



# **RTO PP01**

## **Fees, Charges and Refunds**

### **Policy Procedure**

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# RTP PP01 Fees, Charges and Refunds Policy Procedure

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# RTP PP01 Fees, Charges and Refunds Policy Procedure

## Purpose

This Policy and Procedure describes the process Qualify will use to identify and manage fees paid by students, referring partners and/or employers.

## Policy Statements

This Policy and Procedure applies to all students enrolling with Qualify. It is also applicable to Finance and Administration staff who are required to record and issue financial statements to relevant parties.

Qualify Fees, Charges and Refunds Policy Procedure is reviewed annually. Qualify will issue itemised invoices that clearly state rate charged for each qualification and where a concession applies, the invoice will clearly state the reduced rate. Qualify will report, in full, the actual course and ancillary fees charged to each individual. Students are required to pay fees within seven (7) days of issue of invoice. Qualify will maintain records of all student course and ancillary fees via our accounting system.

## GST

Qualify is a Registered Training Organisation providing adult and community education (ACE) courses and as per the ATO guidelines, can deliver GST free training under certain conditions.

Accredited training will be GST free for the courses outlined below. GST will be incurred on all other training services and other expenses such as Training Resources, and Amenities Fees.

1. Qualify qualification and short courses that are delivered as a pre-employment program (not including employer-based training to existing employees).

ATO guidelines: Adult and Community Education (ACE) courses. Key requirements:

- Course is likely to add to the employment related skills of the participants.
  - Advertising, course objectives, and delivery of course must support a claim that the course will add to employment related skills; and
  - skills developed likely to be used in the course of being an employee or working in a business (rather than for recreational, hobby, artistic or cultural endeavours).
- Must be available to adults in the general community:
  - Cost must not be prohibitive (i.e. must be affordable to the general public);
  - Course must be advertised to the general public;
  - No pre-requisites qualifications (e.g. degree required) or experience (e.g. experience in a certain profession) required.
- Must not be a course that is provided by or at the request of an employer to employees of that employer.
- Must not be a course that is provided by or at the request of an organisation to members of that organisation (unless membership is open to adult in the general community).
- Must not be private tuition.

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## Statutory References

1. National Vocational Education and Training Regulator Act 2011.
2. Standards for RTO's 2015 - SNR 5 each student is properly informed and protected.

Specifically, Clause 5.3 where the RTO collects fees from the individual student, either directly or through a third party, the RTO provides or directs the student to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying all relevant fee information including:

- Fees that must be paid to the RTO,
- Payment terms and conditions including deposits and refunds
- The student's rights as a consumer, including any statutory cooling-off period, if one applies
- The student's right to obtain a refund for services not provided by the RTO in the event the:
  - Arrangement is terminated early, or
  - The RTO fails to provide the agreed services.

Clause 5.4 where there are any changes to agreed services, the RTO will advise the student as soon as practicable, including in relation to any new third-party arrangements, change in ownership or changes to existing third party arrangements.

## Responsibilities

1. The General Manager – Operations is to ensure all requirements of this Policy and Procedure are met.
2. The Company Accountant is responsible for determining the fee structure in consultation with the CEO.

## Procedures

1. The student is informed prior to enrolment, of the fees charged by Qualify depending on the Qualification, Course or Unit of Competency being undertaken and any government incentives available (if applicable) and the student's eligibility for funding. Qualify will determine the student's eligibility for funding in accordance with the appropriate funding contract where applicable.
2. Where a student would like to enter into a payment plan agreement, the student can make a request by email to the Company Accountant ([finance@qualifytraining.com.au](mailto:finance@qualifytraining.com.au)). Upon agreement and Payment Plan Agreement Form (RTO F21 Payment Plan Agreement) is completed.
3. Where students are eligible for funding, training will commence within three (3) months from enrolling into the course.
4. For all enrolments that are not funded, a Fee for Service rate will apply.

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## Fees Charges

Qualify has set the following fees and charges in place.

