Purpose:	The purpose of these procedures is to ensure that employers and students are adequately informed of course fees, ancillary charges, and their rights regarding refunds.
Scope:	These procedures apply to all MultiSkills staff, contractors, any applicable third parties and students (learners) and covers all units and qualifications within the scope of MultiSkills registration.
Responsibilities:	The CEO is ultimately accountable for adherence to these procedures.
Standards:	These procedures contribute to compliance with clauses 3.5, 5.3, 6.3 & 7.3.
Policies:	These procedures are supported by the *Marketing and Advertising, Fees, Charges & Refunds* and *Complaints and Appeals* policies.
Procedures:	These procedures are supported by the *Marketing and Advertising*, *Course Information Procedure*, *Complaints and Appeals* procedures.
Tools:	These procedures are supported by the Marketing *and Advertising Checklist, Schedule of Fees, Refund Application Form, Complaint and Appeals Application Form* and the *Student Handbook*.

1. Procedure for setting and publishing *Schedule of Fees* and fee sections in *Course Outline(s).*

Procedural Step	Accountability	When
1. Prepare proposed fee structure for all Training Products using the *Schedule of Fees* template. 2. Assess proposed published material and prepare a copy to facilitate a review process. 3. Update corresponding fee (costs) section in each *Course Outline Template* for all Training Products in scope of registration. 4. Obtain approval from CEO.	Compliance Officer	Prior to RTO Registration
5. Review *Schedule of Fees* and fee (costs) section in each *Course Outline* and provide approval for publication or alternatively address any open issues for resolution prior to providing approval.	CEO	
6. Publish *Schedule of Fees* and *Course Outlines* on website and update other collateral, as necessary. Update the Student Management System (SMS) as required with the approved fee structure.	Compliance Officer	

2. Procedure for issuing an invoice to prospective students.

Procedural Step	Accountability	When
7. A tax invoice/receipt is issued immediately to a student upon booking into a course. Full payment is required at the time of booking. 8. Company bookings are sent a *Booking Confirmation* at the time of booking. This contains all invoicing details.	Assigned RTO Staff Member	At the time of initial booking
9. The *Booking Confirmation* is converted to a *Tax Invoice* upon completion of the course. This is emailed directly to the company's contact that was provided to MultiSkills upon initial booking. Payment terms are strictly 30 days from the date of issue.	Assigned RTO Staff Member	Upon completion of the course

3. Procedure for verifying received payment from prospective students.

Procedural Step	Accountability	When
10. Check bank statement for payments received from employers and students. Reconcile all payments using unique payment identifies against issued invoices to students to determine fees received and paid.	Assigned RTO Staff Member	Daily

4. Procedure for received *Refund Application Form*.

Procedural Step	Accountability	When
11. A fee payer lodges a *Refund Application Form*.	Fee payer	At fee payer’s sole discretion.
12. Check received form for completeness and populate and update the date received information field within the ‘*office use only*’ section. 13. Assess the merits and legitimacy of the refund application to determine fee payer eligibility. Provide an accompanying brief of drawn conclusions along with the form to the CEO for approval.	Assigned RTO Staff Member	Within 1 business day of receiving the *Refund Application Form*.
14. Review the *Refund Application Form* and accompanying brief and consider merits and legitimacy for providing a resolution. 15. Advise those responsible for administering this procedure of the outcome of the application of refund.	CEO	Within 5 business days of receiving the *Refund Application Form*.
16. Update the *outcome, date received, refund amount (if applicable)* and *outcome* fields within the *Refund Application Form* based on the outcome. 17. Should the result be an approved refund, then: ● update the *refund application amount* fields within the *Refund Application Form.*	Assigned RTO Staff Member	Within 8 – 10 business days of receiving the *Refund Application Form*.

● coordinate and process the refund payment following any additional management approvals prior to payment. ● Advise the student via email or phone the outcome of the refund application. 18. Should the result be rejected claim then: ● prepare and issue a letter to the fee payer advising them of the outcome. ● provide customer with a *Complaints and Appeals Form* if they do not agree with the outcome 19. File the issued *Refund Application Form* and compile any additional notes in the student's contact notes section in the student management system.		