

This Version

This version replaces Version 3 Fee Payments, Terms & Conditions September 2016

Introduction / Purpose

This policy covers the obligations of RETS to have clear policies and procedures for the administration and implementation of course fees and refunds. It outlines how and when fees will be charged for courses, RPL and credit transfers, and how refunds will be processed.

This policy relates to all fees charged to learners for participation in RETS's nationally accredited courses.

Scope

- Chief Executive Officer
- Trainers and Assessors
- Administration Officer
- Learners
- Employers

General principles

RETS seeks to provide training to learners on a fee for service basis who are either self-funded or for whom funding support emanates from an employer or enterprise or through participation in government funding arrangements where applicable.

1.0 Approach to the management of fees and refunds:

- 1.1 The fee refund process will be prompt, easily understood and readily accessible to all customers.
- 1.2 The policy will at all times reflect the current conditions and requirements specified by the Australian Skills Quality Authority (ASQA).

2.0 General refund systems procedure

- 2.1 Refunds are to be made in the same method, onto the same account details, as per the original payment.
- 2.2 Staff are to request an email / fax from the customer confirming their refund details and verification of the payment made. i.e. a remittance slip for EFT payments. If refund details differ from the original payment, the customer will need to provide an explanation and verification of any updated details and where possible independent confirmation from the client organisation should be obtained.

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- 2.3 Staff are to check the customer's history, contact details, address and the details of the original transaction made.
- 2.4 All supporting documentation is to be attached to the refund form and signed by the CEO.
- 2.5 The financial management system used by RETS is MYOB.
- 2.6 RETS has ensured that the financial management system in use meets the following requirements:
 - 2.6.1 The software supplier is not able to withhold records from RETS in any circumstances
 - 2.6.2 The database allows financial records to be provided in electronic and printed versions.
 - 2.6.3 All information is kept secure, safe and confidential.

3.0 Security of financial records

- 3.1 All records will be kept private, protected and secure
- 3.2 Electronic records will be routinely backed up on site by RETS servers and off-site by LIM IT on a daily basis.

4.0 Fee Payment Methods

- 4.1 RETS accepts a range of payment methods through its Westpac EFTPOS facility including:
 - Visa; Mastercard; Bankcard; American Express; Diners Club
- 4.2 Other methods of payment can be organised with prior arrangements, including:
 - Invoice; Personal, bank or business cheque; Cash

5.0 Course Costs

- 5.1 RETS charges fees for participation in the training courses offered. Each training product has an established fee which varies depending on the nature of the training product, the units undertaken and the learner's circumstances, such as eligibility for South Australian government Workready subsidy or Construction Industry Training Board (CITB) subsidy. Learners who are not eligible for any subsidies or concessions will pay the full fee rate. Details of fees charged for each training product are available in the course fee schedule.
- 5.2 Personal Protective Equipment (PPE) will not be covered by the course fees unless otherwise stated. Learners will be required to ensure they have appropriate PPE at the time of enrolment depending on the course in which they are enrolled. Where specific PPE is indicated as a compulsory minimum requirement for the training in the course information brochure, failure to wear the required PPE may result in the learner being prevented from attending the training session. The cost of PPE may be funded by the learner, employer, employment service provider or other referrer.

5.3 Credit Transfer

- 5.3.1 Credit Transfer is the process of national recognition by which RETS recognises qualifications and Statements of Attainment issued by other Registered Training Organisations towards an accredited course offered by RETS
- 5.3.2 Applicants are required to submit copies of their award or certificate
- 5.3.3 There are no costs/fees associated with the credit transfer process / national recognition of qualifications and Statements of Attainment.

5.4 Recognition of Prior Learning (RPL)

- 5.4.1 RPL recognises the skills, knowledge and experience a person has acquired through previous training, work or life experience towards and accredited RETS course.
- 5.4.2 RPL assessment is charged at the same cost as full course registration / enrolment.
- 5.4.3 Where RPL is not granted for specific units of competency, it is expected that the learner will enrol in those units to achieve the qualification.
- 5.4.4 If a person wishes to apply for RPL they must complete an RPL application form (inclusive of supporting evidence).

6.0 **Subsidised Training**

6.1 Workready

RETS is an approved WorkReady training provider. Courses available for funding subsidy under Workready vary from time to time and places may be limited. Fees of courses offered by RETS under WorkReady are detailed in the Course Fee Schedule.

- 6.1.1 Eligibility criteria – Workready subsidised training is subject to the learner meeting the required eligibility and entitlement criteria and satisfying any enrolment conditions. More details on Workready eligibility criteria are available at <http://www.skills.sa.gov.au/training-learning/check-your-eligibility>.

- 6.1.2 Concessions – Learners enrolled in a WorkReady course for which a fee is charged are eligible for concession if, at the time of commencement of training in a unit of competency in the course, they hold a current:

- Health Care Card (HCC)
- Pensioner Concession Card
- Veterans' Affairs Pensioner Concession Card

Learners enrolled in a course for which a fee can be charged are eligible for course fee concession if they are prisoners in a South Australian correctional institution.

A current concession card must be presented at time of enrolment in the unit of competency. Learners who are not in possession of a concession card current at time of training commencement, will be obliged to pay the full fee rate.