1. Qualify will not collect fees of more than \$1,500 upfront from any student.
2. Course Fees: apply to each Qualify program and consist of the following components:
  - Administration and materials
  - Tuition
  - Electronic statement of results and certificate
  - A GAP fee applies to courses funded by the South Australian Government.
3. Ancillary Fees: such as excursion costs are payable for some courses.
4. A fee of \$27.50 (including GST) is charged to students who apply for an initial printed Certificate or Statement of Attainment, this same fee is charged to student who apply for a printed replacement Certificate or Statement of Attainment.
5. Fees are clearly documented and available prior to commencement in courses.

## Fee Payment

The student will be invoiced on enrolment of the program on 7-day payment terms. Students have a variety of options for payment of their fees including credit card and direct deposit on invoice.

Where applicable the Employer or Employment Services Provider/Referring Agency will be invoiced in lieu of the student, when a student is enrolled into a program.

## Re-issuance of Certificates or Statements of Attainment

Certificates or Statement of Attainments are delivered electronically unless otherwise requested. A fee of \$27.50 (including GST) is charged to students who apply for a Certificate or Statement of Attainment to be reissued.

## RPL Fees

Recognition of Prior Learning (RPL) fee is determined subject to the time involved to assess the RPL. The RPL fee will not exceed \$300.00 per unit of competency.

## Credit Transfer

There is no additional charge for Credit Transfer.

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## Fee concessions and exemptions

Fee exemptions may apply on the grounds of financial hardship or other reasons. Exemption applications are to be made in writing and sent to General Manager – Operations ([admin@qualifytraining.com.au](mailto:admin@qualifytraining.com.au)). After reviewing the application, the General Manager – Operations may elect to:

- Waive fees
- Negotiate a payment plan with the student
- Defer requirement for payment of fees to a negotiated date

## Refunds

A student may request a refund of Tuition Fees paid if they wish to cancel within 10 days of course enrolment and have not commenced training. Written notification of the intent to cancel the course enrolment and the request for a refund is to be sent to the Company Accountant ([finance@qualifytraining.com.au](mailto:finance@qualifytraining.com.au)), within ten days of course enrolment.

Where the tuition fee has been paid on behalf of the student by an Employment Services Provider or Employer, a refund can be requested by applying to the Company Accountant ([finance@qualifytraining.com.au](mailto:finance@qualifytraining.com.au)) within 10 days of course enrolment.

All refund applications will be assessed by the Company Accountant and applications processed within five days of the application being placed.

Approved refunds will be charged a \$75.00 administration charge, which will be deducted from the refund.

Payment of a refund cancels a student's enrolment.

Please note:

- where a student breaches Qualify's Policies and Procedures, no refund is payable.
- administration, materials and gap fees paid, will not be refunded.

## Extensions

To apply for an extension to a course end date, students must complete an Extension Request form. This is to be requested from Qualify. Students then need to complete the form and pay the required fee, see document for requirements.

A fee of \$125 will be charged for each additional month or \$300 for three months requested after your original end date.

To be considered for an extension outside of our standard policy and request for the fee to be waived, you must provide supporting documentation to support your request and complete the Fee Waive Extension Request form.

Qualify will approve/deny extensions based off the supporting documentation provided. We may or may not grant a partial or full waiver of the extension fee.

Submit the completed form to [register@qualifytraining.com.au](mailto:register@qualifytraining.com.au) prior to your current course end date.

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# Course Fee Schedule from December 2023



