

POLICY & PROCEDURE

FEES & REFUND POLICY

DOCUMENTS : Student Registration Form
: Student Handbook

REFERENCES : Complaint and Appeals Process Policy

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CEO CRANAPLUS

RESPONSIBLE OFFICER : DIRECTOR OF ADMINISTRATION SERVICES

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PURPOSE

The purpose of this policy is to ensure that students and staff are fully aware of the way in which Student fees and refunds are to be handled.

POLICY

It is the policy of CRANAplus to have fair and reasonable financial dealings with all clients and in particular students.

It is the policy of CRANAplus:

- that student fees paid in advance are protected. All fees paid in advance are secured through CRANAplus' rigorous financial management and control systems, policies and procedures;
- to clearly identify the amount applicable for enrolment, tuition and materials fees and timeframes for payments;
- that the Chief Finance Officer (CFO) or their delegate is/are the delegate(s) for authorisation of refund of fees.

CRANAplus reserves the right to withhold Certification documents e.g. Statement of Attainment and/or Record of Results until all applicable fees are received.

CRANAplus also currently provides training through contracted services to employers. Fees and refunds will be negotiated and documented in a Memorandum of Understanding with the individual employers.

SCOPE

This policy applies to all fees and refunds applicable to fee for service (public).

PROCEDURE

Course Fees and Fees Protection

Enrolment Fee

Fees based on general administration costs.

Tuition fee

Fees that relate directly to the delivery and assessment of the training in face-to-face and/or online delivery mode e.g. trainer fees and on line learning resources.

Administration/Materials/Consumables Fee

Fees that relate directly to the costs incurred for each course.

CRANApplus will generally collect fees in advance prior to course commencement of no more than \$1500.00 for each course for each student.

There are instances where students will seek to enrol in multiple courses and pay in excess of \$1500 prior to course commencement. All fees paid in advance are secured through CRANApplus' rigorous financial management and control systems, policies and procedures.

Replacement Parchments

Circumstances that might necessitate the re-issue of an award/statement of attainment include: loss or damage of previous document, document not received in mail, or change of name.

If you are applying for a re-Issue Statement of Attainment or Certificate of Attendance, you will need to provide the following:

1. A written request via email to rto@crana.org.au
2. A reason for the replacement
3. Attach two forms of documentary evidence in the form of a Driver's license, student ID, Medicare card (or other documentary evidence e.g. Marriage Certificate).

A fee of **\$20.00** for a replacement Statement of Attainment or Certificate of Attendance (plus postage if applies) must be paid in advance to CRANApplus Incorporated by cash, Master Card, Visa Card or direct deposit/electronic fund transfer.

Timing for Payment of Fees

Generally fees for courses of \$1,500 or less are to be paid at the time of enrolment.

Please note that where fees are paid by cheques registration will not be confirmed until cheque clears through CRANAplus bank account.

Enrolment is confirmed once payment has been received and processed.

Payment Facilities

Payment may be made by cheque, credit card and/or electronic funds transfer.

Formal acknowledgement of receipt of payment made by cheque or EFT will be provided to the student once funds have cleared.

Course - Student Cancellation

Notification to cancel your attendance at a course must be made in writing via email to: courses@crana.org.au

In the event of notification of a **cancellation 21 or more calendar days** before the course commencement date:

- The student will have the opportunity to a one-off transfer to another Course scheduled at the time of cancellation, without penalty, (must be same course title).
- Should the student fore-go the offer to transfer to another course:
 - **70% of paid Course fees will be refunded.**
- In the event CRANAplus is unable to offer a one-off course transfer to the student in the current financial year, a full refund will apply.

In the event of notification of a **cancellation 21 or less calendar days** before the course commencement date:

- **student fees paid will not be refunded or allocated to another course (no offer to transfer).**
- Any course materials provided to the student will remain the property of the student and are not refundable.

Breakdown of Course Fees

For a full breakdown of course fees for each of the courses below, please contact rto@crana.org.au

Remote Emergency Care Course (REC)

Maternity Emergency Care Course (MEC)

Midwifery Up Skilling Course (MIDUS)

Advanced Remote Emergency Care (AREC)

Triage Emergency Care (TEC)

Paediatric Emergency Care (PEC)

Practical Skills (PS)

Practical Skill Triage Emergency Care (PSTEC)

Trauma Preparedness Course (TPC)

Aboriginal & Torres Strait Islander Remote Emergency Care (ATSIREC)

Aboriginal & Torres Strait Islander Maternity Emergency Care (ATSIMEC)

Advanced Life Support (ALS) – one day face-to-face course

In the case of the **Advanced Life Support (ALS)** registration **cancelled by the student greater than 21 calendar days** prior to course commencement date:

- The student will have the opportunity to a one-off transfer to another Course scheduled at the time of cancellation, without penalty, (must be same course title).
- Should the student fore-go the offer to transfer to another course:
 - \$100 tuition Fee will be refunded

The online component will not be refunded once CRANAplus has issued the online password to you. Students will have up to 12 months access to complete the online modules.

It is the responsibility of the student to arrange another suitable time to complete their assessment, either via Skype or via a workplace assessment.

