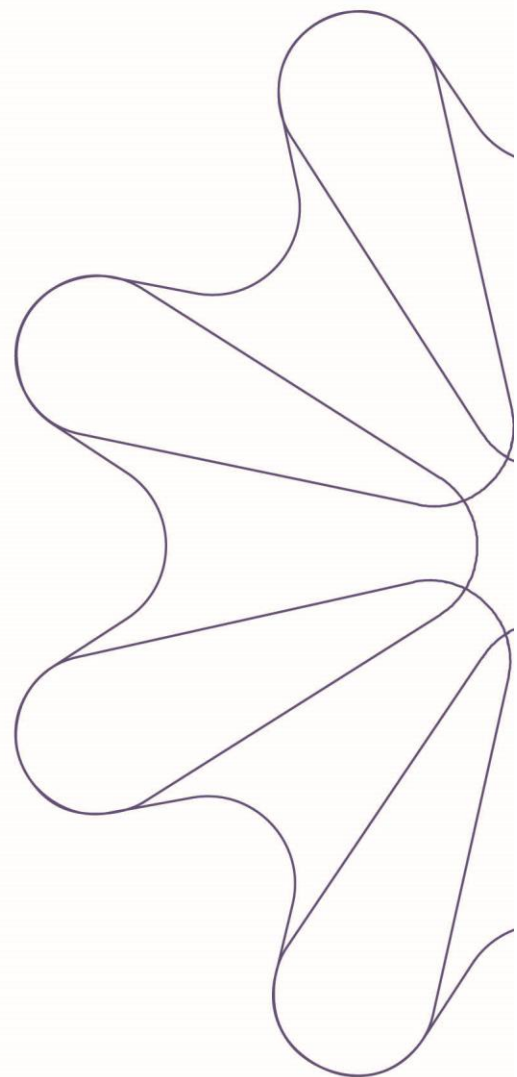


MAX Solutions Refunds, Fees and Charges Policy and Procedure (Training)



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1. Purpose

The purpose of this Policy and Procedure is to provide employees, agents, volunteers, and contractors of MAX Solutions with the appropriate guidelines surrounding the student refunds, fees and charges associated with MAX Solutions RTO training products. Where applicable this Policy and Procedure is further supported with Task Cards, Checklists and to be read in conjunction with other MAX Solutions Policies and Procedures.

The purpose of this policy and procedure is to clearly outline:

- How course fees are determined and charged
- Payment terms and conditions including deposits
- What fees cover
- How fees paid in advance are protected; and
- The conditions under which a refund may apply.

2. Commencement of Policy

This Policy and Procedure will commence on 12th February 2019. It replaces all other policies or arrangements governing this subject (whether written or not).

3. Application of this Policy

This Policy and Procedure applies to all employees, agents, volunteers, and contractors of MAX Solutions.

4. Overview of Fees and Charges

This Policy and Procedure provides all employees, agents, volunteers, and contractors with information on the process for student refunds, and for determining fees and charges for all MAX Solutions Courses. All fees and charges for the delivery of vocational training and assessment services must be approved by the RTO management prior to their publication, quotation to clients or tender submission.

5. Determining Course Fees

MAX Solutions is required to ensure that full course fees associated with any given training package are provided to students prior to enrolment. Course fees disclosed must include all costs associated with the training course and will comprise of:

- Course/Tuition fees
- Materials and equipment fees
- Administration Fees (which are not to be refunded, unless in the event of course cancellation by MAX Solutions).

MAX Solutions reserves the right to adjust fees at any time. MAX Solutions must adhere to obligations as stated in the Standards for Registered Training Organisations (RTO's) 2015 Clauses 5.1 to 5.3 Informing and protecting students. In addition, funded student fees across various states, fees may be dictated by the State Training Authority.

6. Fee for Service

Under the Standards for Registered Training Organisations (RTO's) 2015 Clause 7.3, Protecting pre-paid fees by students. MAX Solutions will not accept either directly or through a third party more than \$1,500.00 payment in advance for a prospective or current learner.

In regard to fee payment schedules, once approved the fee payment schedule will be set up for any remaining payments to be made, with invoices being based on a 30 day payment period.

7. Funded Training Courses

For funded training courses, the amount to be charged for Student Contribution/Tuition Fees must be in accordance with the Contractual Obligations of the State Training Authority Contract. Fee Payment Schedules can be set up for payments over an agreed period, with invoices being based on a 30 day payment period.

