

38. AOT Payment of Fees Policy

Policy Name:		AOT Payment of Fees Policy	
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Authorising Officer:		Chief Executive Officer	
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Related Legislation & Guidelines		Standards for Registered Training Organisations (RTOs) 2015 National Vocational Education and Training Regulator Act 2011	
Version Updates	Version 1	Policy Implemented	21/02/2016
	Version 2	Updated payment plan and other text	18/01/2021
Glossary:			
Ticketed		A ticket raised in the Zoho Support ticketing system.	
<p>Communication:</p> <p>All AOT policies, procedures and guidelines are saved in PolicyDoc (cloud based document management system) which accessible by all relevant staff. Updates are communicated to staff through our knowledge management system. Updates are communicated to students via announcements in our Learning Management System.</p>			

1. Purpose / Background

AOT is committed to providing quality administration services in accordance with the Standards for Registered Training Organisations (RTOs) 2015. As such, AOT complies with relevant Commonwealth, State and Territory laws regarding and including anti-discrimination and equal opportunity.

This policy applies to the payment of student fees. Its purpose is to ensure that AOT:

- I. provides comprehensive and transparent information about the payment of pre paid fees and payment plan fees
- II. Maintains the threshold prepaid fee amount of no more than \$1500
- III. has a range of policies which will be adhered to at all times throughout the enrolment and paying process.

2. Policy

The purpose of this policy is to provide transparent information, pre student enrolment, to ensure potential students are provided with accurate and sufficient information to make an informed choice regarding payment of their fees for enrolment and chosen course. Terms and conditions must be read and acknowledged as accepted by the enrolling student prior to payment being made.

2.1 Prepaid Fees

- I. Fees paid by an organisation may choose to pay the full course fee.
- II. AOT will collect up to \$1,500 in fees in advance from a student, before, during or after enrolment.
- III. For course enrolments over \$1,500, the prepaid option initial payment is \$1,500 with subsequent instalment/s scheduled for payment as detailed for each course on the AOT website.
- IV. Full course fees, initial and subsequent payment amounts and timing of payments due are clearly displayed for each course on the AOT website and quote provided.
- V. The fee amount and schedule of payments are confirmed in the AOT enrolment email and invoice sent to the enrolling student.
- VI. Refer to the terms and conditions on the AOT website for further details.

2.2 Payment Plan Fees

- I. AOT provide the service of a payment plan on all courses and single units.
- II. Payment plan instalments and timelines are clearly displayed for each course on the AOT website and quote provided.
- III. Agreed instalment amounts and timelines are set up as a rebill schedule when the deposit is paid by credit or visa debit card.
- IV. Students are advised that all instalments must be paid on or before the due date.
- V. AOT reserves the right to suspend access to a student's online course in the event that they fail to pay any part of the course fees as and when it falls due for payment.
- VI. If a student does not advise AOT they wish to cancel their course, the balance of the course fees will be paid in full or continue to be paid under the payment plan schedule.
- VII. AOT will not issue a Certificate or Statement of Attainment if course fees remain unpaid.
- VIII. See terms and conditions on the AOT website for further details.

2.3 Paying of Fees

- I. Invoices are electronically sent to students on payment of deposit showing payment of fees and payment plan fees.
- II. Finance department is responsible for following through with on any non paid payment plan fees.
- III. A paid tax invoice will be issued once full course fees have been received.

2.4 International Transfers

All international payment transfers will be paid to AOT in Australian Dollars.

2.5 Third Party Resellers

AOT does not use contracted Third Party Resellers.

3. Related Forms and Documents

AOT's Document Register outlines all the forms and documents that relate to this policy. The Document Register is saved within PolicyDoc and is accessible by all relevant staff.

4. Quality and Continuous Improvement

All policies, procedures and processes are reviewed on an annual basis. This policy will be formally reviewed on the date set out in the version control table at the beginning of this document.

AOT reserves the right to review and update policies, procedures and processes at any time outside of the formal review cycle, as required by:

- a) changes in regulatory, statutory, or contractual obligations,
- b) results of internal quality assurance processes,
- c) feedback received from staff.

Any recommendations to improve this document must be submitted to ceo@aot.edu.au.