



Fees, Charges and Refunds Policy and Procedure

Fees, Charges and Refunds Policy and Procedure



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| Document ID: | Title: Fees, Charges and Refunds Policy and Procedure | Operational Area: Hospitality |
| Revision: 003 | Prepared By: Kim Mitchell | Date Created: 11 October 2016 |
| Effective Date: | Reviewed By: Streamline Training Group | Date Reviewed: 11 October 2016 |
| Date Approved: 11 October 2016 | Approved By: Kim Mitchell | Page Numbers: 7 |

Introduction

Fees, charges and refunds within the VET sector are tightly and carefully regulated to ensure that students, employees and other consumers are protected.

Purpose

The purpose of the *Fees, Charges and Refunds Policy* is to ensure that the position of Streamline Training Group with regards to these items of business is clear and that all clients are properly informed of their rights and obligations with regards to fees, charges and refunds.

Scope

This policy applies to all fees and charges levied by Streamline Training as well as to all refunds.

Responsibilities

This policy is the responsibility of the Chief Executive Officer of Streamline Training Group.

Definitions

Administration Fee is an administration fee charged for processing enrolment applications that is non-refundable except where Streamline Training Group has cancelled a course.

Materials Fee is a charge to cover the cost of manuals, resources or other materials required by the student for a specific course. These items remain the property of the student.

Tuition Fee is the fee for the delivery of the training.

Course Fee is the full fee charged for a course which is inclusive of Enrolment Fee, Tuition Fee and where applicable, Materials Fee.

Course Start / Commencement Date is the course start or commencement date and is the first date of the course in which the student is enrolled as published on the letter of offer and course agreement. The course start or commencement date is the first date that the student is requested to attend the session/course.

Alignment

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| Standards for Registered Training Organisations (RTOs) 2015 |
| Clauses 4.1(k), 5.2(ei, eiii, f), 5.3, 7.3 |

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Policy Statement

Streamline Training Group will ensure that all clients and staff of Streamline Training Group are made aware of the fees, charges and refunds policy and procedure before accepting a student for enrolment.

This policy and procedure applies to fees, charges and refunds applicable to the provision of training, including students and employees of Tenfold Investments undertaking training with Streamline Training Group. Training courses and skill sets of which either students or clients are paying full fees.

In accordance with registration requirements, the Fees, Charges and Refund Policy and Procedure of Streamline Training Group are advised to the client prior to, or at the time of enrolment through the provision of appropriate documentation in either hard copy or electronically. Payment arrangements are aligned to courses and may vary depending upon factors such as length of course, student cohort, employer/employee arrangements and industry requirements.

Streamline Training Group advises of its fees and charges, as well as its Refund Policy in course promotional materials, on the Streamline Training Group website, in the *Course Agreement* and in the *Student Handbook*.

Streamline Training has developed a fair and equitable process for determining course fees, refunds and payment options.

Course fees for government funded programs are determined by Department of Training and Workforce Development (WA) Fees and Charges Policy each calendar year. Streamline Training is obliged to charge fees in accordance with this policy.

Course Fees for Non-funded programs are determined by Streamline Training as Fee for Service (FFS). All student fees are provided to students prior to enrolment, are promoted on Course brochures and are published on our website.

Deposits for Fees

Streamline Training requires a deposit of \$200 for each qualification for each student to confirm their enrolment. This deposit is deducted off the normal course fee ie it is NOT an enrolment. Streamline Training only accepts a maximum of \$1500 per qualification per student at enrolment. Streamline Training maintains records of all payments made in advance by students keeping it in trust until the student needs to draw down from that advanced payment due to the commencement of a new unit.

Should a student not complete their qualification, advanced payments held by Streamline Training will be subject to the refunds policy. (see below)

Course fees are payable in advance and enrolments are considered tentative until payment is received.

Flexible payment options

Streamline Training accepts various methods of payment for course fees. Payment for courses can be made in the form of cash, Visa card, MasterCard, Direct Deposit or PayPal.

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Streamline Training also offers payment plans for qualification enrolments. A deposit of \$200 is required to confirm your enrolment. Streamline Training will then determine with you an appropriate payment plan that suits your needs and also ensure you do not fall behind with your learning.

The minimum Course Fee payment for classroom based delivery is established prior to enrolment of each course unless the written invoice indicates otherwise. Minimum fee payments for on-the-job training, corporate training and short courses will be as per the invoice.

Tuition and Administration Fees are non-transferable to other students or other institutions.

