



Finance Procedure

CERT-PRO-FIN-01.0

1. Outline

Purpose

To ensure the compliance of CERT Training (CERT) with an agreed procedure to appropriately facilitate payments, client invoicing, fees and associated governance and administrative processes.

This procedure supports the following principles:

- Quality
- Financial accountability
- Continuous Improvement
- Adherence to consumer regulatory and legal obligations
- Understanding client needs

Scope

This procedure has bearing on all CERT employees, products and services including training and assessment activities.

Application

This procedure applies to all CERT employees, sub-contractors and partners in addition to all products services and associated resources. This procedure is taken as an integral part of Engenco's system of corporate governance and should be read in conjunction with relevant Engenco policies.

This procedure applies to all services provided by CERT. It is the responsibility of all CERT employees to ensure compliance to this procedure and all associated policies and work instructions, as well as provide access to this information and relevant processes as required.

Related Documents & Processes

CERT-POL-CGP v01.1 Corporate Governance Policy

CERT-POL-TAP v01.1 Training and Assessment Policy

CERT-PRO-EED v01.1 Enrolment, Engagement and Delivery Procedure

CERT-FORM-001 V02.1 Participant Enrolment Form

2. Responsibility and Accountability

General Manager

The General Manager of CERT is accountable to the Chief Executive Officer and the Board for the effective implementation and operation of this Procedure.

National Quality Manager

The National Quality Manager is responsible for the development and maintenance of this procedure in consultation with stakeholders. It is the responsibility of this position to ensure the compliance of these procedures. It is an additional responsibility of this role to ensure the compliance of the business to these procedures.

Operations Managers

Operations Managers charged with responsibility for the business operations in each division or program area are responsible for ensuring adherence to these procedures within their jurisdictions. This includes ensuring the provision of training and understanding for personnel in addition to all operational and administrative functions within their jurisdiction.

Other CERT Employees

All CERT employees are responsible for ensuring their understanding of and adherence to these procedures and for ensuring the accuracy and transparency of all transactions.

3. Procedures

Payments for Enrolment in Programs

CERT’s enrolment form (CERT-FORM-001 v02.1 Participant Enrolment Form makes provision for all payment details applicable to an enrolment-based payment situation.

Payment Details	
Course Name	_____
Course Start Date	_____ Location _____
Student/s this Payment covers	
Student Name/s	_____
Please complete either Section 1 or 2 below	
Section 1 <input type="checkbox"/> Self-Funded (I am paying for the training myself)	
Method:	<input type="checkbox"/> Cash / Cheque <input type="checkbox"/> EFT/Credit Card
	Card Type: <input type="checkbox"/> Visa <input type="checkbox"/> Master Card
Amount \$	_____
Name on Card:	_____
Cardholders Signature:	_____
Card Number:	_____
Expiry Date:	____ Verification Code: ____
Section 2 <input type="checkbox"/> Company Funded (An employer or other organisation is paying for the training)	
Purchase Order:	<input type="checkbox"/> Reference: _____
Method:	<input type="checkbox"/> Cash / Cheque <input type="checkbox"/> EFT/Credit Card
Company Name:	_____
ABN	_____
Address	_____
Suburb	_____
State	____ Postcode _____
Contact Name:	_____
Telephone:	_____
Contact Email:	_____
Card Type:	<input type="checkbox"/> Visa <input type="checkbox"/> Master Card
Amount \$	_____
Name on Card:	_____
Cardholders Signature:	_____
Card Number:	_____
Expiry Date:	____ Verification Code: ____
<small>CERT-FORM-001 v02-1 Student Enrolment Form</small>	

Participant Fees

CERT will provide a full breakdown of all fees applicable to a course. Payment of fees is a condition of enrolment and there is an expectation that fees will be paid prior to the completion of the course.

As a rule CERT will not take payments in advance of the day of commencement of training, however where it is preferred that fees are paid in advance, a receipt is issued payment. Should circumstances change after payment and withdrawal required prior to commencement, CERT will assist with transferring the enrolment to another course or arrangements for a refund as applicable.

Payment is ideally made on commencement or during the program with every effort made to accommodate a variety of payment options.

Methods of Payment

CERT prefers payment to be made by EFTPOS, MasterCard or Visa. CERT can accept cash and cheque when necessary (please inform staff on enrolment). For approved clients on an account, payment may be made by direct deposit upon receipt of invoice.

CERT operates primarily as a 'fee for service' training provider. This means training services are charged to the participant (or an employer where agreed). Where funded or subsidised training is available, CERT will provide information on eligibility.

Where an individual believes there may be eligibility for a reduction or waiving of fees, a CERT representative will provide advice on such eligibility and the reasoning applied.

Arrangements can be applied for participants seeking assistance with making payments. Arrangements may involve additional time to pay such as a payment plan. Participants concerned about such matters may seek advice from their local CERT administrator on enrolment.

Cancellation Policy

The course confirmation documentation for each course provides information for participants on the requirements for effecting cancellation or withdrawal. Standard procedure allows for cancellation or withdrawal from a course up to 24 hours from commencement.

