



RTO No 6507

## Financial Management

### Policy

- 1.1 Cheltenham Community Centre (CCC) employs effective financial management procedures in place to ensure sound financial practice.
- 1.2 The Manager is responsible for the implementation of this policy to:
  - a) monitor and report on compliance with its financial management policies and procedures, for review and as a basis for improvement; and
  - b) when requested, provide the regulators with a formal assurance that CCC has sound financial management standards for matters related to CCC's scope of registration and scale of operations.
- 1.3 CCC collects fees in compliance with contractual and regulatory guidelines.
- 1.4 CCC has a fair and reasonable course cancellation/ refund policy (see below) and provides this information to all clients' pre-enrolment.
- 1.5 All financial data is stored for a period of 7 years (as per Records Management & Digital Security policy) and made available to the regulators and other government bodies at no cost on request.
- 1.6 The Adult Education Coordinator/Manager will notify the regulators of any significant changes in control, fee payment arrangements or financial viability.
- 1.7 This policy is implemented in compliance with the requirements of AQTF *Essential Conditions & Standards for Continuing Registration* and VRQA guidelines.

### Procedure

### Fees

- 2.1 Fee information is provided to clients pre-enrolment.
- 2.2 Fees are collected in advance of course commencement and after course commencement.
- 2.3 Fees are collected and placed in the RTO bank account within 5 working days of collection.
- 2.4 All clients are provided with a receipt for fees paid.
- 2.5 All fee information is recorded against each client in Vettrak. Fee information recorded includes:
  - a) Amount due for course
  - b) Amount paid to date for course
  - c) Balance due for course
  - d) Course cancellation/ refund information (where appropriate)
- 2.6 Financial data will be recorded and stored in compliance with Standard Accounting Practice.

- 2.7 No more than \$1000 is collected in advance of course commencement from a client enrolling in a course, or from clients when paying course fee instalments.
- 2.8 Clients pay ongoing course instalment fees in arrears and in advance.
- 2.9 Clients who are on fee instalment plans have their payments monitored and appropriate action is taken with late payers.

## Refunds

- 3.1 CCC has a fair and equitable refund policy, made available to all clients' pre enrolment via the client information handbook and on the enrolment form.
- 3.2 Clients who breach the CCC Code of Conduct may be excluded from the course. CCC will review each case on its individual merits when deciding whether to pay a refund in such circumstances.
- 3.3 It is the responsibility of the candidate to provide written advice of withdrawal, by completing a Course Refund/Withdrawal form. Advice of withdrawal made by telephone will not be accepted.
- 3.4 Course refund/ withdrawal forms may be requested from the reception CCC, 8 Chesterville Road Cheltenham, or emailing [admin@chelt.com.au](mailto:admin@chelt.com.au)
- 3.5 Clients requiring assistance with completing course withdrawal/ refund forms may contact reception as per details above.
- 3.6 Course refund/ withdrawal forms must be submitted along with supporting documentation to reception as per details above.
- 3.7 Refund/ withdrawal request will be approved/ denied within in 15 working days of receipt.
- 3.8 The refund will be made in the same manner the fees were paid, eg if the client paid their fees using a credit card, the refund amount will be credited to the same credit card.
- 3.9 All clients will be notified in writing of the outcome of their application along with reasons why it was declined (if appropriate).
- 3.10 Clients have the right to access the CCC complaints/appeals policy if they wish to appeal CCC's decision.
- 3.11 The client agreement, and the availability of the CCC Complaints and Appeals policy, does not remove the right of the client to take action under Australia's Consumer Protection Law.
- 3.12 **Refund terms and conditions** - If a client withdraws from a course the following terms and conditions apply:
  - a) When acceptable documentary evidence is produced, refunds will be at the discretion of CCC.
  - b) An Administration fee of 25% of total course fees (to a maximum of \$25) is non-refundable in all circumstances (except if RTO fails to deliver the course on the agreed start date – see section 4).
  - c) Clients undertaking their studies with government funding are not eligible for refunds.
  - d) If an enrolment is cancelled more than 28 days prior to commencement of the course there will be a full refund of the total course fees.
  - e) If a client has paid his/her course fees for full year in advance and a written notification has been received *after the commencement of the first semester but more than 28 days prior to commencement of the subsequent semester* all course fees paid will be refunded less the first semester fees.
  - f) **Compelling circumstances**
    - A full refund, less Administration fee (being 25% of course fees, to a maximum of \$25) will be provided to the Client where, prior to course commencement,

compelling circumstances (as evidenced by original and verifiable documentary evidence) exist.

