

Policy: Fees, Charges and Refunds

1. CONTEXT

The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education training sector are enforced.

Red Cross Training Services, as a Registered Training Organisation, must comply with the VET Quality Framework.

The VET Quality Framework comprises of:

- a) the Standards for Registered Training Organisations 2015;
- b) the Australian Qualifications Framework;
- c) the Fit and Proper Person Requirements;
- d) the Financial Viability Risk Assessment Requirements;
- e) the Data Provision Requirements.

This Policy and Procedure should be read in conjunction with the NVR Standards for Registered Training Organisations 2015; SRT0 5.3; 5.4; 7.3; Schedule 6

2. SCOPE

This policy applies to all Red Cross Training Services staff and clients.

3. DEFINITIONS

Client	Means a learner, enterprise or organisation that uses or purchases the services provided by an RTO (as determined by ASQA)
FA	First Aid
RCTS	Red Cross Training Services
Short Courses	<p>For the purposes of Red Cross Training Services, these courses are typically managed on the MAVIS SMS. Short courses include:</p> <p>Accredited</p> <ul style="list-style-type: none"> • Award FA courses or units from a Training Package (e.g. Apply first aid; Perform CPR); • FA Accredited courses or modules from nationally recognised course curriculum (e.g. Course in Anaphylaxis Awareness); <p>Non-Accredited</p> <ul style="list-style-type: none"> • Non-award FA courses such as Mental Health First Aid; and • Non-award professional courses which have no academic or vocational outcome (e.g. team building, time management).
VET Courses	<p>For the purpose of Red Cross Training Services, these courses are typically managed on the TED SMS. VET courses include:</p> <ul style="list-style-type: none"> • AQF qualifications (e.g. Certificates I – Advanced Diploma) from a Training Package; • Non-FA accredited courses from nationally recognised course curriculum (e.g. Course in Initial General Education for Adults); • Skill sets from a Training Package (e.g. RSA/RSG); • Standalone single or group of units for other purposes from a Training Package (e.g. Hospitality 5 for 5; Computers made easy)
VET	Vocational Education and Training

4. STATEMENT OF POLICY

4.1. Setting fees and charges – Fee-for-Service

- 4.1.1. RCTS will review fees in a 12 month cycle.
- 4.1.2. RCTS reserves the right to adjust fees without notice.

4.2. Setting fees and charges – Public Funded Training Places

- 4.2.1. RCTS will charge fees according to funding policy as determined by government funding bodies.
- 4.2.2. Where required, RCTS will review and set fees based on market rates and conditions.
- 4.2.3. RCTS reserves the right to adjust fees without notice, where state governments change the scheduled hourly rate any time during the term of the contract within a calendar year.

4.3. Course fee inclusions

- 4.3.1. Unless specified otherwise, course fees include the cost of all compulsory training and assessment materials, including textbooks.
- 4.3.2. Subject to any condition under a contract, course fees usually include up to two (2) reassessment attempts per unit at no cost. Where an additional reassessment is required above this allowance, this is at cost to the student as specified in Appendix 1.
- 4.3.3. Course fees also include the issuance of one (1) copy of the relevant certificates to a student upon completion or withdrawal from their course. This includes Qualification Testamur's, Statement of Attainment, Statement of Attendance, and any other as required by government or other accrediting bodies. Where a replacement certificate is required above this allowance, this is normally at cost to the student as specified in Appendix 1 unless contrary to the conditions of a contract.

4.4. Information about fees and charges

- 4.4.1. Clients seeking to enrol in a course with RCTS are advised of all fees and charges associated with a course, including unit fees, administration fees, materials fees and any other charges via RCTS website and or printed material.

RCTS will offer an Installment Payment Plan to any learner, where the Full Fee exceeds \$1500. This must be demonstrated through marketing and enrolment materials and the completion of **ENFRM25 Instalment Payment Plan Application Form** at time of enrolment.

