

## Protection of Fees Paid

### Purpose

The procedure exists to ensure we protect fees paid (in advance or payable after delivery) whether these are paid by an individual client/stakeholder or paid by a company as part of a training delivery contract.

### Scope

All fees paid (in advance or payable after delivery of training).

### Responsibility

General Manager

### Process

**Please note:** It is the policy of IOGTA to not request fees paid in advance for more than \$1500. If at any stage circumstances present where a client may be required to pay more than \$1500 IOGTA's RTO Manager must be contacted to discuss payment options with the client. If the client is to pay more than \$1500 the following process will apply.

### Fees Paid in Advance – More than \$1500

Where IOGTA requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), IOGTA must meet the requirements set out in the Requirements for Fee Protection in Schedule 6 in the Standards for Registered Training Organisations (RTOs) 2015 - *Schedule 6 - Requirements for protecting fees prepaid by the individual learners, or prospective learners, for services*

Prepaid fees include all fees that a learner is required to pay, including enrolment fees, tuition fees, materials fees and any other fee component that is a mandatory payment for the clients course. IOGTA is only required to protect prepaid fees from individual learners and prospective learners. These requirements do not apply, for example, where an employer engages an RTO to provide training and/or assessment to its staff.

This policy details how, if IOGTA is unable to provide services for which the learner has prepaid, the learner will:

- Be placed into an equivalent course such that:
  - The new location is suitable to the learner; and
  - The learner receives the full services for which they have prepaid at no additional cost to the learner; or
- Be paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount

It is the policy of IOGTA that the fees, charges and refunds associated with enrolling in a course are applied in accordance with any VET funding contracts held by IOGTA.

### **IOGTA Administration Steps**

1. The client/stakeholder is provided a copy of our fees and charges structure for our training and assessment services along with details of our refund policy.
2. The client/stakeholder enters into a contract with us.
3. As per our fees and charges structure the client/stakeholder is required to make payment for training and assessment services we are to deliver as part of this contract.
4. The client/stakeholder is provided the details and the process of payment.
5. The client/stakeholder makes the payment for the Tax Invoice by:
  - Writing a cheque payable to the company name and not to an employee or agent of the company;
  - Credit Card payment into the company bank account not to an employee or agent of the company; and
  - Cash payment, please note we generally do not encourage cash payments, however in the event a cash payment is the only option, the following steps are taken: Cash is received by staff member, counted by staff member to ensure the correct amount is received. (Change is administered if necessary).
6. A receipt/record of payment is provided to the client/stakeholder and copy is taken and provided to our accounts department (including debtor account details) for processing and filing.
7. No withdrawals or payments can be made from the company bank account without the approval and signature of the CEO or delegate.
8. IOGTA's financial position ensures it has sufficient working capital to operate for at least 6 months without tuition fees and to honour/refund fees paid in advance .

### **Related Documents**