

Fees, Charges and Refunds Policy and Procedure

Responsible Officer	
Approved by	CEO
Review by	Joanne Cornelius
Last Reviewed	Aug 2017
Next Reviewed	Aug 2018

1. Purpose

1.1. Scope

To ensure that fees, charges and refunds are dealt with in a transparent, ethical and consistent manner in line with governing regulations and legislation.

2. Audience

2.1. RTO Stakeholders, Employees and L. P. COMMUNICATIONS Students.

3. Definitions

ASQA	Australian Skills Quality Authority; national vocational education and training regulator.
CT	Credit Transfer. Credit is the value assigned for the recognition of equivalence in content and learning outcomes between different types of learning and/or qualifications. Credit reduces the amount of learning required to achieve a qualification and may be through credit transfer.
RPL	Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses. a) formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree); b) non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and c) informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

RTO	Registered Training Organisation
SNR	Standard National Regulator
Student	Means an individual who is receiving, responding to and processing information in order to acquire and develop competence. This incorporates the processes of preparing and presenting for assessment
Units of competency	Mean the specification of the standards of performance required in the workplace as defined in a training package.
VET	Vocational Education Training

4. Policy Statement

L. P. COMMUNICATIONS will ensure that all students are provided with accurate fees, charges and refund information prior to enrolment. Current fees and charges are provided to students through our website and in the program information documents. This fees, charges and refund policy and procedure are also published on our website.

Upon enrolment all students are issued with an invoice of fees which includes information regarding the fees and charges for training and assessment services and payment processing information

All fees, charges and refunds will adhere to all relevant governing legislation and regulations in their development, implementation and collection.

5. References

Standards for Registered Training Organisations (RTOs) 2015

- 5.3. Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:
- a) all relevant fee information including:
 - i) fees that must be paid to the RTO; and
 - i) payment terms and conditions including deposits and refunds;
 - b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
 - c) the learner's right to obtain a refund for services not provided by the RTO in the event the:
 - i) arrangement is terminated early; or
 - ii) the RTO fails to provide the agreed services.
- 5.4. Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.
- 3.3 AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the RTO have been paid.
- 7.3 Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.

6. Procedure

6.1. Fees

Administration fee – is a fee charged for the administration services provided throughout the program which includes resources and amenities (GST payable)

Tuition - Fee for service – is the price of tuition training where the student is not eligible to receive government funding. (GST not payable)

RPL and CT transfer Fee – is the price of RPL and CT recognition assessment (GST not payable)

Tuition – Fee for Funded – This price is paid for by the government funding body for clients deemed eligible and wishing to obtain government funding for their program (subject to RTO funding agreement)

6.2. Payment process

6.2.1. When collecting fees in advance no more than \$1,000 can be collected for each individual student prior to training commencing. After commencement of training, amounts of up to \$1,500 may be collected at any time.

6.2.2. Due to the fact that the tuition fee for funded is payable by the funding body, L P Communications is not required to provide concession for administration fees. Any reduced fees will require approval of the RTO Manager.

6.2.3. L P Communications does have a payment plan option for all applicants to be administered over the program duration. Students who are facing hardship or difficulty in paying the tuition fee may in consultation with the RTO Manager agree to pay their tuition fee on a payment plan through direct debit processing

6.2.4. Students are only able to commence their training once they have either paid the administration fee in full or have entered into a payment plan through direct debit processing.

6.3. Re-assessment charges

A re-assessment charge may be applicable where the student has attempted and failed the assessment on two previous occasions. The price will vary depending on the amount of re-training required and the level of support the student needs prior to sitting the assessment again. This price will be decided in consultation with the RTO

6.4. Statement of attainment and certificate re-issuance charges

Where a student requires a statement of attainment or a certificate to be re-issued or verified, a \$30 charge will apply per instance. The student will need to verify themselves prior to being able to receive the re-issuance or verification of issue.

6.5. Refunds

6.5.1. L. P. COMMUNICATIONS **must refund** the amount (if any) to the **student or the original payee applicant (workplace)**

6.5.2. If L. P. COMMUNICATIONS Defaults on student, this refund applies to a student in relation to a course if:

- a) The course does not start on the agreed starting day; or
- b) The course ceases to be provided at any time after it starts but before it is completed; or
- c) The course is not provided in full to the student because a sanction has been imposed on L. P. COMMUNICATIONS and the student has not withdrawn before the default day.

L. P. COMMUNICATIONS must pay the following amount within 2 weeks after the default day.

Administration Charge:	FULL REFUND
Course fees:	FULL REFUND
Material fees:	NO REFUND
Other Fees:	NO REFUND

6.5.3. **If the Student Defaults on L P Communications,** this refund applies to students in relation to a course if:

- a) The course starts on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- b) The student withdraws from the course (either before or after the agreed starting day); or
- c) The registered provider of the course refuses to provide, or continue providing, the course to the student because of one or more of the following events:
 - i. The student failed to pay an amount he or she was liable to pay L. P. COMMUNICATIONS, directly or indirectly, in order to undertake the course;
 - ii. The student does not engage over a 6 week period in the training and assessment services agreed upon
 - iii. Misbehavior by the student resulting in removal from program

L. P. COMMUNICATIONS must pay the following amount within 4 weeks after receiving a written claim from the student.

Administration Charge:	NO REFUND
Course fees:	LESS COURSE FEES OWED PRO RATA TO DEFAULT DATE



Material fees:

NO REFUND

Other Fees:

NO REFUND

Note:

Agreed starting day means the day on which the course was scheduled to start, or a later day agreed between L. P. COMMUNICATIONS for the course and the student.

Default day means:

- a) The agreed starting day or
- b) The day on which the course ceased to be provided, or
- c) The day on which the student withdraws from the course, or
- d) The day on which L. P. COMMUNICATIONS refuses to provide, or continue providing, the course to the student

6.6 Notification of change

Where there are any changes to agreed services, L P Communications will advise the learner as soon as practicable, including in relation to any

- new third party arrangements or a
- change in ownership or
- changes to existing third party arrangements.

6.7 Issue of Certificates and Statements of Attainment

Certification documentation will be issued when all agreed fees the learner or their workplace owes to the RTO have been paid.