

Financial Management (Fees, Charges and Refunds)

1. Policy

- 1.1 This policy is to ensure that the RTO collects all relevant fees and charges for courses according to the payment terms agreed to on their Training Enrolment Form or Service Agreement and in line with legislation. For public courses, the Fees and Charges structure will follow the current DTWD VET Fees and Charges Policy. For corporate clients, the Fees and Charges structure must align to the service agreement.

2. Scope

- 2.1. This policy relates to all staff to ensure the correct information regarding fees, charges and refunds is disseminated to students and clients
- 2.2. This policy applies to the RTO and or any of the relevant contractors formally engaged by the RTO including staff that develop or produce marketing material for the RTO.

3. Responsibility and Accountability

- 3.1. The CEO is responsible for ensuring that all Funding Contract requirements are met and approving fees and charges as required by any applicable State Funding Contracts. The CEO is responsible for approving and issuing refunds.

4. Procedure

- 4.1 The Training Coordinator and Training Advisors are responsible for using the correct fees and charges information from the current DTWD VET Fees and Charges Policy document. The CEO is required to check that documented fees are in line with current state requirements for publicly funded students and in line with Service Agreements for fee for service corporate clients.
- 4.2 Invoices will be compiled by the relevant administrative assistant and saved to the individual student / client record to ensure that all records are kept in accordance with this process.

Fee Information at Enrolment

The CEO shall ensure that the following fee information is provided to each students / client prior to their enrolment:

- a) The total amount of all fees including course fees, administration fees, materials fees and any other charges;
- b) Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- c) The nature of the guarantee given by the RTO to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- d) the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and

- e) The organisation's refund policy.

Under the "Jobs and Skills WA Equity Courses" caveat, the following applies:

The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as Student service and resource fees".

However, students will be advised at enrolment that the RTO does not charge any additional fees and all materials and resources required for training are provided to students.

Payment of Fees

Enrolment is not complete until statutory and RTO based fees and charges are paid, deferred payment arrangements have been made or fees and charges have been waived.

- Fees can be paid by cash, EFT, credit card (VISA or MasterCard)
- An Authorisation to Invoice can be issued as required for corporate clients
- Students can make application on the grounds of severe financial hardship (Severe Financial Hardship Form) – CEO endorsement required
- Payment can be made by instalment - students must be given a minimum of 8 weeks from the commencement of a unit to finalise payment when paying by instalments.

All enrolment invoices will be raised at the time of commencement of program. Overdue invoices may be forwarded to Debt Collection Agency for recovery.

The CEO or approved officer may approve a payment plan if requested by the student/client. Payment plans can be discussed with the Training Coordinator prior to enrolment.

Certificates and Statements of Attainment will not be issued until all fees owing are paid.

Payment of Fees in Advance

The RTO will not accept fees greater than \$1500 before training is commenced and no more than \$1500 is held in advance at any time during training.

Funded Training including Traineeships

Fees will be determined by units selected as per the Department of Training and Workforce Development (DTWD) approved VET Fees and Charges Policy. Concession rates and fee exemptions may be applied as per this policy.

When the enrolment is processed, the agreed fees and charges will be invoiced to the student/client in line with fees and charges outlined on the enrolment form and the current Statement of Fees. Payment must be made within 30 days from the issue of the invoice

Fee-for-Service Non-State Funded Training

Depending on the individual agreement between the RTO and the student, the RTO may charge the tuition fee in respect of the course, inclusive of any associated administration and course material fees payable by the Student/Client.

Additional Fees

Additional fees that may be charged are outlined below:

- Re-assessment- All students are provided with a minimum three theory reassessments and two practical reassessments at no additional charge. Where a student requires a further reassessment and the assessment requires substantial physical or human resources such as with a practical placement, practical assessments where equipment must be hired, etc, the RTO may negotiate a reasonable fee as long the student has been provided with opportunity for additional training between the initial assessment and reassessment. This fee is to be negotiated and approved by the CEO and must be undertaken in line (where applicable) with state funding requirements.
- Re-issue of a Testamur, Statement of Attainment or Record of Results- where a student requests one of the referred documents to be re-issued a fee of \$35 is to be charged.

Note: Where training is undertaken as part of a state funded arrangement, additional Fees and Charges are guided by state funding body policies and contractual requirements.

RPL Fees

RPL fees will be charged at the same rate as the fee for nominal hours outlined in the current VET Fees and Charges Policy. A \$150.00 non-refundable application fee will apply for a full qualification.

