

Fees, Charges and Refunds Procedures

Trade Training Group t/a MultiSkills Training – RTO: 40846



Purpose:	The purpose of this procedure is to ensure that employers and students are adequately informed of course fees, ancillary charges, and their rights regarding refunds.
Scope:	This policy applies to all MultiSkills staff, contractors, applicable third parties, and students, and covers all accredited and non-accredited training offered by MultiSkills Training.
Responsibilities:	The CEO is ultimately accountable for adherence to this procedure.
Standards:	Outcome Standards for RTO's 2025 2.1
Policies:	This procedure is supported by the <i>Marketing and Advertising, Fees, Charges & Refunds</i> and <i>Complaints and Appeals</i> policies.
Procedures:	This procedure is supported by the <i>Marketing and Advertising, Complaints and Appeals</i> procedures.
Tools:	This procedure is supported by the <i>Marketing and Advertising Checklist, Schedule of Fees, Refund Application Form, Complaint and Appeals Application Form</i> and the <i>Student Handbook</i> .

1. Procedure for reviewing, approving and publishing course fees

Procedural Step	Accountability	When
1.1 Periodically review course fees, taking into consideration operational costs, market comparisons and recommendations from the Management Team.	CEO / CTO	At least periodically or when Skills First funding changes
1.2 Obtain approval from the CEO prior to implementing any new or revised course fees.	CEO	Prior to implementation of new or revised fees
1.3 Following approval, update the applicable course fees on the RTO website, Student Management System (SMS), Schedule of Fees (where applicable) and any other relevant published information.	Compliance Officer / Head of Marketing	Following approval, prior to implementation
1.4 Ensure all published course fees are accurate and current prior to the revised fees taking effect.	Compliance Officer	Before revised fees take effect
1.5 New or revised course fees apply only to bookings made on or after the approved effective date. The fee for an existing booking is fixed at the fee confirmed at the time of booking and will not be changed.	Compliance Officer	At the time of implementation

2. Procedure for issuing an invoice to prospective students.

Procedural Step	Accountability	When
2.1 A tax invoice/receipt is issued immediately to a student upon booking into a course. Full payment is required at the time of booking.	Assigned RTO Staff Member	At the time of initial booking
2.2 Company bookings are sent a <i>Booking Confirmation</i> at the time of booking. This contains all invoicing details.		
2.3 The <i>Booking Confirmation</i> is converted to a <i>Tax Invoice</i> 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
3.1 Check bank statements for payments received from employers and students. Reconcile all payments using unique payment identifiers against issued invoices.	Assigned RTO Staff Member	Daily

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4. Procedure for cancellations, rescheduling and late arrivals

Procedural Step	Accountability	When
4.1 Where a student or company requests to cancel or reschedule a booking, confirm whether at least five (5) business days' notice has been provided prior to the scheduled course commencement date.	Assigned RTO Staff Member	Upon receipt of a cancellation or rescheduling request
4.2 Where at least five (5) business days' notice has been provided, process the cancellation, rescheduling or applicable refund in accordance with the Fees, Charges and Refunds Policy.	Assigned RTO Staff Member	Upon receipt of a cancellation or rescheduling request
4.3 Where less than five (5) business days' notice has been provided, advise the student or company that the booking is not eligible for a refund or transfer of course fees and that a new booking and payment of the applicable course fee is required.	Assigned RTO Staff Member	Upon receipt of a cancellation or rescheduling request
4.4 Where a student arrives after the scheduled course commencement time, participation will be at the trainer's discretion. The trainer must consider the student's arrival time, class size, the stage of training and assessment reached in line with the Course Training Plan and the potential impact on other students. Where the student has missed essential training, safety information or assessment activities that cannot reasonably be accommodated, the trainer may refuse the student's participation in the course.	Allocated Trainer Assessor	At course commencement
4.5 Where the trainer determines that the student cannot participate due to late arrival, record the student as a non-attendance and advise the student that they are required to make a new booking. No refund or transfer of the original course fee applies. Where a student enrolled in a full qualification is unable to participate in scheduled training due to late arrival, a Non-Attendance Warning will be issued to the student in accordance with the RTO's attendance requirements.	Assigned RTO Staff Member	At course commencement
4.6 Where a student is not permitted to participate in a course due to late arrival, a contact note must be recorded in the Student Management System (SMS), documenting the student's arrival time, the trainer's reason for the decision and the outcome communicated to the student.	Assigned RTO Staff Member	On the day of the scheduled course
4.7 Where MultiSkills cancels or reschedules a scheduled course, notify affected students or companies and offer alternative course dates where available. 4.8 Where an alternative date is not suitable or available, provide the Fee Payer with a Refund Application Form to obtain the necessary payment details and arrange a refund in accordance with the Fees, Charges and Refunds Policy.	Assigned RTO Staff Member	At the time of course cancellation

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5. Procedure for receiving and processing a Refund Application Form.

Procedural Step	Accountability	When
5.1 A fee payer lodges a <i>Refund Application Form</i> .	Fee payer	When requesting a refund
5.2 Check received form for completeness and populate and update the date received information field within the 'office use only' section. 5.3 Assess the refund application to determine eligibility in accordance with the Fees, Charges and Refunds Policy. Standard refunds are to be reviewed and processed by the Accounts Team. Refunds arising from complaints, disputes or exceptional circumstances are to be referred to the Chief Training Officer (CTO) for review and determination.	Assigned RTO Staff Member	Within 1 business day of receiving the <i>Refund Application Form</i> .
5.4 The Accounts Team or Chief Training Officer (CTO), as applicable, will review the refund application and determine the outcome in accordance with the Fees, Charges and Refunds Policy. Matters involving exceptional circumstances may be escalated to the CEO for final determination where required. 5.5 Advise those responsible for administering this procedure of the outcome of the application of refund.	Chief Training Officer / Accounts Team	Within 5 business days of receiving the <i>Refund Application Form</i> .
5.6 Should the result be an approved refund, then: - Update the <i>refund application amount</i> fields within the <i>Refund Application Form</i>. - Coordinate and process the refund payment following approval by the appropriate authorised person. - Advise the fee payer via email or phone the outcome of the refund application. 5.7 Should the refund application be rejected, then: - Prepare and issue a letter to the fee payer advising them of the outcome. - Provide the fee payer with information regarding the Complaints and Appeals process if they do not agree with the outcome.	Assigned RTO Staff Member	Within 8 – 10 business days of receiving the <i>Refund Application Form</i> .
5.8 File the issued <i>Refund Application Form</i> and compile any additional notes in the student's contact notes section in the student management system.	Assigned RTO Staff Member	Within 8 – 10 business days of receiving the <i>Refund Application Form</i> .

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