

## ***Fees, Concession and Refund Policy Procedure***

<b>Policy &amp; Procedure Owner:</b>	CEO - TECHNICAL ADVANCED TRAINING
<b>Policy &amp; Procedure Author:</b>	Aydin Tat
<b>Policy &amp; Procedure Reference(s):</b>	Department of Education, Skill First - 2021 Guidelines about Fees

### **PURPOSE**

This Policy and Procedure is intended to ensure that all students training with Technical Advanced Training (TAT) have accurate and timely information regarding all fees and charges associated with their chosen course. The Policy and Procedure also outlines Technical Advanced Training's approach to managing fees, concessions, refunds and how fees paid in advance by students are protected by Technical Advanced Training.

### **SCOPE**

This policy covers all Technical Advanced Training's fees, concessions and refunds on all training function activities.

### **POLICY**

#### **GENERAL REQUIREMENTS FOR LEVYING OF FEES**

Technical Advanced Training will publish in a prominent place on its website the standard tuition fee payable for each enrolment in a course and all other fees associated with government funded training including but not limited to those specified in Section 4 of the Skills First 2021 Guidelines About Fee. Technical Advanced Training also provides a copy of the indicative fees to applicants through its Pre-Training Review process.

Prior to the commencement of training, TAT will supply each eligible individual with a Statement of Fees.

The Statement of Fees will provide eligible individuals with a quote for the total cost to them, for their course of study/enrolment, taking into account their current circumstances (including any eligibility for concession).

The Statement of Fees must include, at a minimum:

The code, title and currency of the training product in which the eligible individual is to be enrolled, as published on the National Register;

- ✚ The training and assessment, and related educational and support services Technical Advanced Training will provide to the eligible individual including the:
  - estimated duration;
  - expected locations at which training, and assessment will occur;
  - expected modes of delivery;
  - name and contact details of any approved third party that will provide training and/or assessment, and related educational and support services to the Eligible Individual on the Training Provider's behalf; and
  - any work placement or practical placement arrangements.
- ✚ the hourly tuition fees relevant to the eligible individual enrolment taking account of any applicable concessions or waiver/exemptions;
- ✚ the approximate value of the government contribution expressed in dollars; and
- ✚ any other applicable fees, such as student services, administration, amenities, goods or materials.

## Information about fees and charges

Technical Advanced Training protects the fees that are paid in advance by students.

Technical Advanced Training does not require a student to pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.

Fees and charges for course offered are outlined in detail on our website. In compliance with, detailed fee information is provided prior to enrolment or commencement of training, whichever is first. Fee information includes:

- ✚ All costs for the course including any materials, fees or levies
- ✚ Payment terms and conditions.

Our Student Handbook is available on our website which can be accessed prior to enrolment. Our website also has our Fees & Refunds Policy and Procedure and informs the student of their consumer rights. Students who sign the enrolment form acknowledge and agree to the terms and conditions of the enrolment and this policy.

Where an employer is paying for a student's course, a quotation will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.

Students have the right to a statutory 'cooling off period' if they signed up to a course as a result of unsolicited marketing methods such as tele-marketing and door-to-door sales.

## Tuition fee inclusions

Tuition fees include:

- ✚ All the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. However, in the case of re-assessment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, an additional fee may apply for additional training and re-assessment. This fee is outlined on the Student Agreement.
- ✚ One copy of the required text books and learning materials for each student unless otherwise stated on the Course Outline.
- ✚ Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion).

Course and tuition fees do not include:

- ✚ Any optional textbooks and materials that may be recommended but not required to complete a course.
- ✚ Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement.
- ✚ Stationery such as paper and pens.
- ✚ Uniform (if required for placement).
- ✚ Re-assessment if required, as outlined above.
- ✚ Re-issuance of AQF certification documents – a cost of \$30 per page applies.
- ✚ Direct debit setup, transaction and dishonour fees (where applicable).
- ✚ Credit card payment surcharges.

NOTE: Technical Advanced Training cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

## Payments

- ✚ Payments can be accepted by EFTPOS, electronic transfer, credit card, money order or direct debit.
- ✚ Credit card payments do not incur a surcharge with Technical Advanced Training.
- ✚ Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- ✚ Debts may be referred to a debt collection agency where fees are more than 60 days past due.
- ✚ Technical Advanced Training reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

NOTE: Technical Advanced Training is under no obligation to provide a Statement of Attainment, Certificate or any other form of proof that training has been successfully completed till all financial and administrative obligations are met.

