



DAYSAFE PTY LTD

Policy & Procedure – Fees & Refunds

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| Purpose | The purpose of this Policy & Procedure (P&P) is to ensure that Daysafe has a fair and equitable fee structure and refund policy. |
| Scope | This P&P provides guidance on the implementation of the Daysafe fees and refund policy and procedure when courses are cancelled or discontinued; or when clients or students cancel, withdraw or lodge a grievance which is upheld. |
| Definitions | <p>Client – the company or business wishing to enrol participants in the training and assessment activity.</p> <p>Student – the participant in the training and assessment activity.</p> |
| Inputs | <p><i>Essential standards for continuing registration</i></p> <p>SNR 22 - Financial management</p> <p>22.2 The NVR registered training organisation must provide the following fee information to each client:</p> <ul style="list-style-type: none">• the total amount of all fees including course fees, administration fees, materials fees and any other charges• payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/ administration fee• the nature of the guarantee given by the RTO to complete the training and/or assessment once the student has commenced study in their chosen qualification or course• the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment, and• the organisation's refund policy. |

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| | <p>22.3 Where the NVR registered training organisation collects student fees in advance it must ensure it complies with one of the following acceptable options:</p> <ul style="list-style-type: none">• (Option 1) the RTO is administered by a state, territory or commonwealth government agency, or• (Option 2) the RTO holds current membership of an approved Tuition Assurance Scheme, or• (Option 3) the RTO may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, the RTO may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500, or• (Option 4) the RTO holds an unconditional financial guarantee from a bank operating in Australia for no less than the full amount of funds held by the RTO which are prepayments from students (or future students) for tuition to be provided by the RTO to those students, or• (Option 5) the RTO has alternative fee protection measures of equal rigour approved by the registering body. |
| Requirement | <p>Information about fees must be clearly expressed and in language that clients understand. All fees and charges must be included in this information, including possible fees and charges such as RPL charges and additional charges imposed if the students do not successfully complete their programs.</p> <p>The options available to an RTO which collects fees in advance are designed to protect individual students in the event that the RTO is unable to deliver the training, assessment and support services agreed with the student.</p> |
| Reference Documentation | <p>Other reference documentation which relates to this P&P includes:</p> <ul style="list-style-type: none">• TAC Policies & Guidelines<ul style="list-style-type: none">○ Protection of Fees Paid in Advance○ Principles for alternative fee protection measures for protecting student fees in advance |
| Tools & Templates | <p>This P&P is supported by the Tools & Templates identified at each stage in the process.</p> |

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Policy

Fee information

The following fee information is to be provided to each client or student prior to their enrolment:

- the total amount of all fees including course fees, administration fees, materials fees and any other charges
- payment terms, (Include the timing and amount of fees to be paid and any non-refundable deposit/administration fees)
 - Daysafe requires payment of the full fees or a Purchase Order provided on enrolment in order to secure a place on the nominated course
 - Daysafe will not issue certificates until payment has been received or a Purchase Order is provided.
- the fees and charges for additional services. (Including issuance of a replacement statement of attainment and the options available to students who are deemed not yet competent on completion of training and assessment)

Clients or students must be provided with a receipt for all fees paid.

Daysafe guarantee to complete the training and assessment once the student has commenced their chosen course.

Accepting fees in advance

Daysafe accept fees in advance but will not accept payment of more than \$1000 from each individual student prior to the commencement of the course.

Following course commencement, Daysafe may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to costs yet to be incurred on behalf of the student for tuition or other services yet to be delivered to the student does not exceed \$1,500

Refunds

Each client or student must also be informed of our refund policy prior to their enrolment, which is:

Daysafe will apply the following percentage of refund to all training cancellations:

- Full training course fees are required on enrolment in order to secure a seat on the nominated course. (Up to \$1000)
- All cancellations must be received in writing.
- No penalty will be requested if the cancellation has been received prior to 8 days before the commencement of the nominated course.
- A penalty of 50% of the full fee if cancellation has been received more than 3 days and less than 7 days before the commencement of the nominated course.
- No refunds will be issued if cancellation has been received less than 48 hours before the commencement of the nominated course.

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Reimbursement

The liability for airfares and accommodation is with the client under all circumstances. Pre-paid airfares and accommodation will be invoiced to the client in full including a 5% surcharge, separate to course cancellation fees listed above.

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| <p>Fees and refund information</p> <p>Output</p> <p>Responsibility</p> | <p>Potential clients or students must be informed of the Daysafe fee structure and refund policy prior to enrolling in a course. They are informed of the fees during initial contact through:</p> <ul style="list-style-type: none"> • Daysafe Website • Daysafe – Information for Students • Course flyers <p>Each client or student is informed of the Daysafe fee structure and refund policy prior to their enrolment</p> <p>Office Manager</p> | <p>Tools & Templates</p> <ul style="list-style-type: none"> • <i>Daysafe Website</i> • <i>Daysafe – Information for Students</i> • <i>Course flyers</i> |
| <p>Collect Fees</p> <p>Output</p> <p>Responsibility</p> | <p>Fees are collected as part of the enrolment process unless a Purchase Order is provided.</p> <p>Clients are invoiced post course for purchase orders.</p> <p>Fees received</p> <p>Office Manager</p> | <p>Tools & Templates</p> |
| <p>Receipt of fees acknowledged</p> <p>Output</p> <p>Responsibility</p> | <p>Clients or students are to be provided with a receipt for all fees paid.</p> <p>Receipts issued to clients or students</p> <p>Office Manager</p> | <p>Tools & Templates</p> <ul style="list-style-type: none"> • |

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| <p>Refunds</p> <p>Output</p> <p>Responsibility</p> | <p>When clients or students cancel any enrolment fees are to be refunded in accordance with the policy.</p> <p>Fees refunded</p> <p>Office Manager</p> | <p>Tools & Templates</p> |
| <p>Change of enrolment</p> <p>Output</p> <p>Responsibility</p> | <p>If a client or student can no longer attend the course they are enrolled in, but wish to change their enrolment:</p> <ul style="list-style-type: none"> • Check the fees for the new course are the same. • If the fee is different arrange a refund or invoice for the additional costs. • Cancel the current enrolment on the PowerPro and enrol the student in the new course. • Record the transactions on MYOB <p>Confirmation of new enrolment details issued to clients or students.</p> <p>Excess fees refunded or additional fees invoiced</p> <p>Office Manager</p> | <p>Tools & Templates</p> <ul style="list-style-type: none"> • <i>PowerPro</i> • <i>MYOB</i> |
| <p>Key Performance Indicator:</p> | <p>The effectiveness of this P&P will be measured by</p> <ul style="list-style-type: none"> • The receipt of the correct fees as stipulated. • Clients acceptance of refunds issued in accordance with the policy. | |

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