- 4.4.2. Organisations and other clients seeking to enter into an agreement with RCTS will be notified of the fees and charges associated with the agreement prior to entry into an agreement.
- 4.4.3. The information provided to each client will include:
 - I. the total amount of all fees including course fees, administration fees, materials fees and any other charges;
 - II. payment terms, including the timing and amount of fees to be paid and any non-refunding deposit and administration fees;
 - III. any fees and charges for additional services; and
 - IV. details of refund arrangements.
- 4.4.4. Clients seeking to enrol with RCTS must demonstrate an understanding with the above information in 4.4.3 prior to accepting their offer.
- 4.4.5. RCTS may offer fee-for-service courses at a discounted rate arising from a promotion.

Such promotions can only be accessed by people who are not eligible for government funding and they must adhere to the terms and conditions of that promotion.

- 4.4.6. RCTS may offer fee-for-service courses at a discounted rate under a contractual arrangement with a client organisation. Access to this discount may only be accessed by people covered under the contractual arrangement.

4.5. Payment agreement – VET Courses

- 4.5.1. All students will be required to sign the *Enrolment Form/Training Plan (VET Courses)* to accept enrolment into the course. The form outlines the total course fees for the course. The student signature on the form constitutes acceptance of all fees and charges as laid out.
- 4.5.2. The absence of a signed *Enrolment Form/Training Plan (VET Courses)* does not alleviate the student from payment.

4.6. Payment agreement – Short Courses (Incl. FA)

- 4.6.1. Under normal circumstances, short courses are paid for at the time of application over the phone or through the RCTS website.
- 4.6.2. In some instances where short courses have been booked by a client organisation, fees may be paid post-course delivery via invoicing process.

4.7. Terms and methods of payment

- 4.7.1. RCTS accepts the following methods of payment:
- (i) Cheque
 - (ii) Money order
 - (iii) Credit card
 - (iv) Direct debit
 - (v) Bank transfer
- 4.7.2. Course fees are normally paid upfront either in full (Short courses) or as an initial instalment (VET courses) prior to commencement of the course.
- 4.7.3. Where there is an agreement and the client organisation is to be invoiced for training services delivered by RCTS, such invoices are normally paid within 30 days of receipt of the invoice unless specified otherwise in the agreement.

4.8. Late payment

- 4.8.1. Where a student is more than forty (40) days overdue with payments, RCTS reserves the right to suspend all services until payment is made to bring fees up-to-date.
- 4.8.2. RCTS may make alternative payment arrangements for students experiencing genuine difficulty in paying their fees. Students must advise RCTS, in writing to initiate this option.
- 4.8.3. For long term outstanding amounts, RCTS may utilise the services of a debt recovery agency to ensure the collection of outstanding fees.

4.9. Refunds – Fee-for-Service

- 4.9.1. Refunds will not be granted automatically. Students are expected to be aware of their work and personal commitments prior to enrolling, and must demonstrate that the cause of withdrawal could not be reasonably anticipated prior to enrolling.
- 4.9.2. Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced must apply to RCTS in writing more than five (5) days prior to commencement of course using ***EXFRM41A Application for Withdrawal***,

Transfer or Refund, Form outlining the details and reason for their request. The form is available at this location

<http://redcross.org.au/legal-information.aspx>

4.9.3 To be considered for a refund, students must apply to RCTS. Eligibility for a refund is dependent on the type of course and whether there is any existing contract between RCTS and a client organisation. Refunds will normally be assessed as follows:

a) VET Courses

- (i) A refund of the unused portion of fees paid will be given where a student has documented evidence of extenuating compassionate or compelling circumstances which requires them to withdraw from their studies;
- (ii) For course withdrawals with more than 5 days notice, a refund of 80% of fees paid will be given;
- (iii) For course withdrawals with 5 or less days notice, a 50% refund will be given;
- (iv) Subject to 4.9.3(a) (i); no refund will be given where a student does not commence on the agreed commencement date, or has withdrawn after the course has commenced.

