



## **FEES POLICY**

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Document Status: **Current**

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<b>Revision History</b>			
<b>Review Date</b>	<b>Reviewer Name</b>	<b>Review Reason</b>	<b>Outcome &amp; Changes</b>
10/2/2015	Bobbee McClymont	Annual Review	Added deposit for fees are to be no more than \$1000 (Option 3 of our fees policy) Changed cost of courses
1/4/2015	Bobbee McClymont	Standards for Registered Training Organisations (RTOs) 2015	Removed Australian Quality Training Framework 2010 Standards/ Added Standards for Registered Training Organisations (RTOs) 2015
1/02/2016	Bobbee McClymont	Annual Review	Nil
1/02/2017	Bobbee McClymont	Amendment to scope	Nil

### POLICY STATEMENT

All Mines & Construction Training (AMCT) will manage the process of collecting fees and refunds for students of nationally recognised training programs, including Recognition of Prior Learning in a manner that is fair and transparent and addresses the Conditions of Registration (COR) requirements of the AQTF 2010.

In regards to the AQTF COR 5, AMCT will, in collecting fees in advance, apply Option 3 (not take fees in excess of \$1,000 in advance) in relation to payment of nationally recognised programs.

AMCT will provide clear and complete details to students and clients (where employers are responses for payment of fees) of all fees and charges that apply to the delivery and assessment of nationally recognised training programs as well as other fees that relate to additional or subsequent services, such as the reissuing of Statement of Attainments.

AMCT will offer a fair refund of fees in circumstances where students are unable to undertake training resulting from situations that they were unable to control.

#### Responsibilities

The Director of RTO Management (DRTOM) of AMCT is responsible for ensuring the compliance and implementation of this policy.

All staff are responsible for applying this policy to the collection and refund of fees.

Students are required to confirm understanding of this policy at time of enrolment and abide by the conditions.

### GUIDELINES

These guidelines apply to all students in all nationally recognised training programs and fees apply on a unit by unit basis.

1. Information on the AMCT policy on fees and refunds must be made available to all students, in student information guides, via the website or other written form if requested.
2. Students are required to acknowledge agreement with the AMCT Fees Policy at the time of enrolment.
3. Fees are required to be paid for each unit either prior to or at commencement of the training (unless payment is being made under a Corporate Rate that employers pay). Students can pay by electronic funds transfer, cash, money order, bank cheque, credit card. A deposit of 50% is required at the time of enrolment for students who are paying their own enrolment fees. Payments made by employers will have an invoice issued following the training sessions. The balance must be paid before the

- commencement on the day of training. **Note:** Where Labour Hire companies facilitate the payment of student fees, this is considered to be a Corporate arrangement (same as for employers of employees enrolled in programs).
4. No Statement of Attainments will be issued to students until such times as the fees have been paid in full.
  5. All enrolments in nationally recognised training programs are to be invoiced, setting out the components of the fees (where costs other than course fees are charged). GST is not payable on nationally recognised training programs course fees or education materials (learner guides etc). GST may apply to the additional purchase of books, equipment, resources that are not a component of the students course fees, or for additional coaching or mentoring services that a student may choose to access.
  6. Refunds will be paid to students according to the following schedule:
    - 100% refund Should AMCT cancel the training program
    - 100% refund Withdrawal - for any reason 5 days prior to the program commencement date
    - 80% refund Withdrawal due to uncontrollable event (sickness, accident, serious family incident, etc), up to the day of commencement of the program.
    - If student transfers to another date, no loss of fees apply.
    - NO refund
      - Withdrawal for any reason other than those set out above for cancellation inside 5 days of delivery of the program. Variations to this refund condition may be made by the DRTOM where exceptional circumstances occur.
  7. All refunds are to be processed within 5 working days of the withdrawal advice using the same method for refund as was used for payment (i.e. credit card to credit card, eftpos to eftpos etc).
  8. Students and clients will be required to pay AMCT any out of pocket expenses they occur as a result of receiving and processing program fees, such as a dishonoured cheque fee or debt recovery fees.
  9. If AMCT cancel a program for any reason, students will be offered the opportunity to either transfer to another program or have their fees refunded in full.
  10. AMCT will consider substitutions (one student replaced for another) in circumstances where a fee loss will occur, so long as the substitute student meets the requirements of the course and completes all required enrolment processes prior to commencement.

