



PP-02
Fees, Charges
and
Refunds

Policy – Procedure

PP-02 Fees, Charges and Refunds Policy Procedure V3

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Purpose

This Policy and Procedure describes the process Qualify will use to identify and manage fees paid by students, referring agencies and/or employers.

Policy Statements

This Policy and Procedure applies to all students enrolling with Qualify. It is also applicable to the Accounts Department staff who are required to record and issue financial statements to relevant parties. Qualify Fees, Charges and Refunds Policy Procedure will be reviewed annually. Qualify will issue itemised invoices that clearly state rate charged for each qualification and where a concession applies, the invoice will clearly state the reduced rate. Qualify will report, in full, the actual Tuition Fee and / or Amenities Fee charged to each individual. Students are required to pay their fees within thirty (30) days of receipt of invoice. Qualify will maintain records of all student tuition and amenities fees via MYOB.

GST

Accredited training is GST free; however, GST will be incurred on training services and other expenses such as Training Resources, and Amenities Fees for example.

Statutory References

- National Vocational Education and Training Regulator Act 2011
- Standards for RTO's 2015 - SNR 5 each student is properly informed and protected. Specifically, Clause 5.3 where the RTO collects fees from the individual student, either directly or through a third party, the RTO provides or directs the student to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:
 - a. all relevant fee information including:
 - i. fees that must be paid to the RTO, and
 - ii. payment terms and conditions including deposits and refunds
 - b. the student's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
 - c. the student's right to obtain a refund for services not provided by the RTO in the event the:
 - i. arrangement is terminated early, or
 - ii. the RTO fails to provide the agreed services.
- Clause 5.4 where there are any changes to agreed services, the RTO will advise the student as soon as practicable, including in relation to any new third party arrangements, change in ownership or changes to existing third party arrangements.

Responsibilities

1. The General Manager, Operations is to ensure all requirements of this Policy and Procedure are met.
2. The Finance Manager is responsible for determining the fee structure in consultation with the CEO.

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Procedures

1. The student is informed prior to enrolment, of the fees charged by Qualify depending on the Qualification or Unit of Competency being undertaken and any government incentives available and the student's eligibility for funding. Qualify will determine the student's eligibility funding in accordance with the appropriate funding contract if applicable.
2. Prior to enrolment, each student is issued a Statement of Fees, outlining any / all fees payable for the qualification, unit of competency or course.
3. Where student opts to enter a payment plan agreement, the Account Manager or other nominated Qualify representative must complete the Payment Plan Agreement Form with the student prior to commencement of the new course. (Form_103 Payment Plan Agreement). The document must be approved by the General Manager Sales and Delivery, to ensure all appropriate fees are applied when and where applicable.
4. Where students are eligible for funding, training will commence within three (3) months from enrolling into the training program.
5. For enrolments that are not funded, a Fee for Service or concession rate will generally apply, unless a fee exemption is granted.

Fees Charges

Qualify has set the following fees and charges in place.

- Qualify does not intend to take more than \$1,500 upfront from any student.
- A Student Services and Amenities Fee of \$385, including GST, generally applies for referrals or enrolments into programs. The fee consists of the following components:
 - Administration Fee
 - Materials Fee
 - Ancillary Fee - Ancillaries such as excursion costs are payable for some courses
 - Statement of Results and Certificate
- Tuition Fees: Where a student is not *eligible for funding, a Tuition Fee, which is set by Qualify, generally applies, unless a fee exemption is granted.

Fee Payment

The Student Services and Amenities fees is payable at the time of referral or enrolment. Where Tuition Fees are payable, the student will be invoiced on commencement of the program on 30-day payment terms. Students have a variety of options for payment of their fees including; cash, cheque or direct debit.

Re issuance of Certificates or Statements of Attainment

A fee of \$30 (excluding GST) is charged to students who apply for a Certificate or Statement of Attainment to be reissued.

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RPL Fees

Recognition of Prior Learning (RPL) fee is determined subject to the time involved to assess the RPL. The RPL fee will not exceed \$300.00 per unit of competency.

Credit Transfer

There is no additional charge for Credit Transfer.

Fee concessions and exemptions

Fee concessions apply to concession card holders. Evidence of valid concession card is required.

Fee exemptions may apply on the grounds of financial hardship or other reasons. Exemption applications need to be made in writing to the General Manager, Operations. After reviewing the application, the General Manager, Operations may elect to:

- Waive fees
- Negotiate a payment plan with the student
- Defer requirement for payment of fees to a negotiated date

If the student meets the above criteria they should contact the General Manager, Operations for further information on how to apply.

