FINANCIAL MANAGEMENT POLICY and PROCEDURE

PP025

POLICY

Key 2 Learning College is committed to the application of sound financial management practices in the operation of its training and assessment services. The CEO is responsible for all financial management with the support of the Key 2 Learning College bookkeeper, Accountant and the Administrative staff.

All financial transactions are in accordance with Standard 4.3:

- Risk identification and management
- Financial risk

Note: In accordance with section 24 of the Act, NVR registered training organisations must also comply with the Financial Viability Risk Assessment Requirements made under section 158 of the Act.

PROCEDURE

All monies received by Key 2 Learning College shall be receipted and copies maintained for weekly accounts reconciliation.

All monies receipted shall be entered into Key 2 Learning's accounting software.

All monies receipted shall be banked on a weekly basis.

All payments from the Key 2 Learning Credit Cards/Petty Cash shall be identified with receipts and reconciled on a weekly basis

On the receipt of the monthly bank account and following the weekly reconciliation, results shall be recorded by Key 2 Learning and reported to the CEO.

Students will be given invoices and receipts for all payments, including amounts owing

The CEO shall ensure that a Certified Practicing Accountant certifies the Key 2 Learning's Annual record of accounts at least annually.

The CEO is responsible to ensure that all financial monitoring, accountability and compliance requests by the National VET Regulator is first reported to the CEO and then responded to in a prompt manner.

The annual audited account shall be maintained in readiness for review if requested by the Registering Body.

Enrolment Fee Information

The CEO shall ensure that the following fee information is provided to each student prior to their enrolment:

a. **the total amount of all fees including course fees, administration fees, materials fees and any other charges**
b. **payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee**
c. **the nature of the guarantee given by the NVR registered training organisation to complete the training and/or assessment once the student has commenced study in their chosen qualification or course**
d. **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**
e. **the organisation's refund policy.**
f. **Students eligible for fee exemptions or concessions will be assessed at time of Orientation and enrolment. All evidence and records relating to fee exemptions or concessions is held in the student file or sighted and dated as per the compliance requirements for ACT Standards for Skilled Capital.**
   NB: K2LC will only waive or permit a fee concession or exemption for a student where evidence of genuine hardship or supporting the eligibility for exemption or concession is obtained from the student prior to the finalisation of enrolment process.
g. **Fee payment arrangements for trainees – trainees must be offered the option to pay their fee across multiple instalments. This will be discussed with the trainee at the time of enrolment of how many instalments.**
   If the employer chooses to pay the fees of the trainee's behalf then this will be in one instalment.
h. **K2LC will publish on its website or any other marketing materials fees, all compulsory fees, including Skilled Capital mandatory fee and mandatory training fee for User Choice set by the Directorate.**
i. **The students will be provided information regarding the eligibility for the completion payment.**

Skilled Capital - All students fees must be invoiced the mandatory training fee for the qualification they are enrolled into and must pay at Orientation or as otherwise arranged and payment plan set up.

User Choice – Employers will be invoiced for the mandatory fee of $350.00 (unless the trainees have a government concession) after the receipt of the NOB from Skills Canberra.

FINANCIAL MANAGEMENT POLICY and PROCEDURE

PP025

Fees Paid in Advance Policy – Domestic students only

The CEO shall ensure that one of the following acceptable options for collecting student fees paid in advance are in place prior to the commencement of accepting fees paid in advance:

a. **(Option 1) the NVR registered training organisation is administered by a state, territory or commonwealth government agency;**
b. **(Option 2) the NVR registered training organisation holds current membership of an approved Tuition Assurance Scheme;**
c. **(Option 3) the NVR registered training organisation may accept payment of no more than $1000 from each individual student prior to the commencement of the course. Following course commencement, the NVR registered training organisation 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**
d. **(Option 4) the NVR registered training organisation 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 NVR registered training organisation to those students, or**
e. **(Option 5) the NVR registered training organisation has alternative fee protection measures of equal rigour approved by the National VET Regulator.**

Key 2 Learning has currently adopted option 1 and 3.

Refunds Policy

FOR BOOKINGS MADE BY SERVICES/COMPANIES:
Key 2 Learning requires 72 hours' notice for cancellation of training services. Key 2 Learning will charge 50% of the full amount for training services cancelled with less than 72 hours' notice. No refund is available after students have commenced training.

FOR FULL FEE-PAYING DOMESTIC STUDENTS:

The following percentage of refund will apply to all training cancellations:

- **Before course commences 100% of fee less $200.00 administration fee.**
- **Where less than 20% of the course has been delivered to an 80% refund less $200.00 admin fee will apply.**
- **Where 20% to 40% of the course has been delivered a 60% refund less $200.00 admin fee will apply.**
- **Where more than 40% but less than 50% of the course has been delivered a 40% refund less $200.00 admin fee will apply.**
- **Where 50% or more of the course has been delivered no refund will apply.**

Key 2 Learning College reserves the right to cancel a course or program prior to commencement due to low enrolments or other circumstances which have made it unavailable. In this instance a full refund will be offered.

FOR SKILLED CAPITAL DOMESTIC STUDENTS:

Refunds Policy cont.

