

## Fee Administration Policy

Austrain Academy offers programs / services on a government subsidised or commercial basis.

The policy applies to:

- AQF Qualifications and Statements of Attainment
- Recognition of Prior Learning (RPL)
- Customised training developed for individuals, enterprises and client groups
- Commercial non-accredited courses
- Consultation Services
- Compliance Systems

There are two fee structures:

### 1. Government funded/subsidised training under Smart & Skilled – see also Smart and Skilled Fee Administration Policy

<https://www.austrainacademy.com.au/info/our-policies>

A person who is eligible to receive subsidised training in all Smart and Skilled Programs (except Smart and Skilled Entitlement Apprenticeships and Traineeships Program) is a person who, at the time of enrolment in a qualification or course on the NSW Skills List or a “short course” with a Smart and Skilled provider:

- (a) lives or works in NSW (determined by postcode of the usual place of residence or place of work); **or**
- (b) an Aboriginal or Torres Strait Islander student who does not live or work in NSW but lives in specific defined interstate NSW border areas (see **Appendix 2: Defined interstate NSW border areas**) is eligible for government-subsidised training under Smart and Skilled; **and**
- (c) is: (i) an Australian citizen; or (ii) a permanent Australian resident; or (iii) a New Zealand citizen; or (iv) a humanitarian visa holder or a partner visa holder whose sponsor is a humanitarian visa holder; **and**
- (d) is aged 15 years or older; **and**
- (e) is no longer in secondary education - except for registered home school students

Austrain Academy conducts government subsidised training & assessment for the following types of Qualifications or Part Qualifications: Entitlement Full Qualifications; Entitlement Apprenticeships and Traineeships Qualifications; Targeted Priorities Full Qualifications and Targeted Priorities Prevocational and Part Qualifications. Eligibility criteria apply to these programs and these may be found at <https://education.nsw.gov.au/skills-nsw/students-and-job-seekers/low-cost-and-free-training-options/smart-and-skilled-training>

Austrain Academy must charge the relevant fee set by the NSW government. These fees are based on the qualification and the characteristics of the student. The fee is set for the whole qualification and is not an annual fee. The fee should be determined at enrolment. The student will pay the fee for the qualification that applies in the year when they commence training and will not be affected by any subsequent changes to Smart and Skilled fees. These fees can be accessed at the above website and will be confirmed in writing to the prospective student prior to the completion of the enrolment process. We will provide you an Eligibility Enquiry Report detailing the student fees payable. If you wish to proceed with your enrolment, Austrain Academy will provide a **Notification of Enrolment**.

These fees may be adjusted by any Recognition of Prior Learning (RPL) or Credit Transfer (CT) granted and will reduce the total Student Fee. This is determined by using the Smart and Skilled Provider Calculator. We must sight appropriate evidence, such as a testamur, or a transcript of academic record/achievement or a USI Transcript to grant CT.

You MUST provide any copies of Transcripts for UOC's you have previously attained - any delay may result in incorrect fees charged. You may also visit the **USI Registry** to download a transcript of previous training you may have completed. You will be informed and your fees adjusted if any RPL or CT is reported after the **Notification of Enrolment process**.

Fees will be invoiced to either the Student or Employer (some Modern Awards include provision for Employer payment of fees on behalf of their apprentice or trainee and where this is the case the employer will pay the Student Fee – see [www.fairwork.gov.au](http://www.fairwork.gov.au)) as indicated on Austrain Academy's enrolment form.

If not indicated, fees will be invoiced to the student. Employers will be invoiced on the same basis as students, with provision for payment by instalments if required by the employer. (All references in this policy to charging a Student Fee and to make the student aware of fees and costs, encompasses charging anyone else who may pay the fee on behalf of the student. This includes, but is not limited to: the student; the student's employer; parent / guardian.) Fees will be invoiced at 50% of the total qualification student fee upon completion of the enrolment process. (These fees will not exceed \$1,000.00 prior to qualification/course commencement).

The balance of the student fee will be triggered by commencement of 50% of the units of competence for the qualification / course. (These fees will not exceed \$1,500.00 in advance. Austrain Academy must comply with Clause 7.3 of the ASQA Users' Guide: Standards for Registered Training Organisations (RTOs) 2015 relating to a Provider's responsibility to protect prepaid fees by learners. RTOs may collect up to \$1,500 in prepaid fees from a learner without needing to take any action to protect these fees.)