## Refunds for fee-for-service and government funded students

- For **full fee-paying student** all refunds will incur a cancellation/ administration fee. Refer to your selected Course and Refund Fee in your Student Information Handbook.
- For **Skills First eligible students**, Non-Concession Card Holders, a cancellation fee will be deducted from your course/enrolment fee in the case of a cancellation request. Refer to your selected Course and Refund Fee in your Student Information Handbook. Concession Card Holders, course/enrolment fees are non-refundable.
- All refunds incur a \$80.00 administration / cancellation fee for full fee-paying students undertaking the Victorian Recreational Boating (Marine / PWC) training course.

All course fees for fee-for-service and government funded students include a non-refundable deposit which is detailed on the Student Enrolment Form. The deposit is non-refundable, except in the circumstances detailed below:

- ✚ A full refund of any fees paid (including the deposit) will apply where a student withdraws or cancels their course in writing within the cooling off period. The cooling off period is 3 days and only applies to students who purchased training through an unsolicited sales practice and applies from the date of first enrolment or sign-up. To exercise this right, the student must notify us in writing within the cooling off period and prior to the course commencement date. If the student fails to do so, the cooling off period ceases to be in effect and the student will be invoiced in accordance with other elements of this policy and procedure document.
- ✚ A full refund of any fees paid (including the deposit) will apply if Technical Advanced Training is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.

A refund of fees paid may also apply in the following circumstances:

- ✚ Where Technical Advanced Training (or any related third parties delivering training and assessment) ceases to operate, a partial refund may apply. The refund will be for any fees paid for training that is not able to be delivered.
- ✚ Where Technical Advanced Training ceases to deliver the course in which a student is enrolled and the agreement is terminated, a partial refund may apply. The refund will be for any fees paid for training that is not able to be delivered.
- ✚ In the unlikely event that Technical Advanced Training is unable to deliver the course as promised, the student will be issued with a refund for any portion of the course that was not provided. The refund will be a pro-rated amount per unit that was not able to be delivered.

In any of the above situations, Technical Advanced Training will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases there is no need for a student to make an individual application for a refund. Refunds will be issued within 5 business days.

Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Withdrawal Form. The application for refund using the withdrawal form must include the details and reason for the request. Students who have not completed a withdrawal form for a refund are not eligible for consideration of a refund or reduction in fees.

The refund assessment will be based on reviewing the services provided to the student and the costs incurred by Technical Advanced Training to provide those services.

The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our *Complaints and Appeals Policy and Procedure*.

A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

**RPL application fees are non-refundable.**

### **Recording and payment of refunds**

Refunds will be paid to the person or organisation that made the original payment.

Refund assessments can be appealed following our *Complaints and Appeals Policy and Procedure*.

Records of refund assessments and issuance of refunds will be stored securely on the student's file for 3 months and destroyed securely afterwards.

**PROCEDURE:  
Student fees**

**Fee Structure**

**Course fees**

- Course fees will be charged in accordance with our course brochures, this document and other advertised pricing structures.
- Certificate reprinting will be charged at \$30 each. This will only be issued to the learner.
- Credit Transfer, Recognition of Prior Learning and other services not outlined within our course brochures will be quoted and charged accordingly.

Technical Advanced Training reserves the right to cancel or postpone any course that does not have the required enrolment numbers or in the event of exceptional circumstances. A full refund or alternative courses will be offered in these circumstances.

**Payment Procedures**

**Responsibility**

**A. Deposits/Payments**

All fee-payers should pay their administration/enrolment fee upon enrolment, preferably prior to course commencement. Administration staff to provide course information and the Pre-Training Review form to students interested in the course. When the student is ready to enroll the initial payment process is:

- ✚ Direct Debit. Students using this method are required to add reference number in order to identify payments. Students are to use their first name and surname e.g. Michael Smith, etc.
- ✚ Credit Card. Students can call or pay in person through our administration or finance team.
- ✚ Cheque/Money Order. Students can pay using these methods using a reference number to identify payments. Students are to use their first name and surname e.g. Michael Smith etc.
- ✚ Purchase Orders. This is to be used for commercial clients only following known procedures between accounting departments.
- ✚ Organisations can be invoiced on presentation of a purchase order or letter of authority to invoice.

Tax invoices are dispatched within 3 working days on receipt of payment.

