

## PURPOSE

This policy informs Enrolled and Potential Students of the fees and fee conditions relating to the programs offered by Australian Training Plus and the arrangements in place for withdrawal and refunds.

## SCOPE

This policy applies to all training programs where fees apply and to all potential fee sources, and to all Enrolled and Potential Students undertaking/planning to undertake a fee bearing program. This policy is developed in accordance with the *Standards for Registered Training Organisations 2015* and any additional requirement of government funding agreements.

## RELATED DOCUMENTS

Policy	PO020 Financial Management Policy
Procedure	N/A
Forms	FM002 Refund Application Form FM063 Smart and Skilled Enrolment Form FM187 Payment Plan Agreement
External	<a href="#">Standards for Registered Training Organisations 2015</a> NSW <a href="#">Smart and Skilled</a>

## RESPONSIBILITY

The RTO Chief Executive Officer (or their delegate/s) is responsible for the approval and distribution of this policy.

## POLICY STATEMENT

### 1 SHORT COURSES

Fees and charges applicable to short courses will be all inclusive and advertised on course marketing material.

For Public Clients, all short course fees must be paid in full at the time of booking. Students cannot be wait-listed or enrolled without payment having been received.

For Employment Services Clients, a Purchase Order (PO) is required to confirm their enrolment/wait-listing, and the PO and relevant course paperwork will be sent to finance upon completion of the course.

## 2 FEES FOR SUBSIDISED TRAINING

### 2.1 Calculation of fees

Australian Training Plus charges Fees to students for Smart and Skilled (S&S) subsidised programs in accordance with the Smart and Skilled Fee Administration Policy. Australian Training Plus uses the Provider Calculator mandated by NSW Department of Industry to provide Potential Students with a quotation of fees. These fees are set by NSW Department of Industry and the Student Fee cannot be varied unless the Potential Student is eligible for a fee concession or exemption. A Potential Learner can request a quotation using a FM063 Smart and Skilled Enrolment Form.

Potential students can assess their eligibility for Smart and Skilled and estimate their fee through the Course Finder on the Smart and Skilled website - <https://smartandskilled.nsw.gov.au/sands/find-a-course>.

Fees calculated at the time of enrolment may be adjusted where the Enrolled Student has successfully applied for credit transfer or recognition of prior learning (RPL) after commencement.

An Enrolled Student may be eligible for refund of all or some of the Student Fee amount, if it has been pre-paid, and the Enrolled Student becomes eligible for a concession or exemption within two (2) weeks of commencement. See section 5 for further detail.

### 2.2 Fee status eligibility

Australian Training Plus is obligated to abide by the Smart and Skilled Fee Administration Policy for Smart and Skilled funded places. As such, Potential Students may be required to provide evidence that supports fee concession or exemption, which will be retained by Australian Training Plus. The relevant application and enrolment form indicates where evidence may be required.

## 3 FEES FOR NON-SUBSIDISED TRAINING (FEE-FOR-SERVICE)

Australian Training Plus offers course enrolment on a Fee-For-Service (FFS) basis. FFS can be accessed by Potential Students who are not eligible for government subsidised training, or where funding allocations have been exhausted. Fee-For-Service course prices can vary based on a number of factors including but not limited to, course location; minimum class sizes; and resource requirements. Pricing for FFS is on an application basis unless a course has been designated wholly FFS (i.e. no government subsidised places available), in this scenario the course fee will be included on all marketing material for the course.

Australian Training Plus strives to keep FFS course costs competitive. Costs are reviewed on a regular basis to ensure prices are in-line with industry expectations.

FFS course fees are payable by:

- a) EFTPOS
- b) Credit Card (VISA and MasterCard only), subject to 3% additional surcharge
- c) Direct Credit to Australian Training Plus

Course fees may be paid in full and in advance, or may be paid in milestones as follows:

- a) 40% of total course fees prior to commencement;
- b) 40% of total course fees at the midway date of the course;
- c) 20% of total course fees prior to or on course completion

Payment plans and alternate payment arrangements to 3.5 may be available on negotiation with Australian Training Plus.

In accordance with Clause 3.3 of the *Standards for Registered Training Organisation 2015*, Australian Training Plus will not issue certification documentation unless all agreed fees owed have been paid in full.

## 4 FEE PROTECTION

Where an Enrolled Student (or third party) prepays fees in excess of \$1,500, all RTOs must address student fee protection under clause 7.3 of the *Standards for Registered Training Organisations 2015*, by implementing one or more of the following arrangements:

- a) The RTO holds an unconditional financial guarantee from a bank operating in Australia;
- b) The RTO holds current membership of a Tuition Assurance Scheme approved by its VET Regulator;
- c) Any other fee protection measure approved by the VET Regulator.