(Commencement of the course / qualification is defined by Austrain Academy as the student receiving or being given access to learning / training materials for at least one Unit of Competence (UOC). The student must sign to acknowledge receipt of these materials.)

You may make an arrangement with Austrain Academy to pay off these fees. The minimum arrangement is \$25.00/week. You MUST contact Austrain Academy office to make this arrangement, prior to your invoice due date. (14 days from invoice issued date). You will be contacted by Austrain Academy Administration within 7 days of failure to meet the payment terms. Failure to meet the terms of the payment arrangement will result in the full invoice amount falling due. This may also result in training not commencing or suspension of training.

All outstanding fees MUST be paid by completion of your course/qualification. Failure to complete payment will result in non-issuance of your statement of attainment / record of results/testamur and your debt may be referred to an independent Debt Recovery Agency.

### **Withdrawal without Penalty**

Austrain Academy will refund/credit any fees paid, without incurring an administration fee, if you wish to withdraw from the course/qualification within 10 working days from the date of your signing the Austrain Academy enrolment form.

You must provide your withdrawal notice including your reasons for withdrawal in writing to Austrain Academy, utilising the **Withdrawal / Refund Application Form** if you wish to withdraw at any time during the course.

### **Discontinuing / Transferring Out / In**

Withdrawal after 10 working days will incur the following fees, based upon commencement of UOC's in your qualification/course.

Total student fee divided by number of UOC's in the qualification times by the number of UOC's commenced.

Example:

Certificate III in Hospitality – SIT30616

Total Student Fee First Qualification: \$1450.00

Total UOC in Qualification/course: 15

Commenced UOC's: 1

$1450 \div 15 \times 1 = \$97.00$  fee (rounded up to nearest \$1.00)/unit commenced.

In this example if you had commenced 4 UOC's the fee would be \$388.00.

If you have paid more than this amount a refund will be issued via your original payment method, and an invoice detailing all fees applied and any refunds due will be provided.

All discontinuing / transferring students will be provided with the following within twenty eight (28) days of the notice of discontinuance –

- A statement of attainment
- An up-to-date Training Plan
- A statement of fees issued by Austrain Academy including any refunds for fees paid for UOC's not completed.
- For apprentices or trainees – notification / cancellation form to the local Training Services NSW office within 14 days of notification of discontinuation of the training

Note - The above process is also applicable if a student withdraws from training not of their own accord eg. Austrain Academy ceases to operate as a training provider, is no longer approved to deliver Smart and Skilled training or changes to delivery mode post enrolment. Students in these situations will be supported to complete their training in a replacement course with a subsequent provider. If the student in this situation elects to transfer to another provider, the student fee charged in total by the two Smart and Skilled providers cannot exceed the Student Fee quoted by the initial provider. The Transfer Out Process must be commenced prior to the termination of the Contract and/or ending the delivery of Subsidised Training to the relevant Enrolled Student, and must be completed within 28 days after the date of commencement of the Transfer Out Process.

Students transferring to Austrain Academy in this situation must supply the documentation listed above from their former training provider to Austrain Academy. If this documentation cannot be sourced (due to eg. Provider closure); Austrain Academy will contact the Department to determine the fee to be charged to the student.

### **Deferring Students**

Enrolled students may defer their training for a maximum period of 12 months. Students must notify Austrain Academy in writing of their request to defer. There will be no requirement to pay student fees during the deferral period. A new invoice will be issued with the balance of student fees owing once the deferral period is completed.

Enrolled students who do not recommence within a 12 month period will be subject to the withdrawal process outlined above.

### **Training Package Transition**

Where a student is enrolled in a qualification that is superseded and is required to / chooses to transition to the new qualification, the student fee will remain the same.

### **Fee Categories:**

#### **Standard Student - First Qualification**

This fee applies to students who do not hold a post school qualification from any tertiary sector in Australia or overseas. Qualifications not deemed to be post-school qualifications are qualifications achieved:

- while at school as part of secondary education, or
- prior to turning 17 or aged 15 - 17 at commencement of training

The following qualifications are not deemed to be post-school qualifications, and as a result, a student who holds only these post-school qualifications will pay the First Qualification Fee:

- qualifications achieved while at school as part of a student's secondary education
- qualifications achieved prior to turning 17
- Certificate I qualifications
- Certificate IV in Tertiary Preparation
- Smart and Skilled foundation skills qualifications
- any other qualification (up to and including Certificate III) that is aimed at developing foundation skills as identified in the National Foundation Skills Strategy (core skills or competencies that underpin workforce participation, productivity, and social inclusion).

