

### Policy

This policy applies to fees, charges and refunds applicable to the provision of training including students undertaking training under government training contracts, government subsidised schemes and students paying full fees (fee-for-service). Advance will ensure that fees, charges and refunds are collected and administered in accordance with the provisions of applicable legislative and contractual requirements and the policy is made available to all current and prospective students on the Advance website.

### Notification of Fees

Advance will provide prospective students with all course fee information prior to enrolment or the commencement of training, so that they can make an informed decision about undertaking their course of study.

Information relating to the collection of course fees, will be provided to students at the Pre-Enrolment stage and directed to the Student Handbook found on the Advance website.

Course Fee Information will specify:

- the tuition fees that apply for each course available for study;
- materials fees;
- administration fees; and
- the payment terms and conditions including timeframes for payment of deposits and refunds

Other information to be provided at the pre-enrolment stage will include the student's rights as a consumer to obtain a refund for services not provided by the RTO in the event that the:

- arrangement is terminated early, or
- the RTO fails to provide the agreed services.

Advance may collect up to \$1500 in prepaid fees from a learner without needing to take any action to protect these fees. Where course fees exceed the threshold, a payment instalment plan must be implemented. If Advance is unable to provide services for which the learner has prepaid, the learner will:

- be placed into an equivalent course such that:
  - the new location is suitable to the learner, and
  - the learner receives the full services for which they have prepaid at no additional cost to the learner or;
- be paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.

Advance advertises its fees in course promotional materials and on its website.

A statement of fees is outlined in the Enrolment Form and the Student Acceptance Agreement, which are completed as part of the pre-enrolment process.

All tuition, material and administration fees associated with the student under a training contract and/or accessing government subsidised training are based on State Government funding and fees guidelines as applicable.

Access to government subsidised training is determined at pre-enrolment pending students meeting eligibility criteria. Fee-for-service costs apply where no subsidy or part subsidy is available.

Concessions are available where students meet eligibility under government funded courses. Concession will be determined at pre-enrolment. No concession is available for fee-for-service students.

Students (and/or their employers) engaged in training which is funded by the State or Commonwealth Government programs are made aware of the funding that is provided by the Government, as well as any additional fees applicable, such as materials and administration costs.

Tuition fees are non-transferable to other students or other institutions.

### **Materials Fee**

Fees may include, but not limited to, a material fee for essential learning resources, uniforms or clothing mandatory in some work placement programs or personal protective equipment (PPE) required in some training programs.

### **Administration Fee**

Additional charges may apply including follow up charges associated with late or non-payment, overdue fees and cheque dishonour fees. Additional fees may also be levied for re-issuing of qualifications and reassessment of units.

All students will be advised of any additional material and/or administration fees that may apply, based on their individual enrolment, prior to enrolment.

### **Payment arrangements**

Payment from students can be made by the following methods:

- credit card;
- cash;
- direct debit;
- purchase order (for businesses that have agreed to pay for their employees); and/or
- cheque.

All payments will be recorded on Advance's Student Management System with all students being provided with a tax invoice and receipt detailing all fees paid. Where an employer is to be invoiced for the tuition fee of his/her employee(s) undertaking training, the invoice will indicate the names of those employees for whom it applies.

### **Refunds**

#### ***Course deferment or cancellation***

Advance reserves the right to defer or cancel a course, change course start dates, or change course curriculum/programs at any time. In the case where Advance cancels a course prior to its commencement date, a full refund will be given within 10 working days.

A pro-rata refund of student fees will be paid in the event of a mid-course cancellation within 10 working days. This will be calculated on the proportion of training not provided or scheduled. In these circumstances, refunds will not be paid for students who have missed scheduled training sessions or where the cancellation date is after the final proposed assessment date.

#### ***Refund based on student request***

If a student withdraws, by written notice at any time up until four weeks after the scheduled commencement date of the course, Advance will refund all fees paid by, or on behalf of, the student.

If a student withdraws from only part of a course, Advance will refund only the portion of the fees applicable to that part of the training.

If a student has paid a fee for tuition that is no longer required due to an RPL application, Advance will refund an amount equal to the difference between the tuition fee paid and the tuition fee payable for the adjusted hours of tuition that are to be undertaken.

Advance cannot accept responsibility for change to work commitments or personal circumstances as grounds for refund once the course has commenced.

Where applicable, fees for training resources are non-refundable.

All students have the right to take action under Australia's consumer protection laws.

**APPENDIX**

**Administration Fees, Charges and Refunds**

<b>Circumstance</b>	<b>Advance Policy</b>
Notification of cancellation received up until four weeks after the scheduled course commencement	Full refund
Student does not return to course (if un-contactable)	No refund
Advance cancels the course before its expected start date	Full refund
Advance cancels the course before its expected end date	Pro-rata refund based on proportion of training not provided
Additional copies of certificates/statements of attainment	\$11.00
Resource fees for Certificate IV in Transport & Logistics	\$370 (non-refundable)
Re-assessment fee	\$60.00 per unit