

Premium Graduate Placements Fee Administration and Refund Policy

RELEVANT STANDARD(S): *Standards for Registered Training Organisations (RTOs) 2015 Standard 5.3, 7.3*

PURPOSE

Premium Graduate Placements adheres to the relevant compliance and legislative frameworks such as the Standards for Registered Training Organisations (SRTOs 2015). As such, **Premium Graduate Placements** will provide transparency in the application and administration of fees and charges including refund and will put in place a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate application and administration of fees and handling of client refunds.

POLICY PRINCIPLES

Premium Graduate Placements implements fair and reasonable refund practices and transparent and process for fee application and administration. **Premium Graduate Placements** will ensure that:

1. prospective students are aware of its fee policies in order to make informed decisions about enrolment in a course;
2. its fee and refund policy is prominent and accessible to its staff, prospective students, and existing students;
3. it implements and maintains a process for fair and reasonable refund and fees paid; and
4. it provides refunds for fees and charges paid by clients, where training and assessment activities have not been delivered

Fee Administration Policy Principles

Fee Information

1. **Premium Graduate Placements** will inform its prospective students and employers (if applicable) of the full and accurate course fees associated with the training and the refund policy before enrolment.
2. **Premium Graduate Placements** will ensure that the fee and refund policy is accessible to its staff, prospective students and existing students. The fee information will include but will not be limited to the following information:
 - a. Breakdown of the course fee (if any)
 - b. Fee and Refund policy

- c. Incidental fees
 - d. Compulsory fees
 - e. Additional charges or co-contributions
 - f. Methods of fee collection
 - g. Process for recovery of outstanding student fees
3. For any incidental fees that may be applicable, **Premium Graduate Placements** will inform the prospective student before enrolling that such fees are a charge for an essential good or service and that the student has a choice of acquiring this from a supplier other than **Premium Graduate Placements**.

Fee Administration

1. **Premium Graduate Placements** will only charge fees for accredited training in accordance to the fee information published and provided to the prospective student and the Fee Administration and Refund policy.
2. **Premium Graduate Placements** will retain accurate course fee payment, waiver, exemption or refund record for each student.
3. **Premium Graduate Placements** will require payment prior commencement of training as well as pre-payment plans for students.
4. **Premium Graduate Placements** will apply standard student fees for Fee-for-Service (FFS) students.
5. **Premium Graduate Placements** will allow participant course fees to be paid on behalf of the student by their employer or another third party (if applicable).
6. **Premium Graduate Placements** will maintain arrangements for the protection of any fees paid in advance in accordance with 7.3 of the Standards for RTOs 2015 and the NSW Fee Administration Policy.

Fee Payment Arrangements

1. **Premium Graduate Placements** will affect financial practices to ensure the protection of fees paid in advance and exceeding the \$1500 for any student. **Premium Graduate Placements** implements a fee payment plan and does not collect fees in advance exceeding \$1500 for any student.
2. **Premium Graduate Placements** will implement fee protection measure as prescribed under Schedule 6 of the Standards for RTOs, in the event that it collects more than the threshold prepaid fee amount from students.

3. Flexible payment arrangements / options will accommodate individual circumstances.
4. Fees must be paid in full before issuance of any certification documentation.
5. If payment instalment / arrangements are in place, and a payment becomes overdue and remains unpaid for a period in excess of 14 days, **Premium Graduate Placements** reserves the right to suspend the clients learning or assessments (or both) until all fee payments are up-to-date.
6. Flexible payment arrangements, such as instalments, credit card, and direct debit, cheques and EFT remittance are acceptable to accommodate the diverse financial situations of clients.

Outstanding Student Fees

1. Non-payment of fees by the due date for continuing enrolments will result in suspension of training. **Premium Graduate Placements** will notify all parties in writing if suspension. Once payment has been finalised, parties will be notified of the recommencement of training.
2. **Premium Graduate Placements** will charge a recommencement fee for any suspended training to cover administration cost.
3. **Premium Graduate Placements** will not issue SOAs or Certificates if training fees are outstanding.
4. **Premium Graduate Placements** will inform students of its process for the recovery of outstanding student fees prior to enrolment through the Fee Administration and Refund Policy.