8. Cooling Off Period

MAX Solutions acknowledges the students' rights as a consumer including a cooling off period of 14 days. Written request to withdraw within the cooling off period must be received from the student by MAX Solutions. The **Student Completion Withdrawal Form (Training)** may be used as written evidence of intent to withdraw during the cooling off period.

9. Course Cancellation

In instances when MAX Solutions cancels a course and the student has been notified, where applicable - the student is entitled to a full refund or transfer of funds to another course.

In the instance that the course has been cancelled after it has commenced (and prior to completion), MAX Solutions will offer the student an alternative course or part thereof. If the student accepts the alternative course, no refund will be given, and no additional fees will be charged.

If the alternative course is not accepted, a full refund will be provided to the student, including the Administration Fee.

Further information on credit transfers following course cancellation is available in the **MAX Solutions Credit Transfer Policy and Procedure (Training)**.

10. Student Initiated Enrolment Changes

If the student wishes to change their enrolment into a different course being offered by MAX Solutions, any fees already paid may be transferred to the new enrolment. Any additional fees owing for the new training course enrolment are to be paid by the student.

Students wishing to withdraw from their enrolment are required to complete a **Student Completion Withdrawal Form (Training)** and submit this to MAX Solutions.

11. Refunds

Where a student withdraws their enrolment during the 14 day cooling off period, MAX Solutions will grant a full refund.

After the cooling off period, refunds will not be provided unless:

- The student can provide medical reasons with a Medical Certificate; or
- The student can provide reasoning for their course enrolment to cease – personal hardship.

If a refund is granted, the refund amount is to be pro-rata based on unit progression of the course the student is undertaking. Where a student has partially completed a unit, the full pro-rata rate of that unit, and all other completed units, will be considered as fees which are not eligible for refund.

If a refund is not granted, any outstanding fees must be fully paid by the student.

Students must apply for refunds in writing using the **MAX Solutions Refund Request Form (Training)** and clearly outline the reasons for the refund request and attach any supporting documentation.

Where a student disagrees with a MAX Solutions decision regarding their request for refund, the student is entitled to lodge a complaint as outlined in the **MAX Solutions Complaints and Appeals Policy and Procedure (Training)**.

In the event of a student's enrolment being cancelled due to misconduct, no refund will be provided and any outstanding fees must be paid. Refer to the **MAX Solutions Student Discipline Policy and Procedure (Training)** for further information regarding student misconduct.

12. Outstanding Fees


All payment terms and conditions are listed on the students invoice as well as being clearly stated in your Training Agreement (if applicable).

If fees are 14-30 days outstanding, schedule reminders will be made to the payee. At this point, payment plans will be offered in agreement with the payee in an agreement to settle the outstanding payment.

If fees are outstanding after 30-74 days, MAX Solutions RTO management will determine if the payee will be referred to MAX Solutions legal representatives if there is no response from the payee after a second reminder letter has been issued. MAX Solutions legal representatives will then deal with the debt collection process.

In some instances, student course results may not be released until such time as the outstanding fees are paid. Non-payment of fees may result in the interruption of the students training.

13. Related Documents

 The following documents are to be read in conjunction with this Policy and Procedure and are available on MAX Active;

Internal


- MAX Solutions Credit Transfer Policy and Procedure (Training)
- MAX Solutions Complaints and Appeals Policy and Procedures (Training)
- MAX Solutions Student Discipline Policy and Procedure (Training)
- Student Completion Withdrawal Form (Training)
- Credit Transfer Application Form (Training)
- MAX Solutions Refund Request Form (Training)

External


- ASQA Users' Guide to the Standards for RTOs 2015

Relates to Clauses 5.1 – 5.3, 7.3: Standards for RTOs 2015

14. Further Support and Feedback

 For further support or assistance on interpreting or understanding this and/or associated documents, please contact Quality & Ethics by email on quality@maxsolutions.com.au.

Staff can also get access to a variety of related information on the [Learning & Organisational Development](#) Team Site on MAX Power. This includes, but is not restricted to information for new starters, managers and copies of the PowerPoint presentations from all recent webinars.

 Quality & Ethics promotes continuous improvement and encourages constructive feedback regarding the effectiveness of this and/or associated documentation. Recommendations for improvement should be forwarded using the Staff Feedback facility available on the Intranet.

MAX Power/Key Tasks/Staff Feedback

Key Tasks

- Staff Feedback
- Log an IT / Facilities Request
- MAX Solutions Sites
- Customer Feedback and Complaints – Managers
- Customer Feedback and Complaints – Other Staff
- Service Notifications
- Authorised Site Visitor Log
- Corporate Contacts List

