

## STATEMENT

The RDNS Your Health and Learning Fees, Instalments & Refund Policy is to ensure all learner monies are handled fairly, transparently and consistently. This policy assists learners and staff to clearly understand their obligations, rights and options around the payment of course fees.

This policy will be made available to all course applicants prior to confirmation of their enrolment. This policy applies only to nationally recognized courses or units of study offered by RDNS Your Health and Learning.

## GENERAL

The Centre will inform learners in writing of fees prior to commencement of studies.

- To ensure a place in a course/unit, fees must be paid either in full or (if approved) by instalments. A discount may be applied if full payment is made prior to commencement of a nationally accredited course.
- A deposit is required prior to commencement of the course to secure a place.
- Failure to do so may mean that the offer of enrolment in a course/subject is withdrawn and may be given to another person on the selection list.
- Payment may be made by cash, cheque, money order or credit card, in person, mail or by telephone using EFTPOS.
- RDNS maintains a financial agreement only with the learner and not with any third party paying fees on behalf of a learner (except where tuition is being provided under a scholarship or government funded program such as a Traineeship).

All tuition fee payments received are held in a specific RDNS account. Learners may view their financial records with the Learning Administration Assistant to confirm any outstanding amount/s or when payments have been made.

## Fees by concession

All courses are offered on a full fee-paying basis. RDNS Your Health and Learning may from time to time offer course fee concessions to individual learners or types of learners (ie: the unemployed).

## Fees by instalments

- Payment of course fees by instalments may be approved for award courses.
- Learners will be ineligible for fees by instalments if they have previously received a second reminder notice or defaulted in payment in another RDNS course, or where RDNS Your Health and Learning has reliable knowledge of the learner's risk as a potential bad debt.
- Applicants are required to enter into a fee instalment arrangement before commencing their course of study, except where their course fees have been paid in full in advance or they are enrolling under subsidised training (ie: scholarship or government funded program).
- If approval is given to make payments by instalments, 10% or more of the total course fee is required as a deposit to ensure enrolment in the course.
- In extraordinary circumstances, a request to vary instalment agreement repayment terms may be approved by the Operations Manager Learning & Training.
- In cases where the instalment agreement is broken (ie, fees are not paid by the due date) the following will occur:
  - A 10% overdue fee charge will be applied to the overdue amount. Future payments will first be applied against the overdue amount and overdue charge before being applied to further instalment amounts.
  - Reminder notices will be forwarded, requesting immediate payment of overdue fees

- If a satisfactory response is not forthcoming, debt recovery action may be taken in order to recover the fees. Any debt collection costs will be the responsibility of the learner.
- No documentary or verbal evidence of enrolment or results will be given.
- The learner will not be accepted into any other RDNS Your Health and Learning course whilst fees remain outstanding.
- The learner may be suspended or withdrawn from the course at the discretion of the Operations Manager Learning & Training.

### Withdrawing from a course

RDNS Your Health and Learning requires the following process to be adhered to when withdrawing from a course.

- An appointment is required with the Course Coordinator to ascertain financial and academic status.
- Complete the *Enrolment Amendment Form* located on Moodle as soon as possible.

Learners are required to continue to pay instalments until withdrawal from course processes are completed.

Any balance of fees still outstanding at the time of withdrawal must be paid in full.

The refund calculation will apply in assessing whether learners are entitled to a refund or not.

If the refund due is more than the fees outstanding, a cheque for the difference will be forwarded to the learner.

All forms are available from the Centre's Student Services Administration Staff.

### Abandonment of studies

A learner will be considered to have abandoned their course if they fail to attend 4 consecutive scheduled sessions without giving prior written notification to RDNS Your Health and Learning.

Where Abandonment of Studies is deemed to have occurred the learner will be withdrawn from the course, their enrolment cancelled, and written notice sent to the learner's address on record. In the case of Abandonment of Studies no refund will apply.

### Centre initiated refund

If RDNS Your Health and Learning cancels a course, the learner will be notified as soon as possible.

The learner may be given the option of transferring the course fees to the next occurrence of the course being cancelled, or applying those fees to other education or training services or products available through RDNS Your Health and Learning, or receiving a refund.

If the learner elects to receive a refund of fees paid, a full refund will be forwarded to the learner within two weeks.

If the learner does not respond to the cancellation notice the Centre will process a full refund of fees paid.

## Learner initiated refund

Where a learner withdraws from a course after the course has commenced no refund applies, except in the following circumstances which must be beyond the learner's control:

- Sickness (verified by a medical certificate), preventing continuation of the course by other modes (ie: online or distance) where such modes are available and/or appropriate
- Gaining employment or change of employment hours or location (verified by employer), preventing continuation of the course by other modes (ie: online or distance).
- Personal reasons at the discretion of the Operations Manager Learning & Training (ie: compassionate grounds).

## Refund Calculation

Refunds are calculated from the date the completed *Enrolment Amendment* form (with supporting evidence attached) is received by the Centre, NOT the date studies were ceased.

Upon receipt of the *Enrolment Amendment* form, the amount of refund is determined as follows, calculated from the date on which written notification of withdrawal is received:

- 15 working days or more prior to course commencement: 50% refund of fees already paid (excluding deposits).
- Less than 15 working days prior to course commencement: 25% refund of fees already paid (excluding deposits).
- After the semester has commenced no refund is payable.
- In the case of Certificate III programs and individual units of competency no refund is payable after commencement of the program.

In any case deposits and fees already paid for products or services provided are excluded from refund calculations.

<b>FEES, INSTALMENTS &amp; REFUNDS</b>	Date of Origin:	June 2000
<b>AQTF 1.1, 1.5 (a), 2.1, 2.2, 3.1, 3.3</b>	Last Review Date:	February 2011
	Next Review Date:	August 2011
	Version:	9
	Authority:	Operations Manager Learning and Training
	Responsibility:	Course Coordinator