### **Standard Student - Subsequent Qualification**

This fee applies to students who already hold a post-school qualification from any tertiary sector in Australia or overseas. This fee is the higher of the two Standard Student Fees. Where a student completes a Smart and Skilled Qualification and enrolls in another (except an apprenticeship or traineeship), the student will be charged this fee for the subsequent qualification.

### **Apprenticeship and Traineeship Fees**

The fee for a qualification delivered under an apprenticeship or traineeship pathway is lower than the fee for a qualification not delivered under these pathways.

Apprenticeship qualification fees are capped at \$2,000 and Traineeship qualification fees are capped at \$1,000.

### **Fee Free Apprenticeships & Traineeships**

NSW apprentices & trainees who are funded under Smart & Skilled and who commence training for the first time on or after 1 July 2018 (for apprentices) and 1 January 2020 (for trainees) are eligible for a Fee Free Apprenticeship or Traineeship until 31<sup>st</sup> December 2025. This includes:

1. Apprentices who commence subsidised training for the first time on or after 1 July 2018 and Trainees who commence subsidised training for the first time on or after 1 January 2020
2. Apprentices & Trainees whose apprenticeship/traineeship is cancelled and subsequently recommence an apprenticeship in the same vocation with a different employer, and recommence subsidised training on or after the above dates
3. Apprentices & Trainees whose apprenticeship/traineeship is cancelled, and subsequently commence a new apprenticeship in a new vocation with a same/different employer, and commence in subsidised training on or after the above dates
4. An Apprentice or Trainee who has completed an apprenticeship/traineeship and is undertaking a subsequent apprenticeship/traineeship and is commencing the subsidised training on or after the above dates

For 2 and 3 above, and in some scenarios 4; must be awarded Credit Transfer (CT) and / or Recognition of Prior Learning (RPL) (where relevant), and this is reflected in the Notification of Enrolment through the Provider Calculator. Where this occurs, only the proportion of training that is undertaken after 1 July 2018 for the new apprenticeship qualification and 1 January 2020 for the new traineeship qualification is fee free.

Specific apprentice exclusions from eligibility for fee free training, are where a NSW apprentice or trainees who commenced training prior to 1 July 2018 (apprenticeship) and 1 January 2020 (traineeship) recommences their subsidised training:

- a) with the same provider, and is employed by the same employer in the same vocation, or
- b) changes provider and remains party to a training contract with the same employer and in the same vocation
- c) commenced training under a school based apprenticeship/traineeship prior to the above dates and then transitions to a full apprenticeship on or after those dates.

The apprentice / trainee must be granted CT / RPL and be subject to reduced fees due to CT / RPL.

### Concession Fees

Concession Fees are discounted fees and are a flat fee of up to \$240.00 (depending on the qualification chosen) for all Certificate levels up to and including Certificate IV. A Fee Concession is available and may be applied for using the appropriate **form** if the student is a recipient of eligible Commonwealth benefits or allowances, or a dependent child, spouse or partner of a person receiving the eligible benefit.

Where a student is eligible for a concession and has been awarded CT and/or RPL, if the relevant adjusted Standard Student fee (First or Subsequent) is lower than the concession fee, the student will pay the lower fee.

(See the Concession Form for the list of eligible benefits and required documentary proof, or contact Austrain Academy.)

Note - there are no concessions for students enrolling in Diploma and Advanced Diploma level qualifications.

### Fee Free Training & Fee Exemptions / Waivers

Students who qualify for fee free training are:

- Australian Aboriginal and Torres Strait Islander people
- Students with a disability(ies) (that is people who meet the disability fee exemption criteria, including the dependent child, spouse or partner of a recipient of a Disability Support Pension)
- School Based Apprentices and Trainees are exempt from fees
- Recipients of Fee-Free Scholarships – for training up to and including Certificate IV
- Refugees and Asylum seekers (and eligible partners) – for training up to and including Certificate IV
- Students eligible for the NSW Fee Free initiative

A Fee Exemption/Waiver may be applied for using the appropriate **form**. (See the form for the list of eligible benefits and required documentary proof, or contact Austrain Academy.)