- Compelling circumstances for not commencing or completing a course may include:

- g) Illness or disability
- h) Family or personal matters
- i) Other extraordinary reasons (including political, civil or natural events)

3.13 Where evidence can be successfully provided to support the client's circumstances, course fees may be transferred to the next available course where applicable. This decision of assessing the extenuating circumstances rests with the Manager and shall be assessed on a case by case situation. The client must provide supporting evidence, eg medical certificate.

3.14 In the event where a client experiences compelling circumstances after the commencement of the course, a refund of course fee will be made for the proportion of the course not completed, less the Administration fee.

### **Provider default**

4.1 In the unlikely event that CCC is unable to deliver the course in full, clients will be offered a refund of all the course money paid to date.

The following circumstances may be the cause of not providing the course in full:

- a) The course does not start on the scheduled starting date or an alternative agreed starting date
- b) The course ceases to be provided after the course starts but before the course is completed
- c) The course is not provided fully to the client because RTO has a sanction imposed by the VRQA.

4.2 The refund will be paid within 14 days of the day on which the course ceased being provided. Alternatively, enrolment may be offered in an alternative course at CCC at no extra cost. Clients have the right to choose whether to accept a full refund of course fees, or to accept a place in another course. If a client chooses placement in another course, clients will be asked to sign a document indicating acceptance of the placement at CCC.

### **Financial planning**

5.1 CCC develops a strategic and business plan to direct operations.

5.2 A 3-year financial plan will be included containing:

- a) Profit and Loss forecasts
- b) Balance Sheet
- c) Cash Flow
- d) Ratio analysis indicators

5.3 Figures will be provided on a monthly basis for the first year and then yearly for the second and third year.

## Financial controls & notifications

- 6.1 Records relating to all income and expenditure are maintained using standard accounting practices in relation to costs and expenditure classification and allocation. This evidence will relate to timesheets, quotes, invoices, receipts, credit card bills and any other relevant documentation.
- 6.2 Bank statements are stored in a chronological order and made available to appropriate parties on request
- 6.3 Documentary evidence relating to the nominal hours for each course, training hours delivered & recorded, participation evidence, training hours reported and claimed are stored for a period of 7 years.
- 6.4 CCC's accounts are certified, at least annually, by a qualified accountant with membership of Certified Practising Accounts Australia or the Institute of Chartered Accountants of Australia and, on request, the report is made available to the regulators.
- 6.5 CCC, if requested by the regulators, will obtain and make available a full audit report from a qualified independent accountant with membership of Certified Practising Accounts Australia or the Institute of Chartered Accountants of Australia
- 6.6 CCC records and reports GST transactions as mandated.
- 6.7 CCC management will notify the regulators of any significant changes in its control, financial viability or fee payment arrangements.

## Documents to be employed in conjunction with this policy and procedure

Client Enrolment Form

Client information handbook

Client orientation

All relevant CCC policies including:

- Complaints & Appeals
- Record Management and Digital Security
- Interactions with VRQA

CCC Client Management System reports

Strategic and business plans

End of year audited accounts

Client files

## Revision History

Revision Date	Comment	Revised by
1/5/12	Created	Chris Donaghy
16/05/2014	Edited and read for accuracy	Anni Chambers/Rita Ying
27/11/2014	Edited and read for accuracy	Anni Chambers
3/12/2019	Revised in consultation with Arna O and Sara G-S	Catriona O'Neill
19/02/21	Reviewed	Catriona O'Neill