

## POL - Payments and Refunds

### Purpose

The purpose of this policy is to outline Flexible Business Learning's (FBLearning) commitment to provide students fair and equitable payment terms and conditions, while ensuring that FBLearning remains a financially viable business.

### Scope

This policy relates to the receipt, storage and refund of all fees relating to the provision of nationally accredited training and assessment services

### Responsibility

The Administration Officer is responsible for the accurate recording of all financial information relating to student payments and refunds.

The Training Manager is responsible for calculating and setting all course fees, refund amounts and additional administrative and resource charges. The Training Manager is responsible for the approval of all refunds.

The Managing Director is responsible for liaising with company accountants and any required audits of company accounts.

### Policy

FBLearning will ensure that all information regarding the payment of fees including course fees, administration fees, material fees and any other charges or potential charges will be made available to the student prior to enrolment. This information will be available in the *FBLearning Payment Terms and Conditions* and in the *FBLearning Student Handbook* that students will be able to access:

- On the FBLearning website
- Via email in PDF form when requested through the Administration Officer or Training Manager
- In hardcopy at the FBLearning office.

When collecting student fees in advance FBLearning will ensure that all payments collected before training and/or assessment commences do not exceed a total of \$1000. Where the total fees for the course exceed \$1000, a payment schedule will be established and the payment of installments will be communicated to the student at enrolment and payment will be required on the installment due dates. At no time will the payments requested from the student in advance of the service being provided exceed \$1500.

Where the full fee for the course (including administrative and materials charges) does not exceed \$1000, the full payment must be made before enrolment is confirmed.

Payments can be made to FBLearning via the following methods:

- Direct debit to the details provided on the invoice
- Credit Card
- Cheque
- Money Order

A student's enrolment in a course with FBLearning will not be guaranteed until the initial fee payment, including a non-refundable administration fee, has been paid according to the *Payment Terms and Conditions*. Once a student has commenced training, FBLearning will ensure that their training and assessment, as outlined in the course strategy, will be completed.

If, due to unforeseen circumstances, and through no fault of the student, FBLearning is unable to complete the training and assessment agreed to at enrolment, FBLearning staff (in consultation with the student) will organize for an external provider to complete the student's training and assessment on the company's behalf. If alternate arrangements cannot be made to the satisfaction of the student, the student will be provided with a Statement of Attainment for all units they have been deemed competent in to date, and a refund of all fees that were accepted in advance for services that have not yet been provided.

Students will receive a full refund (including administration fee) in any of the following circumstances:

- The course is cancelled before it commences
- The course is rescheduled to a time and location that is unsuitable for the student before it commences

Partial refunds of course fees may be available in the following situations:

- If a student who has commenced training must withdraw for personal reasons beyond their control and can verify this in writing. For example:
  - Illness (verified by a medical certificate)
  - Change of employment hours or location (verified by the employer)
- If a student's enrolment in a course has been confirmed but the course has not commenced and they wish to withdraw from the course for personal reasons

All partial refunds are granted at the discretion of the Training Manager. Partial refund amounts may vary due to the different administrative and resource costs associated with each course. Details regarding the situations in which a partial refund may be granted, and the amount of that refund, are outlined in the *FBLearning Payment Terms and Conditions*.

Refunds will be paid to the same person or entity from whom the payment was received on behalf of the student.

## Related Documents

RES - Payment Terms and Conditions

RES - Fees and Charges

RES - Enrolment Form

RES - FBLearning Student Handbook

Original Issue: 01.06.2012

Current Version: 25.07.209

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