6.1.3 Exemptions – Eligible learners aged 16 years and above who, have been or are under the guardianship of the Minister for Education and Child Development (or an interstate equivalent) or any guardianship order, will be eligible for a course fee exemption. They may be required to pay for any incidental fees where relevant for specialised courses. Eligible learners will need to contact the Department of State Development (DSD) to verify their guardianship status.

6.2 CITB

CITB subsidy is available only for South Australian resident learners and is provided upon provision of a valid CITB Identification number prior to enrolment. Failure to provide a valid CITB number and to successfully complete the course will result in full fees being payable. CITB subsidy can be varied at any time at the discretion of the CITB. For more details on CITB funding eligibility criteria, conditions and limits please go to <http://www.citb.org.au>

7.0 Payment of Fees

Prior to enrolment for any course, RETS informs all learners of the total course costs.

Information relating to RETS fees and charges is available from the Administration staff on (08) 8280 3439.

Currently, all learners are required to pay all course component fees upon completion of the course. When any payments are made:

- A receipt for payment of all fees is issued
- Details of the payment is recorded in MYOB
- Monies are deposited in the RETS Pty Ltd general bank account

For courses under \$1500.00 full fees can be paid prior to the course commencement. For course fees above \$1500.00 no more than \$1500.00 is to be paid in advance by learners before the commencement or at any given time during the progression of the course to the total of the course cost.

Upon completion of a course the issuance of a qualification or statement of attainment (SOA) will be withheld until all fees are paid.

7.1 Deposits

RETS will provide the learner with a receipt for payment of any deposit. No more than \$1500.00 is to be paid in advance by learners before the commencement of the course or at any given time during the progression of the course.

7.2 Fees by Instalment

Under special circumstances payments by instalments may be negotiated. The timing of payments will be dependent upon total course cost & course duration. All instalments are to be paid by the due

date. Any delay in payment of fees after the due date on an invoice may result in the imposition of a late payment fee.

7.3 Third Party Payments

Payment can be made by a third party (employer, employment service provider or other organisation). Where a third party chooses to pay course fees, they must complete a training request form and third party request for tax invoice form. The third party will be liable for learner's fees invoiced by RETS, even if:

- The learner withdraws from the course and there is no entitlement to a refund or adjustment of fees;
- The learner's contract of training has expired
- The learner is deemed not yet competent

If the learner's employment with the third party is terminated the third party and the learner must advise RETS of the employment termination immediately. If the employment termination is not notified to RETS the third party will remain liable for any learner's fees incurred after the employment termination.

8.0 Refunds

8.1 Cancellations

8.1.1 RETS might cancel a course due to low registrations. Reasonable notice of cancellation including an offer of transfer to another course will be given to learners or a full refund provided.

8.1.2 If RETS is unable to deliver or continue delivering a training session due to causes beyond its control, including but not limited to natural disaster, threat of security and/or power shortage the training program will be cancelled or ceased and learners will be entitled to be transferred to another training session. No refund will be provided.

8.1.3 Cancellations made 1 (one) or more working days prior to the course will receive a full refund

8.1.4 Cancellations made without any prior notice to the course commencement date will not be entitled to any refund

8.2 Transfer to other courses

8.2.1 Transfer can be made up to 1 (one) day prior to the course date without incurring any penalties

8.2.2 Substitutions can be made prior to the commencement of the course should the nominated person be unable to attend, however RETS must be notified in writing.

8.3 No show

RETS sets a limit to class sizes, to allow each learner to achieve the best possible learning outcome; where a learner has booked in for and paid for a course and does not turn up, with no contact made to RETS, he/she will forfeit that particular day's fee payment; and the learner will then have to pay an additional fee to attend the next available identical training session.

8.4 Withdrawal from course

8.4.1 A withdrawal is the formal resignation by a learner from an accredited course.

8.4.2 Learners who wish to discontinue their enrolment in a course are advised to discuss the issue with their trainer or the RTO Chief Executive Officer before completing a withdrawal form. Flexible arrangements can be made if necessary.

8.4.3 All requests for withdrawal must be made on the withdrawal form available from the Administration staff or on RETS website www.redearthtrainingsolutions.com.au

8.4.4 Where a refund is determined to be payable, this will be processed within seven (7) calendar days of the refund request submission, provided that the fees have been cleared through RETS' bank account. *Refer section 2.0 general refund systems procedure above.*

8.5 Exceptional circumstance

Circumstances such as illness and traumatic events will be considered as "exceptional circumstances" for refund purposes. Learners will be required to provide evidence to support claims of exceptional circumstances e.g. illness (doctor's certificate) or family crisis. Requests for refunds must be made to RETS with ten (10) days of formal notification of cancellation.

Complaints and Appeals

Should a learner wish to appeal against a decision not to award a refund, they may do so by completing a Complaints and Appeals form, attaching any related documentation as evidence and submitting their appeal to RETS by following the process set out in the Complaints & Appeals procedure available from the Administration staff or on RETS website www.redearthtrainingsolutions.com.au

Monitoring/Continuous Improvement

This policy and procedure will be reviewed annually or upon legislative changes which affect its validity. RETS personnel are able, at any time, to submit a 'Change Request Procedure' should they feel the policy requires improvement or modification.