

Financial Management and Refunds Policy

Purpose

Rose Training Australia are committed to meeting all of the financial requirements of the Standards and requirements for registration and will comply with requests and report on financial activity and status as required within our budgetary constraints.

Information for students

To ensure that all students are properly informed of any financial matter and can make informed choices relating to their chosen course, Rose Training Australia directs the Student to information prior to enrolment including a Course Fee and Enrolment Agreement, Personalised Invoice, the Fee Schedule and this Financial Management and Refunds Policy.

Rose Training Australia provide the following information to students in the Student Handbook, and will provide the same information on the website:

- what is included in the total amount of all fees including course fees, administration fees, materials fees and any other charges – for each qualification (exact details will be provided to the student during the enrolment process).
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee
- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment

Rose Training Australia describe (in the Student Handbook) the nature of the guarantee given to students regarding completing the training and/or assessment once the student has commenced study in their chosen qualification or course

Where the organisation collects student fees in advance it will comply with the following option for collecting student fees paid in advance:

- The RTO will not accept payment of more than \$1500 from each individual student prior to the commencement of the course. Following course commencement, the RTO may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to costs yet to be incurred on behalf of the student for tuition or other services yet to be delivered to the student does not exceed \$1,500.

Guarantee to students

Rose Training Australia strives to ensure that students services will be:

- Provided with due care and skill;
- Fit for the specified purpose; and
- Provided within a reasonable time.

Rose Training Australia ensures it uses an acceptable level of skill or technical knowledge and takes all necessary care to avoid loss or damage when providing course services.

Fees Policy

Cost of course and the fee structures are reviewed in response to market feedback, competitors pricing and the CPI.

Fee Schedule

The Fee Schedule is made available to prospective students on the Rose Training Australia website. This outlines in detail the cost of all offered courses for full fee-paying students and those entitled to government funding including both concessional and non-concessional rates at a unit level.

Information about fees and charges is to be made available to students before course commencement.

Invoice

Students will receive an invoice detailing all the fees, payment terms relating to their qualification including:

- Tuition fees on a per unit basis
- Enrolment/ administration fees including any payment terms
- Course and material fees
- Any other fees required to complete the qualification

Methods of Payment

Payments will be accepted via two options:

- A \$200 booking fee paid prior to the course commencement date.

The balance to be paid on the first day of training. All payments can be made via bank deposit, credit card and Stripe (through our website).

OR

A Payment plan

For students wishing to use a payment plan, they can pay the balance of their course fees through FFA Pysmart and Certegy. These students will need to make application and provide the necessary paperwork to fulfil their obligations to meet the requirements of FFA Pysmart and Certegy.

Documenting Financial Records

Student's fees and any refunds are recorded in Ammonite. Fees are only allocated as income when the student has enrolled and commenced their studies.

Issue of Client Receipts

Following payment in full for all invoiced items from students a receipt will be generated and provided to the student.

Under no circumstances, at any time, will Rose Training Australia hold more than \$1500 in advance, per student.

Refunds Policy

The tuition fees **will be refunded** only under the following circumstances as shown in the table below:

General Refund Arrangements	
Administration booking fee	Non-refundable
Withdrawal from all online courses after access to the system has been issued	No refund
Withdrawal from studies prior to confirmation of enrolment being provided.	100% course fees
Withdrawal within 48 hrs of receiving confirmation of enrolment	100% course fees less \$200 administration booking fee
Withdrawal due to student unable to make specific course date	100% course fees less \$200 administration booking fee
Withdrawal due to Rose Training cancelling course date	100% course fees refunded including administration booking fee
Withdrawal after 48 hrs of receiving confirmation of enrolment 14 days of the agreed start date.	100% course fees less \$200 administration booking fee

** A documented administrative fee of \$50 will be charged for processing refunds.

Requests for refunds should be made in writing to admin@rosetraining.com.au with documented evidence of the reason for withdrawal. Eligible requests will be refunded within 28 day of receipt of the claim.

All refunds will include a statement explaining how the refund amount was calculated and will only be issued to the person who paid the tuition fees. For example, if an agent or parents paid the tuition fee, the money will only be refunded to either the agent or parents. This refund policy does not remove student's rights to take further action under the Australian Consumer Protection Laws.

Refunds Due to Student Request / Hardship Application

You may experience extenuating circumstances that prevents you from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support your circumstances, course service fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued.

This decision of assessing the extenuating circumstances rests with the ROSE TRAINING AUSTRALIA Chief Executive Officer and shall be assessed on a case by case situation.

Where delivery has commenced, course fees have been paid and you believe a special circumstance refund is warranted, you may apply for a refund using the Refund Application Form. This form is available from any relevant ROSE TRAINING AUSTRALIA representative and is also available by emailing admin@rosetraining.com.au.

Once completed, the *Refund Application Form* should be submitted to the Chief Executive Officer via email at admin@rosetraining.com.au or via post to the address as noted on this Course Fees and Enrolment Agreement.

Payment Default

If the student defaults on a payment, certificates will not be issued until the account is paid to date. This may mean making a 'catch up payment' for the missing amounts as well as any third-party fees.

Course fees must be paid in full for your last assignment to be marked, and for your certificate to be issued.

If your account remains unpaid, access to resources via your online learning platform may cease until the payments are brought up to date. Course extensions will also not be granted to Students that are behind in their payments.

Record Management	Ammonite Dropbox
Reference Documents	Course Fees and Enrolment Agreement Fee Schedule Personalised student invoice Website Staff Induction Checklist Pre-enrolment Interview Checklist Student Handbook Staff Handbook Assessor Guide
Link to SRTO 2015	Standard 1. The RTO's training and assessment strategies and practices are responsive to industry and Student needs and meet the requirements of training packages and VET accredited courses
	Standard 2. The operations of the RTO are quality assured
	Standard 3. The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to Student records.
	Standard 4. Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current Students and clients.
	x Standard 5. Each Student is properly informed and protected.
	Standard 6. Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.
	x Standard 7. The RTO has effective governance and administration arrangements in place.
	Standard 8. The RTO cooperates with the VET Regulator and is legally compliant at all times.
Developed By	Compliance Manager
Approved by	Directors