



COLLECTIVE TRAINING GROUP

Fee Payment & Refund Policy 2018

VERSION CONTROL

CURRENT VERSION	REVIEW DATE	PERSONS INVOLVED	NEW VERSION	AMENDMENTS
V1.0 / MARCH 2018	SEPTEMBER 2018	B. GREEN		Creation of policy for RTO audit

INTRODUCTION

The *Fee Payment & Refund Policy 2018* describes the financial obligations of Learners wishing to enrol with the Collective Training Group. Information regarding flexible fee payment options, refunds, and issuance of certificates is outlined. Learners are encouraged to read and understand this policy and clarify any areas of confusion prior to enrolment.

The Collective Training Group (CTG) has developed the *Fee Payment & Refund Policy 2018* to ensure compliance with The Standards for Registered Training Organisations (RTOs) 2015, specifically:

STANDARD 5

Informing and protecting students

Clause 5.4

Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

STANDARD 7

RTO governance and administration

Clause 7.3

Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.

DEFINITIONS

For the purpose of this policy **Learners** are defined as follows:

Learners are those enrolled and receiving Vocational, Education and Training (VET) and / or assessment (in the case of RPL) from the Collective Training Group (CTG). Learners are able to apply for a refund directly from the CTG.

For the purpose of this policy **enrolled** is defined as follows:

The point in which a Learner completes the required enrolment form and it is received and accepted by any member of staff working for the CTG.

For the purpose of this policy **external organisation** is defined as follows:

Any external organisation of any description, including federal and state government departments, seeking to pay for persons under their control – Including but not limited to: Employees, volunteers and / or students – To complete vocational education and training, or any training that is accredited by a governing body, ie: Training & Accreditation Council (TAC), WORKSAFE WA – Or non-accredited training of any description.

For the purpose of this policy **cooling off period** is defined as follows:

The cooling-off period refers to a consumer's rights to cancel a purchase within a specified period of time ie: A Learner's right to cancel enrolment within a unit of study. The specified period of time, cooling off period, for all Learners who have enrolled yet wish to unenroll without penalty is fourteen consecutive (14) days.

For the purpose of this policy ***temporarily suspended*** is defined as follows:

The Learner *will not*:

- Have access to any form of internal study support
- Have further learning and assessment material provided
- Have any assessment items assessed for competency
- Be eligible to complete the unit of competency or qualification (certificates and testamurs will not be issued)
- Be eligible for a refund of past payments in these circumstances

VOCATIONAL EDUCATION & TRAINING FEES & CHARGES

Learners

The CTG will not require Learners to pre-pay fees in excess of \$1,500.00 in total.

External organisations

The CTG will require external organisations to pay in full the amount required for any accredited and non-accredited training once issued with an invoice. External organisations will not be required to pay VET Fees for any person under their control in excess of \$1,500.

SCOPE OF REGISTRATION

Learners are encouraged to review the table below which identifies the five (5) units of competency (UOC) the CTG is approved to deliver. Further information about each UOC can be found at:

- www.respecttherick.com.au
- www.training.gov.au
- The Learner information book 2018

UNITS OF COMPETENCY APPROVED FOR DELIVERY	CORE / ELECTIVE
BSBWHS302 <i>Apply knowledge of WHS legislation in the workplace</i>	CORE
BSBWHS303 <i>Participate in WHS hazard identification, risk assessment and risk control</i>	CORE
BSBWHS304 <i>Participate effectively in WHS communication and consultation processes</i>	CORE
BSBWHS305 <i>Contribute to WHS issue resolution</i>	CORE
BSBWHS406 <i>Assist with responding to incident</i>	ELECTIVE

FEES PAYABLE

The fees payable to enrol in each UOC is outlined in the table below. Learners considering enrolling in study options are encouraged to review the cost of each unit. Fees payable are subject to change at any stage in the future. Changes can occur at anytime and without notice. Learners will not be disadvantaged once enrolment is accepted, additional fees will not be incurred by the Learner if fees increase during study.

UNITS OF COMPETENCY APPROVED FOR DELIVERY	FEE	CORE / ELECTIVE
BSBWHS302 <i>Apply knowledge of WHS legislation in the workplace</i>	\$100.00	CORE
BSBWHS303 <i>Participate in WHS hazard identification, risk assessment and risk control</i>	\$100.00	CORE
BSBWHS304 <i>Participate effectively in WHS communication and consultation processes</i>	\$100.00	CORE
BSBWHS305 <i>Contribute to WHS issue resolution</i>	\$100.00	CORE
BSBWHS406 <i>Assist with responding to incident</i>	\$100.00	ELECTIVE

PAYMENT OPTIONS DEFINED

Deposit

An initial payment of \$100.00 at the time of enrolment. Learners will be issued with an invoice that must be paid in full within 30 days. Regardless of the payment option chosen, all Learners must make an initial deposit payment after choosing to enrol.

