

P-1.50 Smart and Skilled Fee Administration Policy

ECTARC Quality Policy & Procedures Manual
Section B – Policies

1.6.1 Purpose

This policy focuses on the administration of fees under Smart and Skilled. It is a mechanism to ensure that all measures are taken to protect all ECTARC stakeholders i.e. IACC Ltd., government funding bodies, trainees/trainees and employers.

1.6.2 Scope

This policy applies to all trainees enrolled under Smart and Skilled and is to be read in conjunction with the current version of the Smart and Skilled Fee Administration Policy and the School Based Apprenticeships and Traineeships Program Fee Administration Policy.

1.6.3 Deployment

1.6.3.1.1 Financial Records

All financial records maintained by ECTARC will be as required by:

- relevant government regulatory/legislative requirements
- any funding agreement entered into by IACC T/A ECTARC.

The Manager - Accounts will be responsible for:

- The day-to-day financial management of Smart and Skilled Fees
- Monitoring and reporting to management
- Providing formal assurance upon request of ECTARC's sound financial management
- Preparing a financial summary for the CEO and IACC Board of Management on a monthly basis.

The CEO, Manager - Accounts, Accounts Administration Officers, ECTARC management, ECTARC administrative staff, the IACC Treasurer and Board of Management, and the auditors appointed by IACC, will share responsibility for ensuring that all financial transactions are properly recorded.

All ECTARC accounts will be audited by an independent qualified auditor who will be nominated at the IACC Board of Management Annual General Meeting (AGM) each year. The audited balance sheet and income and expenditure statement will be presented to the IACC Board of Management at the AGM.

Where requested by Training Services NSW, or other government departments, ECTARC will make available full copies of Audit Reports.

Current financial records will be stored securely in the accounts office. Previous financial records will be stored in a locked cupboard for a two year period and thereafter, archived at Grace Records Management.

1.6.3.2 Retention Period

All records of fees paid and evidence for concessions and exemptions will be retained in accordance with the Smart and Skilled contractual and operating guidelines and other guiding documents such as the **Smart and Skilled Fee Administration Policy**.

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1.6.3.3 Archiving process

- Finance records relevant to trainees enrolled under Smart and Skilled will be maintained in the student's records. Other financial documents that are current and less than twelve (12) months old are kept at the ECTARC Head Office in locked filing cabinets, in the Accounts area.
- documents older than twelve (12) months that are no longer in use are to be archived.

1.6.3.4 ECTARC Fees and Charges

Fees and charges will be set in accordance with the **Smart and Skilled Fee Administration Policy** and other guiding documents.

1.6.3.5 Fee schedule

A current fee schedule will be maintained, published for prospective clients and readily available for existing trainees. This information must be provided to trainees prior to commencing their training and must include:

- The amount of all fees, including course fees, administration fees, materials and any other incidental charges
- Concessions and exemptions
- Payment terms, including the timing and amount of fees to be paid
- Refunds and any non-refundable deposit/administration fee
- The nature of the guarantee given by ECTARC 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 issuance of replacement qualification testamur and the options available to trainees who are deemed Not Yet Competent on completion of training and assessment
- The organisation's refund policy

ECTARC management are responsible for ensuring that fee information is expressed clearly and updated prior to changes being implemented. Clients must be notified of any changes to fees and charges.

Payment installments

Installment 1 - \$250 to be paid prior to sign up

Installment 2 – based on the amount quoted by STS Online once the students eligibility for Credit Transfers and RPL have been considered. This amount may be paid on a payment plan.

1.6.3.6 Fees in Advance

At any given time the total fees paid in advance by a student must not exceed \$1,500.00 unless a third party is paying for the training (for example school based trainees), in which case greater amounts may be accepted. These amounts are documented both in the ECTARC Fee Schedule and on the ECTARC website. When a student enrolls either online or by mail and makes payments greater than these amounts, the Administration Officer will contact them and where required, organise a refund of the additional amounts paid.

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ECTARC will maintain administrative and management systems to protect fees paid in advance including:

A Trust Fund has been established to protect the written assessment component of fees which are paid in advance. The fees remain in this account as protection for trainees who have outstanding assignments that require assessment.

The amount of funds held in the Trust Account is monitored monthly by the ECTARC Manager - Accounts. A report is generated for the auditors at the end of each financial year which outlines units purchased that have not yet been assessed, to ensure that provisions made for marking of assessments are sufficient. The amount of funds held in the account is adjusted only if an increment is identified.

1.6.3.7 Refunds

1.6.3.7.1 Refunds of Fee for Service Fees

Withdrawal without penalty – will be refunded their first instalment if they withdraw from their program within 30 days. Where fees have been paid by a third party fees will be refunded to the appropriate person/organisation (e.g. school based trainees).

The enrolment fee is non-refundable, except where an applicant does not satisfy the enrolment criteria, in which case it will be refunded in full.

ECTARC must receive a request for a refund in writing from the trainee and this letter/email must be addressed to the Manager – Funded Programs. Reasons for the refund request must be included. Learning materials must be returned by the student in original condition and received by ECTARC prior to the request being considered.

ECTARC will offer clients refunds on fees paid in the following circumstances:

- Where a student has overpaid the enrolment fee/unit charges – a full refund of the difference will be given
- Where a program is cancelled by ECTARC – a full refund will be given.

Approved refunds will be forwarded to the student within 2 weeks. All refunds paid will be entered into QuickBooks and on the ECTARC Student Management System.

This policy will be provided on the ECTARC Student Management Portal and the ECTARC website.

1.6.3.8 Reporting and Claims

ECTARC will maintain workplace instructions and procedures for reporting and claiming funds from Training Services NSW and records will be maintained.

New Policy

Reviewed Policy

Approved by: _____ Date : ___/___/___