Procedure

Administration and Material Charges

These fees and charges may include administration charges, enrolment fees, learning resources essential for the course. Employees from Tenfold Investments will usually attend their training with the mandatory uniform and PPE that is required in the workplace however, where this is not the case, Streamline Training Group will provide these items on a loan basis with students/employees required to return all items at the completion of their training day.

Items that are consumable or transformed by students during the course, text books, photocopying, re-issuing of receipts, copies of academic reports, change of enrolment, additional copies or re-issue of statement of attainment, academic transcripts, late marking or reassessment fees will be charged at the appropriate advertised rate.

A non-refundable administration fee of \$15.00 applies to all enrolments. Where students are also employees from Tenfold Investments, this cost will be borne by Tenfold Investments. In all cases, this fee is not refundable.

Where students are employed by Tenfold Investments, the employer Tenfold Investments will be responsible for the cost of all learner resources, uniforms and mandatory PPE to enable the student/employee to attend the relevant training and assessment.

Students and clients are advised prior to and at the time of enrolment of any additional material and/or resource charges that may apply, based on their individual program or needs.

Any equipment/property purchased either separately by the student or paid for as part of materials fees becomes the property of the student. Where Tenfold Investments has purchased the materials and resources on behalf of the employee/student, it is at the discretion of Tenfold Investments what happens to the ownership of those subsequent materials.

Payment Arrangements

Streamline Training Group payment arrangements state that where tuition fees, administrative charges or other charges are applicable, these must be paid by the specified due dates on the tax invoice. Payment can generally be made by EFTPOS, money order, direct bank deposit, credit card (a surcharge may apply) bank cheque or personal cheque. Where Tenfold Investments are the purchaser of training and assessment on behalf of their employees, Streamline Training Group will enter into a commercial arrangement that ensures that students of Streamline Training Group who are also employees of Tenfold Investments are provided with suitable protection in the event that they wish to cancel or transfer their enrolment.

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Where Tenfold Investments have purchased the training and assessment on behalf of the student/employee and the student/employee's employment with Tenfold Investments is terminated during the student's enrolment in their course at Streamline Training Group, where the termination of employment is **not** due to disciplinary reasons, Streamline Training Group will allow the student to complete the course and the course will have already been paid for by Tenfold Investments. In situations such as these, the student would not be entitled to a refund as they were not the purchaser of the training.

Where the student/employee's employment with Tenfold Investments **is** terminated due to disciplinary reasons, the enrolment will already have been paid for by Tenfold Investments and the student/ex-employee will be required to cancel their enrolment. Usually where employees at Tenfold Investments have their employment terminated due to disciplinary reasons, they will usually not be legally permitted on the premises of the training facility which is being used by Streamline Training Group. As Streamline Training Group only uses the premises of Tenfold Investments, there would be no other training premise where a student/employee could complete their training and assessment in this scenario.

Where Tenfold Investments have purchased the training from Streamline Training Group for a student/employee and that student does not attend (they're a no-show), Tenfold Investments will still be invoiced for the student's enrolment and no refund will apply to Tenfold Investments. Where more than 48 hours notice is provided, Tenfold Investments will be given the opportunity to replace that student/employee's place with an alternative employee. No refunds will apply because the course is usually scheduled and contextualised to the needs of Tenfold Investments and would not be open to the public on a fee for service basis.

In all situations where Tenfold Investments is the purchaser of the training, the student will not be entitled to a refund as the fees would be paid under a commercial agreement between Tenfold Investments and Streamline Training Group. However, in all cases, regardless of who the purchaser of the training is, the student who is enrolled will always be the person issued with certification. A copy may be placed on the student/employee's file by Tenfold Investments however this is outside the control of Streamline Training Group. As part of its commercial arrangements with Tenfold Investments, Streamline Training Group may be required to provide the employer directly with a copy of the student/employee's progress, attendance and results. Where this is the case, the student/employee will be notified pre-enrolment.

Non-Payment of Fees

There will be no opportunity for any late payments as course fees, (in accordance with payment terms ie maximum of \$1500) must be paid for upfront. Tenfold Investments will have a commercial arrangement with Streamline Training group which requires payment prior to commencement of training.

For students who are fee for service, all tuition fees must be paid upfront prior to or on the day of unit commencement.

Additional Fees and Charges

(Applicable to all students)

- National Recognition/Credit Transfer Assessment - No charge.