Cancellation, Withdrawal and Refunds

Future Skills (Funded) Students are eligible for a refund of tuition fees and/ or resource fees under the following circumstances:

- A full refund will be provided if a unit is cancelled or re-scheduled to a time unsuitable to the student or a student is not given a place due to maximum number of places being reached.
- Students who lodge a withdrawal before 20% of the way between the commencement and completion dates for the unit, will be eligible for a full refund of the course fee and 50% of the resource fee.
- If the student can produce reasonable documentary evidence due to: serious illness, injury or disability preventing the student from completing the course, the CEO or staff authorised by the CEO may approve a pro-rata refund.

Please note: Students are hereby advised that timely written advice of withdrawal is necessary to ensure that they are eligible for any applicable refund.

Refunds due to coronavirus

Existing refunds that are relevant for a coronavirus (COVID-19) response are:

- 1. Pro rata refund** – for students who have passed the withdrawal date and cannot continue in the unit or course due to unforeseen circumstances, such as serious illness, injury, or disability that results in extended absence from class and/or prevents the student from completing their program of study.

2. Full refund – for students whose unit or course is cancelled by the training provider, or whose unit or course is changed to a time or date that does not suit the student.

- The decision to apply a pro rata refund is at the discretion of the training provider.
- The decision to cancel or reschedule a unit or course is at the discretion of the training provider and can result in some or all students being entitled to a full refund for the fees paid for that payment period.

Principles for refunds in response to coronavirus:

Pro rata refunds - A student should be issued a pro rata refund for a coronavirus-related absence from class (or workplace, if the training is delivered in the workplace) where:

- the absence is consistent with health advice issued by an appropriate authority, such as the Commonwealth Government or State Government; and
- it is unlikely that the student would reasonably be able to complete the unit or course as a result of that absence.

Consideration for a pro rata refund may extend to cases where an absence from class, or inability to complete the unit or course, is the result of:

- the student being ill with coronavirus;
- the student caring for a family member or member of the household who is ill with coronavirus;
- the student being required to be in self-isolation based on current health advice for a period consistent with that advice; or
- the student has a pre-existing health condition and is concerned about contact with others, and the course is not online

Please note: Students are hereby advised that they will require evidence of the impact of COVID-19 circumstances when requesting refunds that are not due to the impact of the RTO re-scheduling.

Fee for Service (Non-Funded)

- A full refund will be provided if a unit of competency or training is cancelled or re-scheduled to a time unsuitable to the student
- A full refund will be provided prior to unit of competence commencement – provided that withdrawal is notified to the RTO 7 days prior to class commencement.
- Partial refunds of 50% will be provided for withdrawal within 7 days of unit commencement. A \$50.00 administration charge will apply.
- Outside of the above, individual circumstances will be considered by the approved officer on a case by case basis to determine refund suitability (supporting documentary evidence is required).

Please note: Students are hereby advised that timely written advice of withdrawal is necessary to ensure that they are eligible for any applicable refund.

Waiving of Charges

The RTO is committed to providing opportunities for students to participate in training that improves employment outcomes for the student. In situations where a student can demonstrate genuine severe financial hardship, fees will be waived in line with government funding requirements. The

CEO may approve to waive all fees and charges for students that are assessed as being in severe financial hardship. The process is as follows;

- The student is required to complete the Severe Financial Hardship Form
- The student is required to provide the following information; concession card and supporting evidence i.e. letter from JSA confirming period of unemployment.
- The Training Advisor will conduct evidence- based discussion of financial incomings and outgoings which is documented. Considerations will include duration of unemployment, exceptional circumstances and the likelihood the situation is unlikely to change in the next 12 months. Evidence must be retained.
- The Training Advisor must sight, copy and retain financial documentation and any other evidence which is securely retained by training administration for audit purposes.
- The CEO will review and approve or decline waive of fees and charges.
- Details of a student's enrolment, records where a fee waiver has been granted and documented reasons for the decision will remain in the student's file.
- The Financial Hardship Form and the appropriate necessary evidence must be retained for audit purposes.

Principles for fee waivers in response to coronavirus

Fee waivers should only be provided to students where continuing to pay instalments through a payment plan compromises the student's ability to meet their basic living needs or those of their dependents, due to the student or a family member being ill because of coronavirus.

Course Cancellation

- We reserve the right to cancel a course due to unforeseen circumstances. Should this occur, any fees paid will be refunded in full. In such cases, our liability will be limited to the amount of fees already paid.
- In the case that an RTO closes or ceases to deliver any part of the training product the learner has enrolled in, any fees paid will be refunded in full.

5. Related Standards

Standard 5.3

Standard 7.3

6. Related Procedures, Manuals & Guidelines

7. Associated Forms

- 7.1 Training Enrolment Form
- 7.2 Authorisation to Invoice
- 7.3 Severe Financial Hardship Form