Lump Sum

Payment of fees in full at the time of enrolment. Learners will be issued with an invoice that must be paid in full within 30 days.

Scheduled Payments

Learners who choose to enrol in two (2) units or more have the option of making regular fortnightly repayments in line with their pay cycle. The CTG will directly deduct the chosen amount automatically from the nominated account. Learners have the flexibility to choose the amount deducted per fortnight to best suit their needs. All fees must be paid within a six (6) month period.

PAYMENT OPTIONS

Learners can choose to make a lump sum payment or opt for scheduled repayments where suitable. Please read the following regarding payment options.

Single unit of study

Learners choosing to enrol in a single unit are required to pay the unit fee in full. Learners will be issued with an invoice which must be paid in full within 30 days.

Two or more units of study

- 1) Learners choosing to enrol in two (2) or more units of study can select to pay fees with scheduled payments. An initial deposit of \$100.00 is required at the time on enrolment, all remaining fees can be divided into smaller amounts paid over a period no longer than six (6) months.
- 2) Learners can choose to pay all fees in a single lump sum payment

External Organisations

External organisations paying fees on behalf of the Learner will be issued with an invoice that must be paid in full within 30 days. Organisations will not be issued with qualifications, statements of attainment or records of results, official certificates will only be issued to the Learner. For further information about issuance of official documents, Learners are encouraged to read the *Secure Certification Policy 2018*.

REFUNDS

Learners will receive a refund of fees paid under the following circumstances:

- The course of study is cancelled by the CTG, after fees were paid, during study (\$50.00 administration fee not applicable)
- The CTG no longer continues to trade as a Registered Training Organisation, after fees were paid, during study (\$50.00 administration fee not applicable)
- Learners have the right to obtain a refund for services not provided by the CTG, in the event that any arrangement is terminated early, or the RTO fails to provide agreed services.
- If the Learner voluntarily withdraws from study for any reason (\$50.00 administration fee will apply) and notifies the Training Officer in writing. Telephone or verbal conversations must be supported by written confirmation of withdrawal.

Learners will not receive a refund:

- On the basis of an assessment result ie: *Not Yet Competent*
- If the Learner has been temporarily suspended due to abusive or threatening behaviour towards staff that results in a termination of enrolment

CONSUMER RIGHTS

Learners have consumer rights and are encouraged to seek and complete independent research and clarification surrounding these rights. The Australian Consumer and Competition Commission (ACCC) is the regulatory body regarding consumer rights in Australia. Further information about the rights of the Learner can be found at the ACCC website www.accc.gov.au.

CHANGES TO AGREED SERVICES

If there are any changes made to agreed services, the CTG will advise each individual Learner as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

REFUND CALCULATIONS

Refunds will only be given to Learners who have not fulfilled the assessment requirements of the unit/s and have achieved competency, therefore eligible for the issuance of a qualification, statement of attainment or record of results.

Lump Sum Payment

If a refund is granted and the Learner has paid for all fees in a lump sum payment, the Learner will receive a full refund for any unit/s not completed, excluding a \$50.00 administration fee.

For example

The Learner has enrolled in three (3) units of competency at a cost of \$100.00 per unit.

The Learner has completed one (1) unit and voluntarily withdraws from the remaining two (2).

The Learner will receive a \$200.00 refund less a \$50.00 administration fee.

Total refund – \$150.00.

Scheduled Payments

If a refund is granted and the Learner has chosen to pay all fees using scheduled payments, the direct debit will be stopped immediately after receiving written advice of withdrawal. The Learner will receive a refund of all fees paid up to the point of withdrawal, less a \$50.00 administration fee.

For example

The Learner has enrolled in three (3) units of competency at a cost of \$100.00 per unit.

The Learner has completed one (1) unit and voluntarily withdraws from the remaining two (2).

The Learner has made two (2) scheduled payments totalling \$80.00.

The Learner will receive an \$80.00 refund less a \$50.00 administration fee.

Total refund – \$30.00.

REFUND APPLICATION

Learners must apply for a refund in writing to the CTG Training Officer. The Learner must state the grounds for seeking a refund in writing in line with the circumstances above. Telephone or verbal conversations must be supported by a written document. Applications for refunds will be considered against the information above and Learners will be notified of the outcome, in writing, within 21 business days or less. Learners who have enrolment terminated will not be eligible for a refund under any circumstances.

REFUND PAYMENTS

Refunds will only be paid to the same Learner from whom the initial payment was received. Refunds will only be made via electronic funds transfer into an Australian bank account. Refunds will not be made via cheque or transferred to credit accounts.

COMPLAINTS & ADVICE

Learners are encouraged to read the *Complaints & Appeals Policy 2018*.