

### **Purpose:**

Financial Management is a key undertaking to ensure the ongoing sustainability of HVTC's business. This Policy specifically addresses Fees & Refunds associated with the RTO Business.

### **Scope:**

Financial Management includes planning, financial controls, accountability, reporting, projections and all financial undertakings and general business associated with ensuring the company meets its commercial, regulatory and legislative requirements set out in the Financial Policies and Procedures Manual.

### **Responsibilities:**

All Directors and employees of HVTC are required to adhere to this policy and associated procedures where their work falls within its scope.

### **Document owner:**

Commercial Manager

## **Policy**

### **Financial viability:**

HVTC is committed to the application of sound financial management practices in the operation of its training and assessment services to ensure ongoing sustainability as a leading training organisation.

The Board inputs into the Business Plan which sets out the strategic directions for the Company. Financial statements and budgets including forecast results are prepared monthly and reviewed by the executive and reported to the Audit and Risk (A&R) Committee and the Board.

Each year the financial results are externally audited for certification against Australian Accounts Standards.

### **Fees and payment terms:**

The following fee information is provided to each student prior to their enrolment with the RTO:

- 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 National Vocational Registrar (NVR) registered training organisation 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.

### **Fees Paid in Advance Policy:**

The following acceptable options for collecting student fees paid in advance are to be in place prior to the commencement of accepting fees paid in advance:

- Option 1 - the NVR registered training organisation is administered by a state, territory or commonwealth government agency;
- Option 2 – the NVR registered training organisation holds current membership of an approved Tuition Assurance Scheme;

## Financial Management Policy – Fees & Refunds

PO Box 559  
Maitland NSW 2320  
ABN 45 002 226 619

T 02 4932 4222  
F 02 4932 4544  
hvtc.com.au



- Option 3 – the NVR registered training organisation must 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
- 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
- Option 5 – the NVR registered training organisation has alternative fee protection measures of equal rigour approved by the National VET Regulator.

HVTC have adopted Option 3.

### Refunds:

- HVTC will not refund fees paid in advance unless;
  - Notification in writing of the cancellation is received more than 14 days in advance of the course commencement. The deposit/administration fee applicable to the course is not refundable and will be deducted from any monies paid in advance.
  - Fees have been overpaid
  - A member of the Executive is of the opinion that the student would be unreasonably disadvantaged if not granted a refund, for example if involved in a serious misadventure and were unable to continue with the enrolment.

### Re-Assessment Fees:

- HVTC will charge a fee to those students who are deemed not yet competent. This fee will vary based on the complexity and time involved in conducting the new assessment.
- The fee for this activity will be communicated at the commencement of the course
- The fee will be based on the normal charge out rate for cost recovery of HVTC assessors at the time.

### Related Documents:

Financial Policies and Procedures Manual

Signed:

A handwritten signature in black ink, appearing to be 'Sharon Smith', enclosed within a hand-drawn oval shape.

Sharon Smith  
*Chief Executive Officer*

**Approved by Board of Directors: 22<sup>nd</sup> June 2017**