## Accredited Qualification and Skill Set Courses

		VIC, NSW, QLD, TAS, WA, ACT, NT		South Australia				
		Fee for Service		Fee for Service		FUNDED **Eligibility Criteria		
Code	Title	Blended Delivery (pre-employment)	Traineeship/ Workplace-based	Blended Delivery (pre-employment)	Traineeship/ Workplace-based	Traineeship GAP Fee	Non-Contract GAP Fee	Concession GAP Fee
<b>Qualification Courses</b>								
FSK20113	Certificate II in Skills for Work and Vocational Pathways	*\$990	N/A	*\$990	N/A	N/A	N/A	\$495
BSB30120	Certificate III in Business	*\$990	\$2995	*\$990	\$2995	\$900	N/A	N/A
SIR30216	Certificate III in Retail	*\$990	\$2995	*\$990	\$2995	\$900	N/A	N/A
CHC33021	Certificate III in Individual Support (Disability + Aged Care)	*\$990	\$2995	*\$990	\$2995	N/A	N/A	\$495
BSB40520	Certificate IV in Leadership and Management	\$2995	\$2995	\$2995	\$2995	\$900	N/A	N/A
Code/Units	Title	Blended Delivery (pre-employment)	Traineeship/ Workplace-based	Blended Delivery (pre-employment)	Traineeship/ Workplace-based	Traineeship GAP Fee	Non-Contract GAP Fee	Concession GAP Fee
<b>Skill Set Courses</b>								
o BSBTEC301 o BSBPEF301	Entry into Business roles o Design and produce business documents. o Organise personal work priorities.	\$300	N/A	\$300	N/A	N/A	N/A	N/A
o BSBOPS304 o SIRXCEG002	Entry into Customer Service roles o Deliver and monitor a service to customers. o Assist with customer difficulties.	\$300	N/A	\$300	N/A	N/A	N/A	N/A
o SIRXCEG001 o SIRXIND001	Entry into Retail roles o Engage the customer. o Work effectively in a service environment.	\$300	N/A	\$300	N/A	N/A	N/A	N/A
o BSBWHS332X o CPPCLO3104	Entry into Cleaning roles o Apply infection prevention and control procedures to own work activities. o Clean high-touch surfaces.	\$300	N/A	\$300	N/A	N/A	N/A	N/A
o CHCCCS031 and o CHCAGE011 or o CHCDIS011	Entry into Care roles o Provide individualised support o Provide support to people living with dementia (Aged Care) o Contribute to ongoing skills development using a strengths-based approach (Disability)	\$300	N/A	\$300	N/A	N/A	N/A	N/A
o BSBWHS211 o BSBWHS332X	Futures Workplace Safety and Success (Workplace-based) o Contribute to the health and safety of self and others. o Apply infection prevention and control procedures to own work activities.	N/A	\$395	N/A	\$395	N/A	N/A	N/A
o FSKLRG011 o FSKLRG010	WorkReady Program o Use routine strategies for work-related learning. o Use routine strategies for career planning.	***\$495 Blended \$395 Online	N/A	***\$495 Blended \$395 Online	N/A	N/A	N/A	N/A

\* Course fee of \$990 option of payment of \$495 x 2 semesters | \*\*South Australia Eligibility Criteria Applies: see <https://providers.skills.sa.gov.au/Deliver/Student-eligibility-for-subsidised-training>, STL: South Australia: Subsidised Training List 8.1 (STL 8.1) - Effective 03 January 2023. TPL: The Training Priority List outlines the courses subsidised by the South Australian Government which are available outside of training contract arrangements. Managed Courses List – Effective date 01 July 2022 to 30 June 2023. | \*\*\* WorkReady Blended - conditions apply including minimum participants and delivery locations.

## Non-accredited Courses

Course	Modules	All States: Fee for Service	
<b>Employment Progress Activities</b>			
Mental Health and Wellbeing	Module 1: Being well	\$75	Online delivery
	Module 2: Managing the Tough Stuff	\$75	Online delivery
Financial and Budgeting Basics	Module 1: Budgeting	\$75	Online delivery
	Module 2: Financial Basics	\$75	Online delivery
Safety in the Workplace	Module 1: Workplace Safety	\$75	Online delivery
	Module 2: Personal Protective Equipment	\$75	Online delivery
Employment Basics	Module 1: Workplace Expectations	\$75	Online delivery
	Module 2: Communication in the Workplace	\$75	Online delivery
EmployAbility	N/A	\$5,995	Blended delivery
WorkReady Profile	N/A	\$280	Online delivery
Futures Online	N/A	\$300	Online delivery
Industry Immersion	Tailored vocational training with industry partnerships	Enquire now	Blended delivery



## Appendix 2 - Internet Merchant Policies and Procedures

### Qualify Privacy Policy

#### Introduction

Qualify regards customer privacy as an important part of our relationship with our customers. The following privacy policy applies to all Qualify users and conforms to Internet privacy standards.

