

### 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. This is outlined in the Statement of Fees and is able to adequately ensure protection of course fees in line with Standards for Registered Training Organisations (RTOs) 2015 requirements and other state government contractual agreements.

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 student 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 student has prepaid, the student will:

- be placed into an equivalent course such that:
  - the new location is suitable to the student, and
  - the student receives the full services for which they have prepaid at no additional cost to the student 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.

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.

### Full or Part-Fee Exemption/Concession

A full or part-fee exemption/concession is applied in accordance with State funding guidelines. Fee exemption/concessions vary; however, eligibility may apply to the following:

- Holders of a current Commonwealth Health Care Card or Pension Card;
- Veteran's Gold Card;
- Australian School-based Apprentices and Trainees;
- Indigenous Completions Initiative;
- Asylum Seeker VET Program;

### Tuition Waivers

Advance will not charge a tuition fee to an Eligible Individual who is:

- from the Judy Lazarus Transition Centre, or
- a young person on a community based order, or
- undertaking the Skills First *Youth Access Initiative*.

### 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.

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 Options

On enrolment, students must take up one of the following payment options:

- Pay the full amount of fees and charges (only applicable if the full amount is under \$1,500);
- Evidence is presented from an employer, or by the student on behalf of the employer, to invoice that employer for the students' fees and charges; or
- Pay the pre-determined deposit amount, and pay the remaining fees by instalment (Payment Plan Agreement).  
*No additional fees are associated with this option.*

Payment from students can be made by the following methods:

- credit card (AMEX and Diners Club not accepted);
- cash;
- direct bank deposit.

### Late Payment

If a student fails to make the agreed payment under the Payment Plan Agreement for two consecutive times, the student will not be allowed to continue in the course/qualification until:

- the arrears of fees are paid in full; or
- the student is granted in (writing) an extension of time to make the Payment Plan instalments.

If payment is not received in compliance with an extension, the student will be recorded as having withdrawn from the course/qualification and any unit(s) of competency training has commenced in.

All payments will be recorded on Advance's Student Management System with all students being provided with an 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

Refund information is available via the:

- Advance website
- Student Handbook.

#### ***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 defers or cancels a course prior to its commencement date, either a new date/location will be offered or 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***

A student who wishes to withdraw or cancel their enrolment must give notice in writing. This may be via email or letter or by completing the ACC31 Student Withdrawal Form. Advance staff who are approached with initial notice of withdrawal or cancellation are to ensure the student understands their rights with regards to the refunding of fees. The student is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program at a later date.

Students who notify Advance that they are withdrawing from a course prior to the commencement date will be entitled to a full refund of the fee paid, less an administration fee of \$50. If the tuition fee is less than \$50, the student is not entitled to a refund.

If students withdraw within 20 working days (four weeks) of commencement, a refund will be determined based on the Units of Competency that are not yet delivered (commenced).

Students who withdraw after 20 working days of commencement are not entitled to a refund. The RTO Manager, may grant a refund based on individual circumstances.

In the event that a course is cancelled by Advance students will receive a full refund

Refund Application Forms are available from the Advance website.

All Refund Applications are to be submitted to the RTO Manager and the following procedures actioned in assessing the refund application:

- Students who withdraw or cancel their enrolment must apply in writing using the ACC131 Refund Application Form, outlining the details and reason for their request.
- Failure to attend will incur forfeiture of a full refund.
- Students who have not completed a Refund Application Form within four (4) weeks from the commencement date of the course are not eligible for consideration of a refund.
- Refund applications will be processed within ten (10) business days of the application being received.
- Refund calculations must include any non-refundable fees as per the Statement of Fees and Payment Plan Agreement.
- Where a student is entitled to a refund, payment must be refunded to a bank account through the Accounts Department.
- Payment of a refund application cancels a student's enrolment.
- The original Refund Application Form must be retained in the student file, whilst a copy must be provided to the Accounts Department.

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

APPENDIX	
Circumstance	Advance Policy
Notification and Refund Application Form received within 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 defers the course before its expected start date	Payment transferred to new course date (if suitable) or 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
Re-assessment fee	\$60.00 per unit

### Reference Documents

ACC31 Student Withdrawal Form  
 ACC126 Withdrawal Confirmation Letter  
 ACC131 Refund Application Form