

Refunds Policy

- Where a course is cancelled the student is to be offered a full refund of fees paid.
- If an alternative course or other arrangement acceptable to the student cannot be provided, the full refund must be paid within four weeks of the course being cancelled.
- If a student withdraws from a course prior to course commencement a full refund of fees paid, less an administration fee of not more than \$200 must be paid within four weeks of notification of withdrawal.
- If a student withdraws after commencement of the course, a refund of the payments relating to the remainder of the course after a two-week notice period from the notification of the withdrawal, less an administration fee of no more than \$200, must be paid within four weeks of notification of withdrawal.
- All refunds must be noted on the student file/database record.

Financial Administration

The financial practices of the organisation are governed at two levels, legislated business practice and those specified for RTOs under the AQTF. In this context, the CEO must ensure that:

- All financial dealings are audited annually by a qualified accountant (see above definition).
- Audited financial statements, and where requested full audit reports, will be supplied to the OTTE upon request.
- Day-to-day financial dealings will be recorded and readied for audit in a timely and accurate manner by the Operations Manager under the direction of the Finance Committee
- Budgetary and planning activities are undertaken to ensure the organisation is able to maintain its ability and capacity to deliver those services appearing on DRUGBEAT OF SA'S Scope of Registration.
- All course charges are to be itemised making clear the cost breakdown, fees and charges, resource requirements and funding source where relevant.

ASSOCIATED DOCUMENTATION

- Invoicing and receipting system
- Fees protection and refund advice in all student information
- Enrolment form
- Application for refund
- Audit Report or Corrective Action