

### 38. AOT Payment of Fees Policy

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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
<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 enrolling student prior to payment being made.

### 2.1 Prepaid Fees

- I. Fees paid by an organisation may choose to pre pay full course cost.
- II. AOT will only collect up to \$1,500 in fees in one instance, before, during or after enrolment.
- III. For all course enrolments over \$1,500, AOT requires a prepaid fee of \$1,490 with a second payment made three (3) months later.
- IV. Full course fees, initial deposits on going payment amounts and when payments are due are clearly displayed for each course on the AOT website.
- V. Amount and schedule of payments are confirmed in the AOT enrolment email and invoice sent to enrolling student.
- VI. See terms and conditions on AOT's website for further details

### 2.2 Payment Plan Fees

- I. AOT provide the service of a payment plan only for courses with fees of \$600 or more.
- 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 deposit is paid by credit 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 my 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 of wishing to cancel their course, the balance of the course fees will be paid in full or continue to be paid under my payment plan schedule.
- VII. AOT will not issue a Certificate or Statement of Attainment until course fees are paid in full.
- VIII. See terms and conditions on AOT's 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.

### **2.4 International Transfers**

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

### **2.5 Third Party Resellers**

Contracted Third Party resellers do not have the option of offering a payment plan or accepting payment.

## **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 a central file location 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:



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- 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 the Training Manager.

This request will be logged on AOT's Continuous Improvement Register, and reviewed by the relevant staff.