Refunds

1. Refunds will be available for all students undertaking accredited courses if they apply in writing. Written notification is completed using the 'Withdrawal Form' and submitted within four (4) weeks of the commencement date of their course.
2. The Amenities Fee refund will not be granted if notification to withdraw is received after the four (4) week period from the course start date.
3. It is the responsibility of the student to advise Qualify of their intention to withdraw, by completing the appropriate Withdrawal Form. These forms are available from Qualify and must be signed by the student.
4. If the student applies for a refund within four (4) weeks of the course start date, approved refunds will be charged a \$50.00 Administration Charge from the Amenities Fee then the balance will be refunded.
5. Note: If the tuition fee is less than \$50.00 then no tuition fee will be refunded.
6. Student Services and Amenities Fees will only be refunded on a course by course basis, at the discretion of Qualify.
7. For Full Fee Paying students a pro-rata refund will be calculated based on the number of units completed or the duration of the training, depending on the amount of training delivered to the student.
8. In the event Qualify cancels a course, payment received for the training course will be fully refunded.

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Fee Schedule

Fee Types				
Tuition Fees: The Tuition Fee is set by Qualify. The fee will vary, depending on circumstances including whether the student is eligible for a concession or not.				
Student Services and Amenities Fees: The Student Services and Amenities Fee is set by Qualify. The fee covers the cost of providing a number of student services and amenities within the program, including processing referrals and enrolments, course materials and issuing certificates. This fee will vary, depending on circumstances including whether the student is eligible for a concession or not.				
Program	Tuition Fees		Student Services and Amenities Fees	
	Fee for Service (excl GST)	Concession Fee (excl GST)	Full Fee (excl GST)	Concession Fee (excl GST)
22302VIC Certificate I in Work Education	\$15,400	\$275	\$385	\$0
22237VIC Certificate II in General Education for Adults	\$3,080	\$110	\$385	\$0
AHC30116 Certificate III in Agriculture	\$13,700	\$342.50	\$385	\$0

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Appendix 1 - Internet Merchant Policies and Procedures

Qualify Privacy Policy

Introduction

Qualify regards customer privacy as an important part of our relationship with our customers. The following privacy policy applies to all Qualify users, and conforms to Internet privacy standards.

If you have questions or concerns regarding this statement, you should first contact the Qualify eWAY Merchant Facility Coordinator – Renee Thompson on 03 5482 5885.

Collection of Information

In order to use the Qualify website, we may require information from you in order to provide the best service possible. All correspondence may also be collected and stored, particularly in regard to sales, support and accounts, including Email.

Any information collected by Qualify is collected via correspondence from you or your company. This may be via the telephone, Email, mail, fax or directly through our website.

Use of Collection Information

Any details collected from Qualify customers is required in order to provide you with our products and/or services, and a high level of customer service. Correspondence is recorded in order to provide service references, and to assist in our staff development.

Storage of Collected Information

The security of your personal information is important to us. When you enter sensitive information (such as credit card numbers) on our website, we encrypt that information using secure socket layer technology (SSL). When Credit Card details are collected, we simply pass them on in order to be processed as required. We never permanently store complete Credit Card details.

We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it.

If you have any questions about security on our Website, you can email us at administration@edgeworkforce.com.au.

Access to Collected Information

If your personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing us at administration@edgeworkforce.com.au.

Orders

If you purchase a product or service from us, we may request certain personally identifiable information from you. You may be required to provide contact information (such as name, Email, and postal address) and financial information (such as credit card number, expiration date). We use this information for

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billing purposes and to fill your orders. If we have trouble processing an order, we will use this information to contact you.

Communications

Qualify uses personally identifiable information for essential communications, such as Emails, accounts information, and critical service details. We may also use this information for other purposes, including some promotional Emails. If at any time a customer wishes not to receive such correspondence, they can request to be removed from any mailing lists by emailing us at administration@edgeworkforce.com.au.

You will be notified when your personal information is collected by any third party that is not our agent/service provider, so you can make an informed choice as to whether or not to share your information with that party.

Third Parties

Qualify may at its discretion use other third parties to provide essential services on our site or for our business processes. We may share your details as necessary for the third party to provide that service.

These third parties are prohibited from using your personally identifiable information for any other purpose. Qualify does not share any information with third parties for any unknown or unrelated uses.

Legal

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on our Website.

Links

Links on the Qualify site to external entities are not covered within this policy. The terms and conditions set out in this privacy statement only cover the domain name of Qualify.

Changes to Privacy Policy

If we decide to change our privacy policy, we will post those changes to this privacy statement, the homepage, and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by Email, or by means of a notice on our homepage.

Qualify Security Policy

Qualify uses the eWAY Payment Gateway for its online credit card transactions. eWAY processes online credit card transactions for thousands of Australian merchants, providing a safe and secure means of collecting payments via the Internet. All online credit card transactions performed on this site using the eWAY gateway are secured payments.

- Payments are fully automated with an immediate response.
- Your complete credit card number cannot be viewed by Qualify or any outside party.
- All transactions are performed under 128 Bit SSL Certificate.
- All transaction data is encrypted for storage within eWAY's bank-grade data centre, further protecting your credit card data.

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- eWAY is an authorised third party processor for all the major Australian banks.
- eWAY at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by Qualify.

For more information about eWAY and online credit card payments, please visit www.eWAY.com.au

Delivery Policy

After booking your training program online, you will receive an email confirmation from eWAY containing your order details (if you have provided your email address). We will normally confirm receipt of your order within a few minutes of ordering. Your Training Delivery will be conducted as per the information provided at the time of the booking.

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