

Fee Administration Policy 2017

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

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 www.smartandskilled.nsw.gov.au

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 course and is not an annual fee. 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. You MUST provide any copies of Transcripts for UOC's you have previously attained - any delay may result in incorrect fees charged. 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) 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.

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).

(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

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 –

- A statement of attainment within 21 days of the notice of discontinuance
- 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 the discontinuation of the training

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.

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.

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

Fee Exemptions

Student who qualify for a fee exemption are:

- Australian Aboriginal and Torres Strait Islander people
- Persons with a disability (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
- Holders of certain categories of Humanitarian Visa

A Fee Exemption 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.)

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 undertaking a full qualification under Smart and Skilled.

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 is eligible to pay a standard student fee, the student must pay the Standard Student – Subsequent Qualification Fee. **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.)

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

Fees for full qualification 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.

C. 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
- 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 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 & Costs - for all programs

Additional fees 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 as per the qualification fee.
- Express Post
- Other – will be disclosed prior to enrolment