



**RTO PP01
Fees, Charges
and
Refunds**

Policy – Procedure

RTP PP01 Fees, Charges and Refunds Policy Procedure

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RTP PP01 Fees, Charges and Refunds Policy Procedure

Purpose

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

Policy Statements

This Policy and Procedure applies to all students enrolling with Qualify. It is also applicable to Finance and Administration staff who are required to record and issue financial statements to relevant parties.

Qualify Fees, Charges and Refunds Policy Procedure is 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 course and ancillary fees charged to each individual. Students are required to pay fees within seven (7) days of issue of invoice. Qualify will maintain records of all student course and ancillary fees via our accounting system.

GST

Qualify is a Registered Training Organisation providing adult and community education (ACE) courses and as per the ATO guidelines, can deliver GST free training under certain conditions.

Accredited training will be GST free for the courses outlined below. GST will be incurred on all other training services and other expenses such as Training Resources, and Amenities Fees.

1. HLTAID001, HLTAID002, HLTAID003, HLTAID004.

ATO guidelines: GST-free First Aid and Life Saving courses; Key requirements: Courses of study or instruction that principally involve: First aid, resuscitation or similar life saving skills, including personal aquatic survival skills (but not swimming lessons); Surf life saving; and Aero-medical rescue. In each case, an approved body must conduct the course.

2. Qualify qualification and short courses that are delivered as a pre-employment program (not including employer-based training to existing employees).

ATO guidelines: Adult and Community Education (ACE) courses. Key requirements:

- Course is likely to add to the employment related skills of the participants.
 - Advertising, course objectives, and delivery of course must support a claim that the course will add to employment related skills; and
 - skills developed likely to be used in the course of being an employee or working in a business (rather than for recreational, hobby, artistic or cultural endeavours).
- Must be available to adults in the general community:
 - Cost must not be prohibitive (i.e. must be affordable to the general public);
 - Course must be advertised to the general public;
 - No pre-requisites qualifications (e.g. degree required) or experience (e.g. experience in a certain profession) required.
- Must not be a course that is provided by or at the request of an employer to employees of that employer.
- Must not be a course that is provided by or at the request of an organisation to members of that organisation (unless membership is open to adult in the general community).
- Must not be private tuition.

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Statutory References

1. National Vocational Education and Training Regulator Act 2011
2. 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 all relevant fee information including:

- fees that must be paid to the RTO,
- payment terms and conditions including deposits and refunds
- the student's rights as a consumer, including any statutory cooling-off period, if one applies
- the student's right to obtain a refund for services not provided by the RTO in the event the:
 - arrangement is terminated early, or
 - 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 Operations Manager is to ensure all requirements of this Policy and Procedure are met.
2. The Finance and Administration Manager is responsible for determining the fee structure in consultation with the CEO.

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 (if applicable) and the student's eligibility for funding. Qualify will determine the student's eligibility for funding in accordance with the appropriate funding contract where applicable.
2. Where a student would like to enter into a payment plan agreement, they must make the request to the Finance and Administration Manager and upon agreement, complete the Payment Plan Agreement Form (RTO F21 Payment Plan Agreement). The Finance and Administration Manager is to ensure all appropriate fees are applied when and where applicable.
3. Where students are eligible for funding, training will commence within three (3) months from enrolling into the training program.
4. For all enrolments not funded, a Fee for Service and/or Concession rate will apply.

Fees Charges

Qualify has set the following fees and charges in place. Qualify will not charge more than \$1,500 upfront from any student.

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1. Course Fees: apply to each Qualify program and consist of the following components:
 - Administration and materials
 - Tuition
 - Electronic statement of results and certificate
2. Ancillary Fees: such as excursion costs are payable for some courses.
3. A fee of \$27.50 (including GST) is charged to students who apply for an initial printed Certificate or Statement of Attainment. A fee of \$22 (including GST) is charged to students who apply for a printed replacement Certificate or Statement of Attainment.
4. Fees are clearly documented and available prior to commencement in courses.

Fee Payment

The student will be invoiced on enrollment of the program on 7-day payment terms. Students have a variety of options for payment of their fees including; bank cheque, credit card or direct deposit on invoice.

Where applicable the Employer or Referring Agency will be invoiced in lieu of the student, when a student is enrolled into a program.

Re issuance of Certificates or Statements of Attainment

Certificates or Statement of Attainments are delivered electronically unless otherwise requested. A fee of \$22 (including GST) is charged to students who apply for a Certificate or Statement of Attainment to be reissued.

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 exemptions may apply on the grounds of financial hardship or other reasons. Exemption applications need to be made in writing to the Operations Manager. After reviewing the application, the Operations Manager 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 Operations Manager for further information on how to apply.

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Refunds

1. Refunds will be available for all students undertaking accredited courses if they apply in writing. Written notification is required (by email to admin@qualifytraining.com.au or mail to PO Box 686 Echuca Victoria 3564) within four (4) weeks of the commencement date of their course.
2. Any ancillary fees paid, will not be refunded 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 advising Qualify in writing.
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 ancillary fee, then the balance will be refunded. Note: If the course fee is less than \$50.00 then no course fee will be refunded.
5. 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.
6. In the event Qualify cancels a course, payment received for the training course will be fully refunded.