## PROCEDURES

The procedures that follow, outline the process that must be applied in collecting, managing and refunding students fees for nationally recognised training programs undertaken with AMCT.

### Procedure for Payment of Fees

PROCESS	RESPONSIBILITY	ACTION
Student enrolls	Student RTO Co-ordinator	<ul style="list-style-type: none"> <li>• Student completes enrolment forms and acknowledges fees and conditions</li> <li>• Method of payment is confirmed on enrolment form</li> <li>• Enrolment is processed, 50% deposits are taken, student added to the program list</li> <li>• Student enrolment confirmed in writing</li> <li>• An invoice is generated and held in the system until payment is processed and a receipt added to the invoice</li> </ul>
Final fee payments processed	RTO Co-ordinator	<ul style="list-style-type: none"> <li>• Final payments processed on commencement of training</li> </ul>

		<ul style="list-style-type: none"> <li>Where employers pay students fees, issue an invoice to the employer so that processing can occur in accordance with standard business practices</li> <li>Students and employers are provided with an invoice and receipt upon payment</li> </ul>
Student records updated	RTO Co-ordinator	<ul style="list-style-type: none"> <li>Student records are amended to show the status of fees as soon as payments are processed</li> </ul>

### Procedure for Refund of Fees

PROCESS	RESPONSIBILITY	ACTION
Student requests a refund	Student	<ul style="list-style-type: none"> <li>Student advises withdrawal from a unit and puts request in writing (email) according to the refund schedule</li> </ul>
Process refund request	RTO Co-ordinator	<ul style="list-style-type: none"> <li>Refunds that meet the conditions for refund are processed</li> <li>Forward refund requests that fall outside of the conditions for refund to the DRTOM for consideration</li> <li>DRTOM advises RTO Co-ordinator of outcome of request</li> <li>RTO Co-ordinator act upon the instructions and informs the person requesting a refund of the decision in writing</li> <li>Refund processed ASAP (within 5 working days) by same method fees were paid</li> </ul>
Student records updated	RTO Co-ordinator	<ul style="list-style-type: none"> <li>Student records are amended to show the status of fees and refunds transacted</li> <li>Students name removed from program list</li> </ul>

### Schedule of Fees

Unit fee face to face	TLILIC2001A License to operate a forklift truck (2 day course)	\$494 or \$470
	TLILIC2001A License to operate a forklift truck (1 day course)	\$294 or \$270
	CPCCLRG3001A Licence to perform rigging basic level	\$1100
	TLILIC2005A Licence to operate a boom-style elevating work platform	\$494 or \$470
	TLILIC3006A Licence to operate a non-slewing crane	\$1100
	RIIHAN305D Operate a gantry or overhead crane	\$1750
	RIIMPO208D Operate support equipment	\$400
	CPCCLDG3001A Licence to perform dogging	\$1100
	RIIWHS204D Work safely at heights	\$295
	RIIWHS202D Enter and work in confined spaces	\$295
	HLTAID003 Provide First Aid	\$205
	MSAPMOHS217 Gas Test Atmospheres	\$295
Corporate rate (day)	\$1750	
Re-issue of Statement of Attainment	No charge for SOA Wallet Cards for \$15	
RPL per Unit of Competence	\$300	

Out of pocket expenses	Charged at the rate incurred by AMCT on a cost recovery basis. For example if a cheque is dishonoured by a bank and the bank charge AMCT a fee of \$40.00 - then the \$40.00 fee will be recouped from the student/employer	
Other charges	Any 'OTHER' charges will be clearly identified on enrolment advice.	
Assessments - additional to those allocated in the fees for each unit of competency	VOC's \$300 a person	

### POLICY AND DOCUMENT BASE

- Australian Quality Training Framework 2010 Standards
  - COR 5
- AMCT Business Plan
- AMCT Assessment Policy and Guidelines
- Fair Trading Act 2010
- Competition and Consumer Act 2010

### ASSOCIATED DOCUMENTS AND SYSTEMS

TITLE	STATUS	LOCATION	COMMENTS
Enrolment Form	Current	F drive	Dropbox backup
Invoice Template	Current	F drive	Dropbox backup
Student Information	Current	F drive	Dropbox backup
Website	Current	F drive	Dropbox backup

### IMPLEMENTATION

This policy is implemented through:

- Student Information Brochure
- Student enrolment procedures
- Staff meeting discussions
- AMCT policy and procedures documents
- Staff duty statements

This policy must be reviewed annually.