Australian Training Plus meets the requirements of clause 7.3 by holding an unconditional bank guarantee for an amount of no less than the aggregate of the pre-paid fees held at any given time.

The bank guarantee is made in favour of PKF New England North West Pty Limited, an independent party who is responsible for administering refunds to Enrolled Students or to third parties (who have paid the fees on the Enrolled Students' behalf) in accordance with section 5 in the event that:

- a) Joblink Plus Limited has become insolvent and the Enrolled Student is unable to complete their course with Australian Training Plus; or
- b) Joblink Plus Limited has been involuntarily deregistered by the VET Regulator; or
- c) The Enrolled Student cannot complete their course as the VET Regulator has removed the qualification or unit of competency in which the Enrolled Student is enrolled from Joblink Plus Limited's Scope of Registration.

To ensure that the bank guarantee is of a sufficient amount to meet the obligations of this section, PKF New England North West Pty Limited will audit enrolment records against the guarantee amount at least annually.

Australian Training Plus will internally verify the amount of the guarantee meets the amount held in pre-paid fees at least every three months.

Where the bank guarantee is found to be insufficient as a result of an internal or external audit, Australian Training Plus will increase the amount appropriately within 60 days.

At any time where an internal or external audit reveals that the bank guarantee exceeds the amount required under this section, Joblink Plus may elect to reduce the amount of the bank guarantee as is appropriate to still meet the requirements of this section or may maintain the balance.

Claims against the bank guarantee can be made by the Enrolled Student only. No claim is obligated to be honoured if made by a third-party against the Enrolled Students managed prepaid fees unless Special Circumstances apply.

This section does not apply where a business has engaged Australian Training Plus to deliver training (accredited or non-accredited) to their staff.

## 5 WITHDRAWAL, CANCELLATION AND REFUNDS

### 5.1 Short Courses

Refund for course enrolments are available in the following circumstances:

- a) Participant withdrawals more than 7 days prior to course commencement are eligible for a full refund.
- b) Participant withdrawals within 7 days incur the full course cost.
- c) "No Show" or withdrawals on or after the start date for short courses are not eligible for a refund unless special circumstances apply.
- d) Whereby an employer or business has requested a specific short course booking for their staff or organisation, cancellation within 14 days will incur full course costs charged at minimum course numbers.

### 5.2 Long Courses

Refund for course enrolments are available in the following circumstances:

- a) Participant withdrawals advised up to 14 days prior to course commencement are eligible for full refund.

- b) Participant withdrawals advised within 14 days prior to course commencement are eligible for full refund less the administration fee in section 6.
- c) “No Show” or withdrawals on or after the start date are entitled to a refund less:
  - i. the Student Fee - for Smart & Skilled enrolments (only if applicable)
  - ii. the administration fee in section 6.

All participant withdrawals must be advised in writing within the required timeframe. On receipt of advice, Australian Training Plus will provide a ‘Refund Application Form’ if fees have been pre-paid and the Enrolled Student wishes to apply for a refund.

The Enrolled Student must initiate the refund application process. Australian Training Plus will not accept refund applications from a third-party unless Special Circumstances apply.

Refund requests are to be directed to Australian Training Plus in the first instance. Where a refund under section 4 *Fee Protection* applies, the request will be forwarded to PKF New England North West Pty Limited for processing.

Australian Training Plus schedules and operates all courses on the basis of minimum participant numbers. Where minimum numbers of participants are not reached prior to commencement, courses may be rescheduled, Enrolled Students will be offered transfer options to alternate courses, or full refunds.

Australian Training Plus reserves the right to cancel courses where it deems the action necessary.

Any refunds payable by Australian Training Plus will be paid by direct bank deposit to the original payee only e.g. where a fee has been paid by credit card, the refund will be processed back to the same card.

Refunds will not be made in cash in any circumstance.

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### 6 Incidental Fees

Australian Training Plus may need to charge additional costs for a course. Common incidental fees for additional items permissible under government funded programs and in accordance with standard industry practice include:

- a) Costs associated with field trips, catering, transport and accommodation costs associated with field trips of residential blocks that form part of course delivery.
- b) Essential equipment and other items required for training and retained by the Enrolled Student which can be purchased from Australian Training Plus or another supplier of the Enrolled Student’s choice e.g. textbooks, uniforms, tools.
- c) Non-essential items for the Enrolled Student to complete training e.g. a copy of class resources in an alternate format (i.e. an e-book)

Any additional costs applicable under 6.1 will be notified to the Potential Student prior to, or at the time of, enrolment.

Additional incidental fees that may be charged according to individual circumstances are included in the table below.