Diploma of Nursing HLT54121:

The student administration fee for the Diploma of Nursing is $ 1,000 payable as follows:-
A non-refundable deposit of $500 payable prior to course commencement and two payments of $250 (Invoiced for payment by the sixth month and twelfth month after commencement).
Please note: A full deposit refund will be made if notification of course withdrawal is made in writing at least 14 days prior to course commencement. If notification of course withdrawal is received less than 14 days prior to course commencement then a $250 refund would be made.

INTERNATIONAL STUDENTS:

Application for a refund must be made in writing and addressed to the CEO, clearly stating the reason for the cancellation.

Registration fees, administration fees and fees paid to education agents are non refundable.

A full refund of the course fees will be given by Key 2 Learning College only up to twenty eight (28) days prior to the nominated course commencement date. If less than twenty eight (28) days notice is given of the intention to withdraw from the course then a 50% refund will be given. If you fail to commence with or without notifying Key 2 Learning College, no refund will be availabe except in special circumstances.

"Special circumstances" under which a refund will be considered and which are beyond the students control:

- **In the case of serious illness – varified by a medical certificate**
- **Family or personal tragedy**
- **Acts of God**
- **Acts of Government authorities, for example where the student is prevented from commencing studies in the agreed course of study.**
- **Where a students Visa has not been granted ($500 Administration fee will be kept by the College)**

If required / or Key 2 Learning College agrees to refund monies paid, it will do so within 4 weeks of receiving written application for refund. The refund will include all course fees paid (less the registration fee, fees paid to education agents).

If a student withdraws from a course of study after commencing, for any reason outside those specified under "Special Circumstances" no refund will be given, and the student will be held liable

INTERNATIONAL STUDENTS Cont.:

Key 2 Learning College agrees to refund all monies paid, where the course of study has been cancelled prior to commencement in accordance with the scheduled commencement date. In such cases, payment will be made within 2 weeks (14 days). All monies paid shall be refunded in full.

Key 2 Learning College will provide the student with a written statement detailing how the amount of the refund has been calculated. All refunds will be paid to the person who enters into the contract with Key 2 Learning College (the Student) unless they provide written direction to Key 2 Learning College to pay the refund to someone else. Under no circumstance will the refund be paid to an education agent. All refunds will be paid in the currency in which the fees were paid.

NOTE: This agreement, and the availability of complaints and appeals processes, does not remove the right to take action under Australia's consumer protection laws. Key 2 Learning College dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.

Recovery of Fees

Key 2 Learning reserves the right to cease services where there is non-payment of fee.
Key 2 Learning also reserves the right to withhold your final qualification / Certificate until such time as all amounts due are paid in full.

All outstanding fees will be followed up by our Accounts Officer in the first instance via email.
2nd – Email by Accounts Officer (cc CEO) reminder fees need to be paid within 7 days
3rd – Email by Accounts Officer (cc CEO) to initiate debt recovery service "If fees are not forthcoming debt collection recovery processes will be initiated'

- **Unofficial Transcript/Partial Result Letter:** The fee for issuing an Unofficial Transcript/Partial Result letter is $50.
- **Reissuance of Course Completion Certificate:** The fee for re-issuing a certificate is $50. (electronic copies – no charge)
- **Holiday Letter/Term Break Letter/ Proof of enrolment letter:** Will be issued free of cost.

Extenuating Circumstances

If the course/training program is cancelled by Key 2 Learning due to unforeseen circumstances full refund applies.
If funding is discontinued by the Funding Body (ACT or NSW Government) all attempts will be made by K2L to finalise units of competency in progress. SOA will be awarded for units. K2L will also assist students with information on accessing another RTO to recommence training.

Additional Fees

Students will be entitled to 2 attempts to complete a unit of competency without additional cost. Any further attempts will incur a charge of $110 per hour for re-assessment and $90 for further tutorial support.

Students requesting copies of Certificates for reissue will be charged a fee of $10.00 per certificate.

Dip of Nursing HLT54121

Where a student does not attend at least 80% of scheduled class and lab sessions they will have the option to request consideration for a repeat or re-sit of the missed unit/placement, which will incur additional costs for the student at $110.00 per hour. (If a student cancels a re-sit or repeat session less than 24 hours before a fee of 50% of the calculated anticipated rate will apply)

Student Administration Fee Inclusions

The $ 1,000 Fee for the course are inclusive of the following items:

- **Uniform items (x 4 shirts and Polo fleece Jacket)**
- **Student identification badge**
- **Administration, Insurances (Professional Indemnity and Workers compensation Insurance)**
- **Facilitation of placements**

Incidental Costs

The Diploma of Nursing course involves some additional compulsory items which you will be responsible for paying for including:

- **Immunisations / vaccination status report**
- **AFP criminal history check**
- **Working with Vulnerable People Card**
- **Textbooks**
- **First Aid certification**

Clause 7.3 – NVR Standards Fee Protection

If Key 2 Learning College is unable to provide a refund or place you in an alternative course, you may access the Governments Tuition Protection Scheme. You may contact the TPS Administrator either by phone; within Australia: (02) 6271 3340; outside Australia: +61 2 6271 3440; or via email administrator@a.tps.gov.au. They will work with you to place you in a suitable alternative course at no extra cost to you

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- **complete their studies in another course or with another education provider or**
- **receive a refund of their unspent tuition fees.**

Where changes to tuition fees have occurred Key 2 Learning retain evidence of historical fees by:
Archiving Student Handbook, flyers/brochures, emails, Orientation power point presentations, invoices and maintaining version controls on these documents.