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Appendix 1 – Course Fee Schedule



Course Fee Schedule from October 2020

Accredited Qualification and Skill Set Courses

		Vic, NSW, QLD, TAS, WA, ACT, NT				South Australia			
		Fee for Service		Fee for Service		FUNDED Details		FUNDED *Eligibility Criteria	
Code	Title	Online, e-Learning Delivery	Traineeship	Internal, External, Workplace Delivery	Traineeship	FUNDED **STL	FUNDED **STL Managed Course	GAP Fee	Concession GAP Fee
BSB20115	Certificate II in Business	\$595	\$2,485	\$595	\$2,485	No	No	\$400	\$300
BSB30115	Certificate III in Business	\$995	\$2,485	\$995	\$2,485	Training Contract, TPL Managed Course	Yes: QUOTA 100	\$400	\$300
BSB20215	Certificate II in Customer Engagement	\$595	\$2,485	\$595	\$2,485	No	No	\$400	\$300
BSB30215	Certificate III in Customer Engagement	\$995	\$2,485	\$995	\$2,485	Training Contract ONLY	Yes: QUOTA 10	\$400	\$300
CPP20617	Certificate II in Cleaning	\$995	\$2,485	\$995	\$2,485	No	No	\$400	\$300
CPP30316	Certificate III in Cleaning Operations	\$995	\$2,485	\$995	\$2,485	Training Contract ONLY	Yes: Demand Driven	\$400	\$300
FSK10213	Certificate I in Skills for Vocational Pathways	\$1,995	N/A	\$1,995	N/A	TPL Demand Driven	Yes: Demand Driven	\$295 (Admin fee)	\$295 (Admin fee)
FSK20113	Certificate II in Skills for Work and Vocational Pathways (EVOLVE)	\$1,995	N/A	\$1,995	N/A	TPL Demand Driven	Yes: Demand Driven	\$295 (Admin fee)	\$295 (Admin fee)
SIT20316	Certificate II in Hospitality	\$995	\$2,485	\$995	\$2,485	TGS ONLY	No	\$400	\$300
SIT30616	Certificate III in Hospitality	\$995	\$2,485	\$995	\$2,485	Training Contract ONLY	Yes: Demand Driven	\$400	\$300
HLTSS00065	Infection control Skill Set (Retail) (25 hours)	\$495	N/A	\$495	N/A	Yes	Yes: QUOTA 50	\$15	\$15

*South Australia Eligibility Criteria Applies: see <https://providers.skills.sa.gov.au/Deliver/Student-eligibility-for-subsidised-training>. ** STL: South Australia: Subsidised Training List 6.1 (STL 6.1) - Effective 15 October 2020. TPL: The Training Priority List outlines the courses subsidised by the South Australian Government which are available outside of training contract arrangements. Managed Courses List – Released 14 October 2020. Planned effective date 15 October 2020

Accredited Short Courses and Skill sets – Fee for Service

		All States	
		Fee for Service	Delivery
Code	Title	Cost	
AHCSS00074	Agricultural Chemical Skill Set (AgVet Chemical Users Course Level III)	\$385	Workshop / Practical, Workplace
	WorkReady Employment Preparation: Employability skills with FSKLRG011 Use routine strategies for work-related learning and FSKLRG010 Use routine strategies for career planning	\$295	Blended e-learning
	Technology Employment Preparation: Digital foundation skills with BSBITU111 Operate a personal digital device and FSKDIG003 Use digital technology for non-routine workplace tasks	\$140	Blended e-learning
	Numbers and Money Employment Preparation: Numeracy foundation skills with FSKNUM014 Calculate with whole numbers and familiar fractions, decimals, and percentages for work and FSKNUM015 Estimate, measure and calculate with routine metric measurements for work	\$140	Blended e-learning
	Industry Employment Preparation: Learning, Writing, Reading Foundation Skills with FSKLRG007 Use strategies to identify job opportunities, FSKWTG009 Write routine workplace texts and FSKRDG010 Read and respond to routine workplace information	\$140	Blended e-learning
	Preparation Employment Skills: Communication employability skills with FSKOCM004 Use oral communication skills to participate in workplace meetings, VU22364 Participate in simple spoken interactions and FSKOCM007 Interact effectively with others at work	\$140	Blended e-learning
	Connections Employment Preparation: Employability skills with BSBWOR203 Work effectively with others and BSBWH5201 Contribute to safety of self and others	\$140	Blended e-learning
HLTINFCOV001	COVID-19 Infection control in the workplace course – includes		
CPPCLO3045	HLTINFCOV001 Comply with infection prevention and control policies and procedures and CPPCLO3045 Clean high-touch surfaces	\$245	Blended e-learning / Practical
HLTSS00065	Infection control Skill Set (Retail) (25 hours)	\$245	Blended e-learning / Practical, Workplace
HLTAID001	Cardiopulmonary Resuscitation	\$70	Blended e-learning, Workshop Practical, Workplace
HLTAID003	Provide first aid	\$150	Blended e-learning, Workshop Practical, Workplace
HLTAID004	Provide an emergency first aid response in an education and care setting	\$195	Blended e-learning, Workshop Practical, Workplace
SITSS00050	Food Handling	\$110	Workshop / Practical, Workplace
SITSS00050	Food Handling	\$75	Online
SITSS00051	Food Safety Supervision	\$240	Blended e-learning / Practical
SITSS00055	Responsible Service of Alcohol (Victoria ONLY with VCGLR)	\$65	Blended e-learning / Practical

Appendix 2 - 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, email us at admin@qualifytraining.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 admin@qualifytraining.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 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 admin@qualifytraining.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.

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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 Fee Payment 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.
- 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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