Fee Type	Price	Notes
Reprint of accredited Certificates, Statements of Attainment and/or Record of Results	\$20.00 per reissue	There is no fee for the certificate and/or record of results, or Statement of Attainment issued on completion of a course. A fee will only be charged to replace a lost or damaged document.
Reprint of Certificates of Attendance for non-accredited training	\$10.00 per reissue	There is no fee for the certificate or transcript issued on completion of a course. A fee will only be charged to replace a lost or damaged document. This service is only available for courses completed in the 12 months prior to the request.
“No Show” or withdrawals on or after the start date for short courses	Full advertised fee	
Administrative fee for long course withdrawals within 14 days of course commencement	\$150.00 per person	
“No Show” or withdrawals on or after the start date for long courses	Full Student Fee for Smart and Skilled Enrolments, or 20% of the full course fee or \$1,100 (whichever is less)	
Deferment or transfer fee	\$75.00	Where a Potential Student has enrolled in a course and chooses to defer commencement of transfer to a different course <i>prior</i> to the start date.

## DEFINITIONS

<b>Enrolled Student</b>	means a person who has completed the required enrolment forms and paid the required fees and is scheduled to commence a training course.
<b>Fee</b>	means the total course fee applicable to the training course, including any government subsidised amounts or incidental items.
<b>Potential Student</b>	means a person who has completed an application to undertake training, particularly under NSW Smart and Skilled, but has not yet been enrolled or paid the relevant fees to be scheduled into a training course.
<b>Scope of Registration</b>	means the qualifications, skills sets, accredited courses and units of competency that Australian Training Plus is approved to deliver by the VET Regulator.
<b>Special Circumstances</b>	means circumstances that prevent the Enrolled Student from acting on their own behalf such as where the Enrolled Student is a minor and is unable to enter into a legal agreement, the Enrolled Student has a disability where they require assistance to submit requests, or the Enrolled Student has fallen ill, is injured, or has died.
<b>Student Fee</b>	means the amount the Enrolled Student is required to pay personally, after any discounts, concessions, or subsidies have been applied.
<b>VET Regulator</b>	means the nationally appointed body overseeing Vocational Education and Training (VET) providers, being the Australian Skills Quality Authority (ASQA).

## SUMMARY OF CHANGES

Date	Level of Changes	Changes
Xx/xx/2024	Minor	Migrated to Controlled Documents library. Format updated

Previous Version History

**DOCUMENT HISTORY**

Revision	Date	Author	Changes
1.0	06/04/2017	L Davis	Initial draft policy in compliance with clause 7.3 of <i>Standards for RTOs 2015</i>
1.1	08/09/2017	L Davis	Amendment to policy for fee protection mechanism update
2.0	11/12/2017	A Green	Policy approved by Chief Financial Officer
2.1	15/02/2018	N/A	Policy endorsed by Joblink Plus Board of Directors
3.0	15/05/2019	L Davis	Annual review and updates to: bank guarantee beneficiary (now named), incidental and cancellation fees under 6.3, addition of published forms.
4.0	20/06/2019	L Davis	Removal of requirement for Purchase Orders for Joblink Plus Clients for short courses as agreed by the Executive Management Team Endorsed by Joblink Plus Board of Directors at Ordinary Board Meeting
4.1	14/01/2022	M. Bamforth	Minor changes to template, file location links, and to reflect the organisations current branding.
5.0	21/12/2023	S. Crebert	Review of Policy against Smart & Skilled Contract and Policy documents and ASQA Standards. Update to the following: <b>Section 1 – Short Courses:</b> <ul style="list-style-type: none"> <li>Changed to note students cannot be waitlisted or enrolled without payment being made.</li> <li>Added requirements for employer, business or Employment Service Provider to pay all fees at the time of booking, unless they have been approved for credit by RTO Leader / Finance, with a completed debtors form. If approval has been grants, a purchase order must then be provided.</li> </ul> <b>Section 3 – Fees for Non-Subsidised Training (Fee-for-Service):</b> <ul style="list-style-type: none"> <li>Removed option to pay by cash.</li> </ul> <b>Section 5.1 – Short Courses:</b> <ul style="list-style-type: none"> <li>Changed participant withdrawal/refund timeframe to Participant withdrawals within 7 days incur the full course cost.</li> <li>Added employer cancellation of course requested, within 14 days will incur full course costs charged at minimum course numbers.</li> </ul> <b>Section 6 – Incidental Fees:</b> <ul style="list-style-type: none"> <li>Change Fee type – Reprint of accredited Certificates, Statements of Attainment and/or Record of Results from \$40.00 per reissue → \$20.00 per reissue</li> <li>Removed reference to Administrative fee for short course withdrawals.</li> </ul>