Refund Policy Principles

1. Details of **Premium Graduate Placements** Refund Policy are publicly available to prospective students and employers (if applicable), staff and existing students and employers (if applicable).
2. **Premium Graduate Placements** will make students aware of the refund policy prior enrolment.
3. With regard to all withdrawal of training, **Premium Graduate Placements** will first encourage a client to continue training or provide other options such as enrolling to another course date, prior to processing refund applications.
4. Application Fee is non-refundable under any circumstances. **Premium Graduate Placements** agrees to refund candidates an amount of \$350 if it is unable to secure at least one interview within six months after the receivership of the application form.

5. **Premium Graduate Placements** will not refund the initial deposit under the following circumstances:
 - Candidate have secured a job/internship elsewhere
 - Unable to participate in the internship due to any personal reasons
 - The voluntary non-participation of the candidate is evident.
 - Not attending or unable to attend interviews Premium Graduates have arranged
 - Visa status related matters that prevents you from undertaking an internship
 - Prolonged or unexplained absence
 - An interview opportunity was missed as a result of your failure to respond in time (if we do not get any response within 3 days). Premium Graduate Placements would seek to get in contact through all avenues of communication including phone and emails.
6. Premium Graduate Placements agrees to refund to the original fee paying party upon receipt of written notice of cancellation by the applicant, all tuition fees paid:
 - Where Premium Graduate Placements refuses the application for enrolment. A partial refund will be applied for the Final Internship Fee.
7. Premium Graduate Placements agrees to refund to the original fee paying party upon written notice of cancellation by the applicant, all tuition fees paid, less amounts retained below:
 - If written cancellation is received at least 4 weeks in advance of the internship commencement date, Premium Graduate Placements will retain a non-refundable upfront deposit and 80% of the final internship fee.
 - Final Internship Fee - No refund
8. Premium Graduate Placements will make no refund of the tuition fees if:
 - There is less than 4 weeks' notice before the commencement date of the internship.
 - Intention of withdrawal is provided after the commencement of the internship date.
 - The voluntary non-participation of the candidate is evident.
 - The host company wishes to expunge the role of the candidate.
9. If the student wish to terminate studies before the completion of your course, the student must first complete a **Refund Request Form**, available from our website and support team. In cases where a direct debit instalment agreement has been negotiated, you will still be liable to pay any and all outstanding fees to **Premium Graduate Placements**.
10. This method of payment of your course fees does not remove your legal obligation to pay fees in their entirety. **Premium Graduate Placements** reserves the right to pursue to recovery of any and all fees owed by any and all means legally allowable.
11. No refunds will be issued for cancellations outside of the refund period.

12. For refund applications within the refund period, the Refund Request Form must be received by **Premium Graduate Placements**, within the refund period. If you do not notify **Premium Graduate Placements** in writing within the refund period, you will not be eligible for a refund.
13. All refunds will be paid to the person or organisation that originally paid the fees.
14. Refunds will be paid within four calendar weeks of the date the request is received.
15. This refund policy does not remove your right to take further action under Australia's consumer protection laws.

MONITORING AND IMPROVEMENT

The **Premium Graduate Placements** Administration Coordinator is responsible for ensuring compliance with this policy. The Administration Team of **Premium Graduate Placements** will process refund requests.

Premium Graduate Placements's CEO and/or Administration Coordinator is responsible for all continuous improvement processes in relation to the fee administration and refund policy and procedure and ensuring all staff, including those from the third party providers are complying with the provisions of this policy.

VERSION CONTROL

Version Control Table		
Date	Summary of Modifications	Version
02/02/2018	Procedure creation	v. 1.0

Premium

GRADUATE PLACEMENTS

Version: 1.0 | Updated: 2/2/2018