b) Short Courses Accredited/Non-Accredited (incl. FA)

- (i) A refund of the unused portion of fees paid will be given where a student has documented evidence of extenuating compassionate or compelling circumstances which requires them to withdraw from their studies;
- (ii) For course withdrawals with more than 5 days notice, a refund of 80% of fees paid will be given;
- (iii) For course withdrawals with 5 or less days notice, a 50% refund will be given;
- (iv) A 20% transfer fee applies to any request for transfer where the notice period is less than 5 working days;
- (v) Subject to 4.9.3(b) (i), no refund will be given where a student does not commence on the agreed commencement date, or has withdrawn after the course has commenced.

4.10. Refunds – Public Funded Training Places

4.10.1 RCTS will provide refunds to funded students in accordance with conditions of the relevant contract.

4.10.2 Where there is no refund conditions specified by the funding body, RCTS's policy and procedure will apply.

4.11. Refunds – Red Cross Training Services Course Cancellation

4.11.1 RCTS reserves the right to cancel courses as a result of insufficient student numbers or unforeseen circumstances.

4.11.2 Where this occurs, RCTS will notify students in writing five (5) working days prior to the course commencement date.

4.11.3 A full refund of fees paid will be given where RCTS has cancelled a course.

4.11.4 Where there is no refund conditions specified by the funding body, RCTS's policy and procedure will apply.

4.12. Transfer of course or commencement date – FA Only

- 4.12.1 Transfers are only available for students undertaking FA courses.
- 4.12.2 Students may choose to request for a transfer of course or commencement date rather than withdrawing from a course.
- 4.12.3 No transfer fee is payable where a student requests a transfer more than five (5) working days prior to commencement of a course.
- 4.12.4 A transfer fee equivalent to 20% of the course fees is payable where a student requests a transfer within five (5) working days prior to commencement of a course.
- 4.12.5 Where a student has requested a transfer of course to another course of higher or lower value, RCTS will make the necessary adjustments where required (e.g. charging or refunding the difference).
- 4.12.6 Transfer requests may only be made directly via phone and/or email to the Customer Service Centre.

4.13. Agreements with client organisations

- 4.13.1 Where there is an existing signed agreement between RCTS and a client organisation, clauses stipulated within that agreement which relate to fees, charges, refunds and transfers will take precedence over this policy.
- 4.13.2 Where there are no clauses stipulated within that agreement which relate to fees, charges, refunds and transfers, this policy shall apply.

5. POLICY ADVISOR

- National Quality and Compliance Coordinator

6. RELATED POLICIES AND LEGISLATION

- Standards for Registered Training Organisations 2015
- Data Provision Requirements
- DELPOL32 Complaints & Appeals Policy
- PLPOL02 Contract Client Management Policy
- COMPOL49 Records Management Policy
- Other: Various funding contracts

PUBLISHING DETAILS

Document No:	ENPOL25
Document Name:	Fees, Charges & Refunds Policy
Document Owner:	Operations: Training Services - Marketing
Status:	Approved
Version:	3.0
Review Date:	12 months from approval
Rationale:	VQF SRTO 5.3; 5.4
	Data Provision Requirements
Circulation:	To be published in policy and procedure documents.

POLICY HISTORY

Version	Version Approval Date	Approver	Summary of Changes
3.0	13/11/2015	National Quality Manager	Revised policy in line with new ASQA standards, reviewed for currency, sections 4.9.3 and 4.4.1 updated
2.0	13 January 2014	National Quality Manager	New format. Revised policy and procedures. Added Appendix 1.
1.1	15 March 2013	National Quality Manager	Revised policy and procedures.
1.0	14 November 2011	GM National Quality	New policy and procedures.

APPENDIX 1

OTHER CHARGES	
Service	Charges
Assessment Resubmission – above the allowance of two (2) free resubmissions	\$50 per assessment resubmission
Replacement certificate – Qualification, Statement of Attainment or Statement of Attendance	\$25 per replacement certificate