Please contact eremote@crana.org.au for further information

The ALS student will not be eligible to receive a Statement of Attainment (SoA), in cases where they don't complete the face-to-face component of the One Day course. The student will benefit from gaining CNE and CPD points and receiving online generated module certificates.

In the event of notification of a **cancellation 21 or less calendar days** before the course commencement date:

- **Student fees paid will not be refunded or allocated to another course (no offer to transfer).**
- Access to the online modules will remain available to the student up to 12 months and the student will benefit from gaining CNE and CPD points and receiving online generated module certificates.

It is the responsibility of the student to arrange another suitable time to complete their assessment, either via Skype or via a workplace assessment.

Please contact: eremote@crana.org.au for further information.

eRemote Online Learning Modules – Student Cancellation

In the event of notification of a request to cancel

- **Student fees paid will not be refunded**
- Access to the online modules will remain available to the student up to 12 months and the student will benefit from gaining CNE and CPD points and receiving online generated module certificates.

It is the responsibility of the student to arrange a suitable time to complete their assessment, either via Skype or via a workplace assessment.

Please contact eremote@crana.org.au for further information.

Applicable to all Courses

Non-attendance

If a student fails to attend a course, fees paid in advance will not be refunded or allocated to another course.

Transfer to another Course

Requests for transfers to an alternate course may be arranged if CRANAplus is provided written notification more than 21 calendar days before the course commencement date and there is availability on the selected course. In the case of there being no availability, fees paid will not be held in credit and a refund will be processed within 30 days as per policy.

The option to transfer to another course is offered once only in any 12 month financial year period and is subject to the above terms and conditions.

Early Departure

In the event of notification of a student commencing the course and then leaving prior to completion of the course, fees paid will not be refunded or allocated to another course.

Exceptional Circumstances

Circumstances such as illness and traumatic events will be considered as **Exceptional Circumstances** for refund purposes. Students will be required to provide evidence to support claims of exceptional circumstance (e.g. illness and accident or family crisis), by producing a doctor's certificate, within 7 days of cancellation notification in order for a refund to be considered.

CRANAplus Course Cancellation

CRANAplus reserves the right to cancel, postpone, or re-schedule a course or workshop due to low enrolment or unforeseen circumstances.

Reasonable notice of course cancellation will be given by CRANAplus including an offer to all enrolled students to transfer to another course within the current financial year.

If CRANAplus is unable to honour the transfer within the timeframe, CRANAplus will refund the full course fee.

CRANAplus may withdraw the student offer of an enrolment prior to commencement of the course based on the applicant providing misleading, or false, or incorrect, or incomplete information on the application enrolment form. In the event of this occurring, **70% of paid Course fees will be refunded.**

CRANAplus Membership - Membership Cancellation

If you have received the membership bag and or discounts on Education courses or online modules, a refund of Membership fees paid will not be refunded.

If you have further questions, please email: membership@crana.org.au

Conference/Workshops – Attendee Cancellation

If the registrant is unable to attend and is not in a position to transfer his/her participation to another person, the following refund arrangements apply:

(Keeping in view of advance payments towards Venue, Printing, Shipping, Hotels and other overheads)

- Before 60 days of the Conference/Workshop: Eligible for a Full Refund less \$50 Admin fee
- Within 60-30 days of Conference/Workshop: Eligible for 50% of payment refund
- Within 30 days of Conference/Workshop: Not eligible for Refund.

Exceptional Circumstances

Circumstances such as illness and traumatic events will be considered as **Exceptional Circumstances** for refund purposes. Registrants will be required to provide evidence to support claims of exceptional circumstance (e.g. illness and accident or family crisis), by producing a doctor's certificate, within 7 days of cancellation notification in order for a refund to be considered.

How to Claim a Refund

Request for refunds for courses must be made in writing by email to courses@crana.org.au

Where a refund is determined to be payable:

- Staff will calculate the payment
- The payment will be checked and authorised by the CFO
- Staff will process the payment (EFT)

Request for refunds for Conference/Workshops must be made in writing by email to membership@crana.org.au

Refunds will only be made after fees paid in advance have been cleared through CRANAplus' bank account. All refunds are paid into your nominated bank account in Australian dollars.

Where a refund is due to a student, a refund will be processed within 30 days.

Grievances about Refund Decisions

Students may raise grievances about a refund decision under the *Complaint and Appeals Process Policy*.

To access a copy of the *Complaint and Appeals Process Policy* please visit www.crana.org.au or email rto@crana.org.au

Please note that neither this policy, nor the complaints or appeals processes remove the right of the student to take action under Australia's consumer protection laws.

RESPONSIBILITY

CEO through the CFO – Security of fees paid in advance

It is the responsibility of the CEO to ensure that Student fees paid in advance are protected. All fees paid in advance are secured through CRANAplus' rigorous financial management and control systems, policies and procedures.

Employees

It is the responsibility of CRANAplus staff to ensure that students are treated in a fair and reasonable manner in regards to financial dealings.

Students

It is the responsibility of students to ensure that they meet the requirements of this policy.