

16. Fees and refund policy

Purpose:

This policy and procedure is to be used by Culinary Solutions Australia Pty Ltd to develop, implement and monitor its fees and refund policy so that it complies with the AQF Standards for Registered Training Organisations.

Scope:

This policy covers all candidate fees charged by Culinary Solutions Australia Pty Ltd.

Definitions:

Culinary Solutions Australia Pty Ltd has the following fee structure as at 7/9/2009

- RPL services
- Tuition services
- Replacement of certificate services
- Assessment services
- Administration charges

Policy:

As an alternative to maintaining a notified trust account in accordance with the conditions specified above, commercial organisations may instead contract with their candidates to accept no more than ten weeks' fees in advance at any one time. If choosing to use this option, the organisation is required to provide details of this arrangement in writing to prospective candidates. (If organisations agree to accept more than five weeks' fees in advance, all fees will need to be placed in a notified trust account).

Culinary Solutions Australia Pty Ltd accepts that it will be audited for compliance with its fees procedures.

Culinary Solutions Australia Pty Ltd will have a well-publicised fee refund policy for domestic candidates that will be available to candidates at the time of formal application for enrolment.

Culinary Solutions Australia Pty Ltd will refund all payments made by a candidate if the course is cancelled or course commencement is postponed by more than four weeks, unless the candidate has agreed alternative arrangements.

Prior to commencement of a training program/course, a candidate will be required to give four (4) weeks' notice of withdrawal from a course to obtain a full refund of payments, minus an administration fee that will not exceed \$550.00.

After commencement, a candidate will be required to give four weeks' notice of withdrawal from the course to obtain a refund of payments relating to the remainder

of the course after the four weeks' notice. The candidate will give the refund within four weeks of the notification.

Candidates who study through a distance education, or self-study method (such as career development program) are required to inform Culinary Solutions Australia in writing of their desire to withdraw from training and return all training material to Culinary Solutions Australia within 14 days of receiving training materials to receive a refund less an administration charge not exceeding 500.00

NOTE For programs less than 10 weeks you do not need to provide refunds once the program has commenced.

Procedure:

1. Each client will receive a numbered tax invoice which must be paid prior to commencement of services unless prior arrangement has been made with the Culinary Solutions Australia Pty Ltd's Finance Manager, payment may be made by cheque, cash or electronic funds transfer into the bank account nominated by the Culinary Solutions Australia Pty Ltd's Finance Manager. A receipt will only be issued when requested.
2. Refunds will be paid within four weeks (28 days) by cheque or electronic funds transfer at the chosen method of the recipient.
3. Culinary Solutions Australia Pty Ltd's Finance Manager will be person responsible for the implementation and maintenance of the policy.

07/09/2009 | Version 2 Culinary Solutions Australia