Where a specific course has been scheduled under a corporate arrangement, the agreement or contract in place for that instance will outline cancellation or withdrawal procedures and any fees, charges or penalties resulting from cancellation at short notice.

Where an enrolment is cancelled on the grounds of misconduct, fees paid will be forfeited.

Transfer to a Different Course

Participants are provided with opportunity to change course dates. The course confirmation documentation for each course provides information for participants on requirements. If attendance is not rescheduled before the course commences, a fee may be applicable.

Cancellation by CERT

CERT reserves the right to cancel any course if insufficient registrations are received. Such instances are rare and CERT will make every effort to notify affected participants well in advance of the course to provide options for alternate courses and refunds where applicable.

Substitution

An alternate person may be substituted prior to the commencement of a course in place of a registered participant, at no additional cost.

Non-attendance

Non-attendance at any public course without prior notification will incur a charge equivalent to the full course cost (or as per instructions provided in course confirmation documentation).

Exceptional Circumstances

CERT aims to be flexible and accommodating with our procedures and recognises that in some cases there are exceptional circumstances under which a charge for cancellation or withdrawal is unreasonable. This is at the discretion of CERT and applies to cancellations, transfers and non-attendance.

Refunds

A full or partial refund of course fees can be made available to eligible participants where withdrawal from a course is made prior to the commencement date or within the timeframe outlined in the confirmation notification of enrolment. (Please refer to confirmation notification of the specific program for information).

Withdrawal without Penalty

Where exceptional circumstances result in unavoidable disruption to study, a participant may apply to withdraw from the program without financial penalty. *Special Circumstances*, covering a range of unexpected, extenuating and compassionate situations which are outside of the control of the participant and/or for which there was no opportunity to prepare in advance, will be recognised.

Special Circumstances may include, but are not limited to:

- Medical issues: an unexpected illness, recurrence of a chronic illness or an accident
- Hardship or trauma such as the death or serious illness of a close family member, severe disruption to domestic arrangements, being a victim of crime or an accident
- Formal legal commitments
- Unforeseen and significant employment related circumstances such as an overseas or interstate move at short notice, redundancy or significant event.

All situations of Special Circumstances will be considered by an appropriate management representative of CERT and each will stand on its merit. Where disability or illness for which a variation has already been made requires additional intervention, reconsideration and a new decision will be required.

Where a participant's current enrolment cannot continue until a later time as the result of Special Circumstances, tuition fees already paid will be recognised.

Repeat Attempts to Complete a Unit of Competency

All participants are entitled to at least two attempts to achieve satisfactory outcomes in each assessment task without additional tuition fees being applied.

Where a participant is deemed not yet competent after two submissions the relevant CERT representative will discuss options for re-training and subsequent assessment. These options will usually involve additional fees and may include:

- a) Re-sit the assessment task a third time at a cost; or
- b) Re-enroll in the course or Unit of Competency at the normal enrolment fee; or
- c) Undertake additional private tuition; or
- d) Review study options and discuss with a participant support officer; or
- e) Withdrawal from the course.

Requirement to Pay Fees

It is a requirement of enrolment for the fees attributed to the subject course to be paid. All fees and charges must be paid by the due date. Failure to pay fees and charges may result in any or all of the following until the participant pays the full amount:

- Suspension from attending or participating in the course
- Exclusion from assessment activities
- Withholding of certification documentation
- Termination of the enrolment
- Exclusion from any future enrolments at CERT.

CERT may refer unpaid fees to a third party recovery agency where additional charges may be applicable.

Fee Protection

CERT encourages the prompt and full payment of fees and is mindful of the investment that training and assessment represents for individuals and industry. Participants in CERT's programs can have confidence in the protection and recognition of fees paid.

All payments will result in a tax invoice/receipt being issued and additional arrangements in terms of accounts and billing can be put in place for enrolments and participation in CERT courses.

CERT is mindful of our obligations under the Standards for Registered Training Organisations 2015 (the Standards), particularly as they relate to the application of fees and charges through Standards Four and Five of the Standards.

As a subsidiary of Engenco which is listed on the Australian Stock Exchange, CERT's clients have protection wherein appropriate measures are in place for the protection of fees paid for future or current training and assessment services.

All Australian jurisdictions provide legislation to uphold and protect the rights of consumers. CERT reminds clients and the general public that they are able to access information on such laws through direct contact with Government agencies or we are happy to provide information on how to access this information.

4. Document Control

Responsibility	Authorising Officer	Date
Initiated by	Sean Choat, National Quality Manager	1 September 2016
Authorisation	Mark Haigh, General Manager	
Approval	Kevin Pallas, Chief Executive Officer	
Implementation	Ron Edwards, Group HR & Safety Manager	

Version	Date	Description	Responsible Officer/s
1.0	1/05/2016	Initial release	Sean Choat
	12/09/2016 21/12/2016	General validation and moderation by various staff.	Lynsey Carruthers Sean Choat, Anna McKimmon,
		Approval	