Note - Australian Aboriginal and Torres Strait Islander students; students who meet the disability fee eligibility requirements and students who meet the refugee or asylum seeker eligibility and exemption criteria, will be exempt from fees for any Smart and Skilled enrolments for which they are eligible.

### Fee Free Courses and Programs

Fee free training is available at the course and program level for:

- Apprenticeship or traineeship qualifications under the EAT program
- The Targeted Priorities Pre-Vocational and Part Qualifications (TPPPQ) program
- Identified foundation skills full qualifications on the NSW Skills List (Austrain Academy does not currently deliver any courses in this category)
- Identified full qualifications on the NSW Skills List that are funded under the NSW Fee Free initiative. Our courses that fall into these categories will be clearly identified in our marketing and enrolment forms. Places may be limited.

### Part Qualification Fees

Students undertaking a part qualification will not be charged a fee as these programs are fully subsidised by the NSW Government. Completing a part qualification under the Targeted Priorities Prevocational and Part Qualifications Program does not affect the fee eligibility of a student subsequently undertaking a full qualification under Smart and Skilled EFQ or TPFQ Programs. If they are required to pay a student fee, then the student must pay either the Standard Student – First Qualification Fee or the Concession Fee.

Where a student, as a result of undertaking two or more part qualifications under the Targeted Priorities Prevocational and Part Qualifications Program is awarded a full qualification, and subsequently undertakes a full qualification under the Entitlement or Targeted Priorities Full Qualifications program, and they are required to pay a student fee, the student must pay either the Standard Student – Subsequent Qualification Fee or the concession fee if a fee exemption is not applicable. **The student must indicate at enrolment that they have previously achieved a full qualification.**

## 2. Commercial or fee-for-service training/assessment, consultation and Compliance systems

There are no fee exemptions or concessions for these programs or courses.

### A. Short Course (RSA, RCG etc.) delivered via face to face classroom or virtual classroom

These programs may include training and assessment of single units of competence to fulfil an industry need or licensing outcome.

- Commercial fees will be advised and collected prior to enrolment.
- All short course (RSA, RCG etc.), consultation and or system fees to be paid in advance.
- Booking/s will be confirmed (by email/SMS) once payment received.
- Austrain Academy reserves the right to cancel a course if there are insufficient participants enrolled.
- Non-attendance without notice will result in the full course fee being charged.
- A substitute may be nominated to attend the course/program without penalty prior to the commencement of the course/program
- No refund/s will be given after the training has commenced

#### Transfers

- 7 days' notice must be given for any transfers without penalty.
- For transfers less than 7 days a re-booking fee of 25% of the set fee applies per person.
- Transfers made within 48 hours are subject to a re-booking fee of 50% of the set fee per person.

#### Cancellations

- Cancellations made seven days or more prior to a course will be given a full refund.
- Cancellations made within 7 days of a course shall incur an administration fee of 25% of the course fee.
- Cancellations made within 48 hours of a course shall incur an administration fee of 50% of the course fee.

### B. Short Course (FSS, FSS Recertification etc.) delivered via correspondence or online

These programs may include training and assessment of single units of competence to fulfil an industry need or licensing outcome.

- Commercial fees will be advised and collected prior to finalising enrolment.
- Booking/s will be confirmed (by email/SMS) once payment received.
- A substitute may be nominated to complete the course/program without penalty prior to the commencement of the course/program
- No cancellations or refund/s will be given after the training has commenced
- Completing enrolment via Austrain Academy's Student Management System and issuance of email to register in Talent LMS will be deemed commencement of your course.

### C. Full Qualification Fees – existing worker, trainee, Fee for Service, Trade Recognition etc.

Fees for full qualifications will be advised prior to enrolment, and initial invoicing will not exceed \$1,000.00 prior to commencement of training/assessment.

Balance for full qualification fees will be invoiced as you progress through UOC's.

A schedule of fees will be provided prior to your enrolment and included with your training plan.

Austrain Academy reserves the right to cancel a course if there are insufficient participants enrolled.

You may transfer courses, but will be subject to the difference between the course fees (if any).