If you have questions or concerns regarding this statement, you should first contact the Qualify eWAY Merchant Facility Coordinator – Cameron Laird on 03 5482 5885.

#### Collection of Information

In order to use the Qualify website, we may require information from you in order to provide the best service possible. All correspondence may also be collected and stored, particularly in regard to sales, support and accounts, including email.

Any information collected by Qualify is collected via correspondence from you or your company. This may be via the telephone, email, mail, fax or directly through our website.

#### Use of Collection Information

Any details collected from Qualify customers is required in order to provide you with our products and/or services, and a high level of customer service. Correspondence is recorded in order to provide service references, and to assist in our staff development.

#### Storage of Collected Information

The security of your personal information is important to us. When you enter sensitive information (such as credit card numbers) on our website, we encrypt that information using secure socket layer technology (SSL). When credit card details are collected, we simply pass them on in order to be processed as required. We never permanently store complete credit card details.

We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it.

If you have any questions about security on our website, email us at [admin@qualifytraining.com.au](mailto:admin@qualifytraining.com.au).

#### Access to Collected Information

If your personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing us at [admin@qualifytraining.com.au](mailto:admin@qualifytraining.com.au).

#### Orders

If you purchase a product or service from us, we may request certain personally identifiable information from you. You may be required to provide contact information (such as name, email, and postal address) and financial information (such as credit card number, expiration date). We use this information for billing purposes and to fill your orders. If we have trouble processing an order, we will use this information to contact you.

#### Communications

Qualify uses personally identifiable information for essential communications, such as emails, accounts information, and critical service details. We may also use this information for other purposes, including some promotional emails. If at any time a customer wishes not to receive such correspondence, they can request to be removed from any mailing lists by emailing us at [admin@qualifytraining.com.au](mailto:admin@qualifytraining.com.au).

You will be notified when your personal information is collected by any third party that is not our agent/service provider, so you can make an informed choice as to whether or not to share your information with that party.

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## Third Parties

Qualify may at its discretion use other third parties to provide essential services on our site or for our business processes. We may share your details as necessary for the third party to provide that service.

These third parties are prohibited from using your personally identifiable information for any other purpose. Qualify does not share any information with third parties for any unknown or unrelated uses.

## Legal

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on our website.

## Links

Links on the Qualify site to external entities are not covered within this policy. The terms and conditions set out in this privacy statement only cover the domain name of Qualify.

## Changes to Privacy Policy

If we decide to change our privacy policy, we will post those changes to this privacy statement, the homepage, and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by email, or by means of a notice on our homepage.

## Qualify Fee Payment Security Policy

Qualify uses the eWAY Payment Gateway for its online credit card transactions. eWAY processes online credit card transactions for thousands of Australian merchants, providing a safe and secure means of collecting payments via the Internet. All online credit card transactions performed on this site using the eWAY gateway are secured payments.

- Payments are fully automated with an immediate response.
- Your complete credit card number cannot be viewed by Qualify or any outside party.
- All transactions are performed under 128 Bit SSL Certificate.
- All transaction data is encrypted for storage within eWAY's bank-grade data centre, further protecting your credit card data.
- eWAY is an authorised third party Oprocessor for all the major Australian banks.
- eWAY at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by Qualify.

For more information about eWAY and online credit card payments, please visit [www.eWAY.com.au](http://www.eWAY.com.au)

## Delivery Policy

After booking your training program online, you will receive an email confirmation from eWAY containing your order details (if you have provided your email address). We will normally confirm receipt of your order within a few minutes of ordering. Your Training Delivery will be conducted as per the information provided at the time of the booking

For the purpose of this policy procedure the above mentioned roles correlate to the persons listed below:

Role:	Name:	Contact:
General Manager – Operations	Vicky McMahon	<a href="mailto:vicky@qualifytraining.com.au">vicky@qualifytraining.com.au</a>
Company Accountant	Cameron Laird	<a href="mailto:cameron@qualifytraining.com.au">cameron@qualifytraining.com.au</a>

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