

## Fee Policy and Procedure

### **1.Purpose**

This policy outlines the conditions under which learners may receive a refund for fees paid to Family Planning Welfare Association NT (FPWNT) for training programs and courses. It ensures transparency, fairness, and compliance with financial and regulatory standards. It covers fee payments, cancellations, withdrawals, non-attendance, and refund procedures, in line **with Outcome Standard 2.1, 2.3 and 4.4.**

### **2.Scope**

This policy applies to all learners enrolled in FPWNT training programs and courses, including both accredited and non-accredited offerings. It covers fee payments, cancellations, withdrawals, non-attendance, and refund procedures.

### **3.Definitions**

- **Refund:** The return of paid fees to a learner under specific conditions outlined in this policy.
- **No Show:** A learner who fails to attend the course or training program without prior notice.
- **Business Days:** Weekdays excluding public holidays and weekends.

### **4.Responsibilities**

- **RTO CEO:** Responsible for ensuring the consistent implementation of this policy and procedure, and for maintaining compliance with financial and regulatory obligations, including Outcome Standards.
- **Financial Officer or their delegate:** Responsible for managing all fee transactions, processing approved refunds, and ensuring that training fees are securely held and transferred in accordance with FPWNT's financial procedures.
- **Administration Officer:** Responsible for communicating any course changes to learners, assisting with the refund process, and ensuring that all relevant documentation is accurately recorded and stored.
- **Learners:** Responsible for submitting accurate course applications, providing timely notice of withdrawal when applicable, and requesting refunds in writing as per the outlined procedure.

### **5.Procedure**

#### **5.1: Invoices and Payment**

- Upon receiving a course application, FPWNT issues a tax invoice where applicable. Learners must ensure payments are clearly identified to allow accurate processing. A receipt and confirmation of enrolment are sent via email.

#### **5.2: Course Cancellation and Transition Procedure by FPWNT**

- If FPWNT cancels a scheduled course, learners will be offered either a rescheduled date or a full refund if the new date is unsuitable.
- If the RTO is unable to deliver the agreed training and assessment services, learners will be provided the opportunity to transfer into an equivalent course of equal value, once the course has been approved under the RTO's updated scope of registration.
- This transitional arrangement ensures that learners' qualifications remain aligned with current industry standards. FPWNT is committed to supporting learners throughout this process and will facilitate their transition into the most up-to-date qualification within a 12-month period.

#### **5.3: Learner Withdrawal**

- Learners who withdraw 21 business days or more before the course start date are eligible for a full refund. If withdrawal occurs less than 20 business days before commencement, a 25% administration fee is deducted, and the remaining balance is refunded. No refund is provided for learners who fail to attend or cancel on or after Day 1 of the course.

#### **5.4: Refund Process**

- Refunds must be requested in writing via email or post. Once approved, refunds are processed within 14 business days via direct deposit to the learner's nominated bank account.

### **5.5: Fee Security**

- All training fees are held in a separate online bank account. Upon course completion, funds are transferred to FPWNT's working account by the financial officer or delegate.

### **6.Documentation**

- Tax Invoice
- Confirmation of Enrolment
- Written Refund Request
- Refund Transaction Record
- All refund requests and related correspondence are securely recorded and stored in accordance with FPWNT's data management and privacy policies. Records are maintained for audit and compliance purposes.

### **7.Record Keeping and Continuous Improvement**

- Refund procedures are reviewed annually to ensure effectiveness and compliance. Feedback from learners and staff is used to improve the process. All updates are recorded in the Continuous Improvement Register.

### **8.Accessibility**

- This procedure is available on the staff shared server and the TeamSite, website and learner handbook for easy access by all relevant personnel.

### **9.Version and Approval**

<b>Version No</b>	<b>Policy Name</b>	<b>Status</b>	<b>Date Approval</b>	<b>Review Date</b>
1	Fee Policy and Procedure	Approved – CEO, RTO	August 2025	August 2026