Full qualifications will be refunded on the following basis -

You must provide your withdrawal notice including your reasons for withdrawal in writing to Austrain Academy, utilising the **Withdrawal / Refund Application Form** if you wish to withdraw at any time during the course. You will incur the following fees, based upon commencement of UOC's in your qualification/course:

- Total fee divided by number of UOC's in the qualification times by the number of UOC's commenced.



For Example:

Certificate IV Work Health and Safety – BSB41415

Total Qualification Fee: \$1700.00

Total UOC in Qualification/course: 10

Commenced UOC's: 1

$1700 \div 10 \times 1 = \$170.00$  fee (rounded up to nearest \$1.00)/unit commenced.

**\*\*NOTE:** if no UOC's have been commenced you will be charged an administration fee of \$50.00

In this example if you had commenced 4 UOC's the fee would be \$680.00.

Note - If you stop attending training and / or submitting assessments without contacting Austrain Academy, we will contact you within seven (7) days from the initial instance of non attendance / submission. If you do not respond to this contact, we will contact you once more within twenty one (21) days. If we still do not receive a response from you, we will withdraw you from your enrolled course and issue a Statement of Attainment for Completed Units of Competency and an updated Training Plan within 30 days of the withdrawal date. Any applicable refunds will be on the same basis as above.

#### **D. Consultation/Compliance Systems**

All compliance consultation and system fees will be detailed in the training proposal provided. Invoicing will occur upon receipt of your "Proposal Acceptance".

No refund/s will be given for consultation/compliance systems, after the consultation has commenced, or the system has commenced development.

#### **Austrain Academy accepts only the following forms of payment:**

- Credit Card - American Express, Mastercard & Visa Card (2.2% surcharge applicable from 1.7.24)
- Paypal – payment proof if requested
- Internet Banking and Direct Deposits must be received 3 working days prior to a course
- Cheques – Only to approved clients
- Money Orders - Only to approved clients
- Cash (Austrain Academy office)
- 14 day Accounts and Purchase Orders are only available on request to approved clients

#### **Refund Policy**

Austrain Academy has in place a fair and equitable refund policy

Austrain Academy will refund on the following basis:

- Any overpaid monies
- Has cancelled the booking or course

All requests for refunds must be submitted using the Austrain Academy **Withdrawal / Refund Application Form**

Participants in exceptional circumstances can make application for special consideration to Austrain Academy's Chief Executive Officer and or Compliance Administrator.

### For all programs

- Before enrolling, please contact Austrain Academy on 1300 20 40 20 or [info@austrainacademy.com.au](mailto:info@austrainacademy.com.au) to find out your eligibility for the different types of programs and to confirm the documentation required to support your application.
- All payments will be recorded in the MYOB accounting system and receipts issued.
- Only when your enrolment is complete and the applicable fees have been paid (or payment plan agreed), will you be entitled to attend classes/engage in training, participate in assessments and receive statements of attainment, testamurs and academic transcripts.
- Where fees are paid in advance, these payment records will ensure that the participant's payments are recorded separately within our MYOB accounting system in sufficient detail so that training progress can be monitored against fees paid.
- Requests for Refunds, withdrawals, concessions & exemptions must be submitted to Austrain Academy using the applicable form and accompanied by required evidence.
- Requests will be responded to in writing by Austrain Academy CEO within 7 days of receiving the request with the reason for granting or denying the request. All requests and their outcomes will be recorded in Austrain Academy's Student Management System.

**Other Fees & Incidental Expenses - for all programs** - See <https://www.austrainacademy.com.au/info/pricing>

Additional fees/costs may be payable for:

- Reissuance of course materials
- Course extensions
- Reissuance of qualifications/statements of attainment
- Statutory government charges for certificates / competency cards
- Tools, equipment and clothing required for training/assessment
- Licence Fees
- UOC's repeat attempts for completion – more than 3 attempts will incur a UOC fee calculated as follows:  
Total fee divided by number of UOC's in the qualification = UOC reattempt fee
- Express Post / Administration Fees
- Other – will be disclosed prior to enrolment
- If you choose to pay invoiced fees via a credit or debit card, a surcharge of 2.2% will be applied to the total from 1.7.24. Other payment options such as EFT, cash etc will be available.

Incidental expenses may include:

- Field trips and food, transport and accommodation costs associated with field trips that form part of the training

For Commercial Cookery Students only:

- Chefs tool kit & uniform (including an Austrain Academy Apron \$25) must be supplied / purchased by the apprentice/student