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- Photocopying - \$0.10 per page.
- Document Re-issue where the original document has already been provided to the student:
 - Reprint (copy -) only - \$15.00
 - Duplicate Statement of Attainment - \$35.00
- Where the employer Tenfold Investments requests a reprint or duplicate Statement of Attainment, it can only be provided with the written consent of the student even though Tenfold Investments may have purchased the training, due to privacy legislation.
- Unit of Competency Reassessment - Subject to the unit of competency being undertaken, the cost may vary depending on the duration required to complete the unit, assessment requirements, consumables, Work Based Training requirements or costs incurred by Streamline Training Group.
- Any equipment/property purchased becomes the property of Tenfold Investments as the purchaser of the training (e.g. text books, tools of trade) from the time of purchase. Amounts paid for items retained by the student or Tenfold Investments are not refundable after the student has received the item.
- RPL Assessment - Fee on Application.
- Where a student wishes to transfer their enrolment into another course at Streamline Training Group, any unused pre-paid tuition fees from the original enrolled course will be transferred to the new course.
- External Appeal Fees - Where the student elects to appeal a decision by Streamline Training Group using Streamline Training Group's external appeals body and charges are incurred, the student is required to pay 50% of the cost. Where the external appeal findings are in favour of the student, Streamline Training Group will refund the student any fees paid to the external appeal body.

Refund Policy

Where applicable (Tenfold Investments will be the purchaser of all training and assessment so it is unlikely that a student / employee would ever be eligible for a refund from Streamline Training Group), requests for refunds must be made in writing and submitted within the timelines specified.

Streamline Training Group cancels the course prior to course commencement

All monies paid to the provider by the participant or employer will be refunded within 10 working days.

Streamline Training Group cancels the course before its expected end date

The balance of fees paid for that portion of the course not yet delivered will be refunded within 10 working days.

Fee for Service Refunds (where applicable)

Where a student is fee for service only and NOT an employee of Tenfold Investments, if the student cancels enrolment the following conditions apply:

- 4 weeks or more notice a full refund will be provided (less the non-refundable application fee);
- 2 weeks or more notice a partial refund of 50% of the course(s) will be provided (less the non-refundable application fee);

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- 3 business days to 2 weeks a partial refund of 25% of the course(s) will be provided (less the non-refundable application fee);
- Day of training -2 business days no refund will be provided.

If Streamline Training Group cancels the enrolment of the student from a course because the applicant has seriously breached the Terms and Conditions of Streamline Training Group, no refund of the course fees will be paid.

In the unlikely event that Streamline Training Group is unable to deliver the course in full, the applicant will be offered a refund of all unspent pre-paid course fees to date. The refund will be paid within 10 working days of the day on which the course ceased to be provided by Streamline Training Group. Alternatively, enrolment in another suitable course by Streamline Training Group may be offered at no extra cost. The applicant has the right to choose between a refund of unspent pre-paid course fees or to accept a place in another course. If the applicant chooses a placement in another course the applicant will be required to sign a statement that indicates their acceptance of the placement.

The date the written advice of cancellation is received by Streamline Training Group is considered the Cancellation Date. The Cancellation Date is the date used for the calculation of any refund of monies paid in advance.

All application for a refund in accordance with this Policy must be made in writing on the 'Application for Refund' form available from Streamline Training Group's administration department or the website, stating reasons and relevant details and supported by documentation where appropriate. This must be submitted to Streamline Training Group's administration department. **Payments of any outstanding debts to Streamline Training Group must be made before a refund will be processed.**

Refund applications will not be processed where the signature on the Application for Refund does not match the Student's signature on the Course Agreement. The refund will be returned to the individual paying the account. The CEO or their authorised delegate must approve all refunds. Exemptions to the refund conditions may occur where the student has extenuating or compassionate grounds as determined by the CEO or delegate.

Approved refunds are paid directly to the student or the person who made the payment. Under no circumstances will a payment be made to a third party without the written consent of the student or the person who made the payment. All refunds are paid directly into the nominated bank account.

Streamline Training Group will provide the student and/or employer with a statement detailing the outcome of the refund application, calculation and payment of the refund.

Students are referred to Streamline Training Group's *Complaints and Appeals Procedure* available from the Streamline Training Group's administration department or from the Streamline Training Group website if they wish to appeal the implementation of this Policy.

This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's *Consumer Protection Laws*. All students and clients have the right to take action under Australia's Consumer Protection Laws.

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Streamline Training Group will apply any statutory cooling off period which applies.

Related Documents

Related Procedure

- Complaints and Appeals Procedure.