

FEE ADMINISTRATION AND REFUND PROCEDURE
RELEVANT STANDARD(S):

National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 – Standards 2.1

National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 – Clause 18. Prepaid fee protection measures

Education Services for Overseas Students Act 2000 – Part 3 Division 2, Part 5

National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 2 Clause 2.2, Standard 3 Clause 3.1-3.6

Fee Administration and Refund Procedure

PURPOSE	This process serves as the guide and reference document for the fees and payments and refunds processing of Norwest College Australia. Changes to this procedure may only be made upon approval of the CEO.
ROLE UNDERTAKING TASK	Student Services
DOCUMENT UPDATE	15/08/2025

Fees and Payments Procedure

No.	Person/s Responsible	Steps to take
1	Student Services	<ol style="list-style-type: none"> (1) Check if International Student Agreement Form has been signed (2) Contact the student or agent to inform the student that the payment cannot be processed (and the enrolment cannot progress) until the signed agreement is received (3) Process payment once signed International Student Agreement Form has been signed
2	Student Services	<p>Process Payments</p> <ol style="list-style-type: none"> (1) IF PAYMENT IS MADE IN PERSON, e.g. via EFTPOS, credit card or cash, record payment and issue receipt. Receipt is also sent via email. (2) IF PAYMENT IS DONE ONLINE, e.g. via the website, payment is processed automatically, and receipt is sent via email. (3) Transfer the fees received into the corresponding CRICOS bank account within 5 business days of receiving the fees.

3	Student Services	<p>Prepaid fees over 50% of the full course fees</p> <p>(1) Where student has paid fees more than 50% of full course fee, obtain the supporting evidence for the payment (<i>check if the international student agreement form indicates payment of more than 50% or a course duration of less than 25 weeks or less</i>).</p> <p>(2) If no evidence or indication of student or person paying the fees in the overseas student agreement form, refund the advanced fees paid by the student in excess of 50% of the full course fee.</p>
4	Student Services	<p>(1) Process the payment and document that the enrolment payment has been processed.</p>
5	Student Services	<p>(1) Notify the student of their enrolment according to the Enrolment Policy and Procedure.</p>
6	Student Services	<p>For Late Payments</p> <p>(1) Where a student payment is <u>1 DAY LATE</u>, notify student via email with subject heading: Payment Reminder. The email must include a warning that late payments will incur late fees, and failure to pay within the next 14 days may result to the student's enrolment maybe suspended.</p> <p>(2) Where the student payment is still not received <u>7 DAYS</u> from the original due date, notify the student via email with subject heading: 7 Days Late Payment Notification. The email must include a warning that if the payment is still not received within the next 7 days, the student's enrolment may be maybe suspended.</p> <p>(3) Where the student payment is still not received <u>14 DAYS</u> from the original due date, notify the student via email with subject heading: Late Payment Final Notification. The email must include a final warning that if payment is still not paid within the next two days, the student's enrolment will be suspended.</p> <p>(4) Where the student payment is still not received <u>16 DAYS</u> from the original due date, notify the student via email with subject heading: Failure to Pay: Enrolment Cancellation Notification. The email must include notification that the student's enrolment is to be suspended due to failure of payment.</p>

Refunds Procedure

No.	Person/s Responsible	Steps to take
1	Student	(1) Student enquires on process for refund or submit a written request for refund via email or using the Refund Request Form and Withdrawal from Training Form (if applicable)
2	Student Services	(1) Once the Refund Form has been received, contact the student to determine if other options or pathways are suitable. Advise to make an appointment to discuss the situation with the CEO where possible. (2) Provide the student with the relevant policies and forms if not yet accessed (Withdrawal of Training and Refunds Request Form, Complaints and Appeals Policy and Fee Administration and Refund Policy)
3	Student Services	(1) Assess refund request and supporting evidence for completeness (2) Forward the request and supporting evidence to the CEO.
4	Student Services	(1) The CEO may request an interview with the student. (2) Check the student's eligibility and process/calculate the refund according to the Fees and Administration Policy. (3) Consult with the CEO as necessary.
5	Student Services	(1) IF THE STUDENT IS NOT ELIGIBLE, notify the student via email providing an explanation why the refund is not valid. (2) IF THE STUDENT IS ELIGIBLE, notify the student via email stating that the refund has been approved and will be processed within the provider obligation period of 4 weeks after receiving a written claim from the student.
6	Student Services	Processing Refunds (1) Ensure all refund requirements are completed accordingly: <ul style="list-style-type: none"> a. Refund Request Form, where applicable b. Cancellation fees (may be deducted from remaining credits) c. Student bank details collected (2) Release the refund amount to student's nominated bank account as recorded on the Refund Request Form or to the person specified by the student (3) Once credit is confirmed, send the receipt to student via email. (4) File all refund documents to the student's records.

7	Student Services	<p>Reporting Refunds</p> <p>(1) Where a student’s visa is refused, even if there is a compliant written agreement in place or where there is no compliant written agreement in place, give a notice of the outcome of the discharge of obligations in relation to such in PRISMS and the TPS Director within 7 days after the end of the provider obligation period (which is 28 days after the default occurs). The notice will include the following:</p> <ol style="list-style-type: none"> a. whether the provider provided a refund in other cases; b. details of the student the provider provided the refund to; c. details of the amount of the refund provided. <p>(2) In case of provider default provide notice of the outcome of the discharge of obligations in relation to provider default PRISMS and the TPS Director within 7 days after the end of the provider obligation period (which is 14 days after the default day). The notice will include the following:</p> <ol style="list-style-type: none"> a. whether the provider discharged its obligations to the students in accordance with its obligations in case of provider default; b. if the provider arranged alternative courses: <ul style="list-style-type: none"> - details of the students the provider arranged alternative courses for; and - details of the courses arranged; and - evidence of each student’s acceptance of an offer of a place in an alternative course; c. if the provider provided refunds: <ul style="list-style-type: none"> - details of the students the provider provided refunds to; and - details of the amounts of the refunds provided. <p>(3) Update the refunds register with all relevant fields then close the request.</p> <p>(4) Lodge any continuous improvement items identified from the refund process using the Opportunity for Improvement Form.</p>
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VERSION CONTROL

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
15/08/2025	Document creation	Norwest College Australia	v. 1.0	1/07/2025	30/06/2026

RTO INFORMATION

RTO INFORMATION	
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