00.

5.3 Where fees are paid in advance, AD1 College will record the amount paid in a pre-paid account in the financial management software system.

5.4 Fees may be moved to the operating account only once the learner has commenced studies.

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6.0 FEES PAYMENT SCHEDULE

6.1 A non-refundable enrolment application fee may be charged for all learners.

6.2 An invoice is issued detailing:

- The full course fee
- Payment schedule

6.3 Course fees do not cover the cost of accommodation, living expenses, uniforms, equipment, and external examinations.

6.4 Learners are required to pay the remaining course fees prior to the conclusion of their course. Late payments may attract a fee. No learner will be issued a Certificate or Statement of Attainment where there are outstanding fees.

7.0 ADDITIONAL CHARGES

Additional charges Additional fees are charged for:

7.1 The replacement of any learning resources that are lost or misplaced. As these vary between courses, learners are required to view course information for more detailed costings prior to their enrolment.

7.2 The re-issuance of misplaced or lost awards. A fee of $50.00 is charged for each certificate (Testamur, Record of Results and/or Statement of Attainment) that requires reprinting.

7.3 Learners who require reassessment of a task (i.e. following two previous unsuccessful submissions) will be charged a fee of $100.00 for the third & each subsequent submission.

7.4 If the course includes a work-based training component, and the learner does not meet the workplace requirements of the host employer (E.g.: conduct, safety, attendance, or other requirements), then AD1 College may, in its absolute discretion, arrange a second work placement for the learner at a cost of $1,750.00

7.5 Dishonour direct debit payment fee $11 fee for each dishonoured direct debit transaction.

8.0 FEES CHARGED AND PROTECTED

8.1 AD1 College will receive fees in advance of providing services in accordance with the supplied course fees payment schedule. Such fees will be maintained on the financial management accounting software system on hold until the learner starts.

8.2 Learners may utilise the fee payment scheme as assessed on an individual basis.

8.3 All training service fees charged by AD1 College as an RTO are GST free. However, sub-contractors will charge AD1 College GST for training services. Note that other parts of the company's services attract a full GST charge.

8.4 Fees in advance are accounted for in the financial management accounting software system as a separate line entry and not taken into consolidated revenue until commencement.

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9.0 RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER

9.1 Once an Evidence Portfolio has been submitted to the Trainer and Assessor, they will call the learner for a competency conversation and/or observation of practical skills through a demonstration as required.

9.2 The Trainer and Assessor will provide feedback to the learner on the Unit of Competence they have been granted RPL or credit transfer and the learner's record updated accordingly.

9.3 The learner will be given a refund amount accordingly. RPL fees depend on the number of units being assessed under the RPL process and will be discussed with the learner prior to undertaking RPL. The entire RPL process can take up to eight weeks from the time the RPL Application Form is submitted. Credit transfers will take five (5) to ten (10) working days to process and will not attract a fee from the learner.

10.0 FEE REFUNDS

10.1 The request for refund is made in writing to the Principal using Fee Refund Application which is available from the website or upon request from Administration. Fee Refund Applications are considered on a case-by-case basis to cater to extenuating circumstances. In general, however, the following applies:

10.2 The Principal is the person responsible for approval of fee refund applications.

10.3 Course cancellation after acceptance by AD1 College may occur up to four days prior to commencement of the course without penalty. To receive the full refund, notice of four days or more must be made in writing by postal mail, or e-mail.

10.4 Course cancellation with less than four days notice after acceptance by AD1 College will result in a refund of all but the course deposit of $500 or 10% of the total course cost, whichever is greater.

10.5 Accepted learners who withdraw after course commencement owing to unforeseen or exceptional circumstance can apply for a fee refund. If granted, fees will be refunded on a pro-rata basis (based on the number of days remaining in the course) less 20% of the total course cost.

10.6 Learners may opt to transfer on one occasion to a course commencing within three months of their original course without penalty.

10.7 Refunds following cancellation of a transferred course will attract a penalty of 20% of the total course cost in addition to the refund guidelines outlined above.

10.8 AD1 College does not typically provide a refund in cases where a learner has withdrawn from a qualification but has completed all the requirements for a lower level qualification, which attracted a lower learner fee.

10.9 If AD1 College defaults with a course, does not commence on the designated day, or is actually cancelled. No learner will be disadvantaged.

10.10 Fee refunds will be made 14 days after demand when AD1 College defaults and within 28 days after demand when the learner defaults.

10.11 AD1 College's dispute resolution processes do not circumscribe the learner's right to pursue other legal remedies.

10.12 This agreement, and the availability of complaints and appeals processes, does not remove the right of either part to take action under Australia's consumer protection laws for unpaid or overdue fees. Learners may contact the Department of Fair Trading: Level 21, 227 Elizabeth Street, Sydney NSW 2000.

10.13 The refund policy is subject to review from time to time.

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11.0 RECOVERY OF OUTSTANDING FEES

11.1 Learners must pay all fees and charges by the due date. Failure to pay fees and charges may result in any or all of the following until the learner pays the full amount:

- Suspension from attending or participating in the course
- Exclusion from assessment activities
- Withholding of certification documentation
- Termination of the enrolment
- Exclusion from any future enrolments at AD1 College.

11.2 AD1 College will remind learners who fail to pay fees of their obligation to do so and of the possible consequences of non-payment. AD1 College may refer fees and charges remaining unpaid after ninety (90) days from the due date to a debt collection agency.

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