Administration team/  
Finance team

<p><b>B. Fee instalment invoices – fee-for-service students</b></p> <p>Charge fee instalments in line with the relevant payment schedule for the student as per the course outline (if applicable). Students are to make payments in accordance with agreed payment schedules.</p> <p>Tax invoices are dispatched within 3 working days on receipt of payment.</p>	<p>Administration team/ Finance team</p>
<p><b>C. Managing overdue fees</b></p> <ul style="list-style-type: none"> <li>+ Send out statements monthly to students to show outstanding fees.</li> <li>+ Call students where payments are more than 14 days overdue.</li> <li>+ Any student with an invoice over 60 days past due may be referred to the debt collection agency.</li> <li>+ Refer to the Manager about suspending training until fees are brought up to date. If training is suspended, send a letter to the student advising of the suspension until payment is made. Notify training staff.</li> <li>+ Where fees continue to be unpaid, refer to Manager to consider withdrawal.</li> </ul>	<p>Administration team/ Finance team  Manager</p>

## Refunds

Procedure	Responsibility
<p><b>A. Processing refunds – fee-for-service and government funded students</b></p> <ul style="list-style-type: none"> <li>✚ If a course is cancelled by Technical Advanced Training, students who have enrolled and paid their deposit/enrolment fee should be automatically issued a refund. Notify them in writing and issue refund. Record on file.</li> <li>✚ Students who withdraw from their course and seek a refund are to make a request for a refund in writing.</li> </ul> <p><b>B. Refund payments</b></p> <ul style="list-style-type: none"> <li>✚ Cancellations notified less than 3 full working days prior to the course commencement date will incur a cancellation fee equivalent to their administration / enrolment fee.</li> <li>✚ Cancellations notified less than 48 hours prior to the course commencement date will incur a cancellation fee equal to the administration / enrolment fee.</li> <li>✚ Cancellations notified on the day of course commencement will incur the full course fee cost.</li> <li>✚ No refunds will be issued after course has commenced.</li> </ul> <p>Notify the student in writing of the outcome of the refund assessment and refund fees and charges where applicable.</p> <p>Records of refund assessments and issuance of refunds will be stored securely on the student’s file for 3 months and destroyed securely afterwards.</p>	<p>Administration team/ Finance team</p> <p>Manager</p>

### SCHEDULE OF GOVERNMENT SUBSIDISED COURSE TUITION FEES – 2021

COURSE	Indicative Scheduled Hours	FUNDED CONCESSION CARD FEE	Indicative Funded Concession Fee per Scheduled Hour	FUNDED WITH ELIGIBILITY FEE	Indicative Funded Fee per Scheduled Hour	APPROX. VALUE OF GOVERNMENT CONTRIBUTION	FULL FEE	Indicative Full Fee per Scheduled Hour
<b>CPP20218 Certificate II in Security Operations (Unarmed Guard/Crowd Control)</b> Currency = Current	18*8=144	\$50	\$0.35	\$250	\$1.74	\$2,409.55	\$ 1200	\$8.33
<b>CPP20218 Certificate II in Security Operations (Control Room Operator)</b> Currency = Current	18*8=144	\$50	\$0.35	\$250	\$1.74	\$2,409.55	\$ 1200	\$8.33
<b>CPP31318 Certificate III in Security Operations (Baton &amp; Handcuffs / Screening)</b> Currency = Current	19*8.5 = 161.5	\$80	\$0.50	\$400	\$2.48	\$2,500	\$2200	\$13.62
<b>CPP31318 Certificate III in Security Operations (Baton &amp; Handcuffs, Armed, Cash in Transit)</b> Currency = Current	19*8.5 = 161.5	\$80	\$0.50	\$400	\$2.48	\$3,504.90	\$2250	\$13.93
<b>CPP40707 Certificate IV in Security and Risk Management</b> Currency = Superseded	24*4=96	\$160	\$0.31	\$800	\$1.56	\$3,653.00	\$ 2000	\$20.83
<b>TAE40116 Certificate IV in Training and Assessment</b> Currency = Current	21*4=84	\$160	\$1.90	\$800	\$9.52	\$2,145.00	\$ 3000	\$35.71
<b>CHC30113 Certificate III in Early Childhood Education and Care</b> Currency = Current	188.5	\$30	\$0.16	\$150	\$0.80	\$5,796.00	\$ 2500	\$13.26
<b>CHC50113 Diploma in Early Childhood Education and Care</b> Currency = Current	331.5	\$150	\$0.45	\$150	\$0.45	\$11,148	\$ 7000	\$21.12
<b>Victorian Recreational Boating</b> Marine / Personal Watercraft Licence Training	4	N/A	N/A	N/A	N/A	N/A	\$130	\$32.5
<b>ADDITIONAL FEES</b>								
Administration Fee			Refer to your selected Course and Refund Fee in your Student Information Handbook					
Admin/Cancellation Fee			Refer to your selected Course and Refund Fee in your Student Information Handbook					
Certificate Issue following Credit Transfers – Administration Fee			\$450					
Certificate Reprinting			\$30 per sheet					

The above qualifications are delivered face to face at Suite 15, 11 – 17 Pearcedale Pde BROADMEADOWS VIC 3047  
AND / OR specify location.....



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