

Student Fees, Charges and Refunds Policy

POLICY

Purpose and Scope

Prior to enrolment, Work Savvy ensures all clients and students are aware of the fees and charges associated with a course enrolment, student activities and/or services with Work Savvy. This document also provides guidelines for the eligibility and assessment of refunds, including for early withdrawals.

Work Savvy ensures the protection of all fees and aims to provide clear and accessible information to students and clients about fees and charges prior to and throughout their enrolment; and/or other involvement with Work Savvy

The scope of this policy applies to Accredited and Non-Accredited training. It has been developed to meet the requirements of the Standards for RTOs 2015, Clause 5.3 Informing and protecting students and 7.3 Protecting pre-paid fees by students.

Definitions

CFO	Chief Finance Officer
CI Register	Continuous Improvement Register that contains feedback on improvements to be made
GMO	General Manager, Operations
National Register	www.training.gov.au is the national register of vocational education and training
RTO	Registered Training Organisation
Services	Encompassing non-accredited programs, corporate training and programs tailored to meet the specific needs of a client
SLT	Senior Leadership Team
Standards	Standards for Registered Training Organisations (RTOs) 2015
Training Product	AQF qualification, skill set, unit of competency, accredited short course

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Policy

1. Information about fees and charges

Work Savvy website provides information about fees and charges:

- Government funded courses: Fees are set by the funding body and charged according to the schedule of fees. The rate of student contribution fees is reviewed annually or when updated by the funding body and is calculated against the correct fee rate as at the commencement of training for each respective unit of competency.
- Fee for Service: Fees are set by Work Savvy directors and reviewed on a periodic basis. Indicative student fees are made available to prospective students on request.
- Organisations and other clients seeking to enter into a service delivery agreement with Work Savvy will be notified of the fees and charges associated with the agreement through information and proposals provided to them prior to entry into the agreement.
- Persons seeking to enrol with Work Savvy must read this Student Fees, Charges and Refunds Policy before signing their Student Acceptance Agreement on the enrolment form. If the person has questions regarding this Policy, they must obtain answers to their questions prior to enrolling.
- Students accessing any government funding entitlement that may reduce their ability to access such funding in the future (such as arrangements that limit funding to one qualification for a person), are provided this information prior to enrolment.

2. Statement of Fees

- Government Funded Courses: Students receive a Notification of Enrolment (NoE) by email once the Commitment ID has been generated and an Eligibility Enquiry Report (EER) has been sent. Payment details are provided on an invoice, sent following the NoE.
- Fee-for-Service Students: Receives a Statement of Fees / Quotation at the time of enrolment which outlines the total course fees, co-contribution fees, payment terms and schedule of fees. This Statement/Quotation provides clear and concise information to the student about applicable fees and charges and provide options for payment.
- The information provided to each student and/or client includes:
 - The total amount of all fees including course fees, co-contribution fees, administration fees, resource fees and any other charges.
 - Payment terms, including the timing and amount of fees to be paid and administration fees.
 - Any additional services such as criminal history checks which may be a pre-requisite for Work Savvy' placement and employment in certain occupations
 - Work Savvy' Fees, Charges and Refunds Policy, is available through the website and Student Handbook.
- The Student Acceptance Agreement provided on the enrolment form is taken to be an acceptance of all fees and charges associated with the student's enrolment.

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3. Tuition Fees

- Tuition fees are published on Work Savvy' website and are reviewed every 12 months.
- Unless otherwise specified, tuition fees include the cost of all compulsory training and assessment resources. Optional textbooks and resources recommended but not required for completion of the course, are not included in tuition fees and will be an additional cost should the student wish to purchase such resource(s).
- Optional workshop and associated fees must be paid at the time of booking in order to secure a reservation.
- Tuition fees are not transferrable to any other individual or organisation.

4. Additional Fees and Charges

- A schedule of Additional Fees and Charges is published on Work Savvy' website and are reviewed every 12 months. Additional fees and charges can include:
 - Third and further attempts at an assessment
 - Extension/Suspension fee (to cover administration costs)
 - A request for the issuing of a replacement testamur, statement of attainment and/or qualification certificate.
- A fee is charged for Recognition of Prior Learning (RPL) and/or Recognition of Current Competencies (RCC). The fee will be determined on a case-by-case basis as the RPL/RCC can be for a unit of competency, multiple units of competency or a complete qualification.

5. Terms and Methods of Payment

- Fees are to be paid within (7) days of receipt of an invoice, unless the payee has elected to pay according to a payment schedule which has been approved by Work Savvy.
- The payment schedule must ensure all fees are paid prior to completion of the course or in some instances for short courses, prior to commencement of the course.
- Work Savvy will not collect more than \$1,500 in advance prior to commencement of training from a current or prospective student.
- Work Savvy accepts the following methods of payment: Credit card; Direct debit or EFT transfer
- For group enrolments when more than one student is enrolling into the program, a Service Agreement will be in place and fees and charges will be charged directly to the client.

6. Credit Card Payments

- Credit card payments cannot be taken over the phone. Students who wish to pay via Credit Card must either click on the Pay online link on the invoice or complete the Ezidebit form and email it back to Work Savvy. Credit Card payments attract a processing fee of 1.75% of invoice value, this is added on top of the invoiced amount.

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7. Direct Debit Payments

- Where a student has indicated that fees are to be paid by direct debit, this option is only valid where the form is accompanied by a Direct Debit Request Form. The form must be appropriately and accurately completed and in line with the approved direct debit payment schedules. It is the payee's responsibility to ensure that Work Savvy receives an accurate and completed Direct Debit Request Form in order to take up the direct debit payment option.
- Where a Direct Debit Request Form has not been provided, the payee will be issued with an invoice which is to be paid within seven (7) days.
- Direct Debit Request forms must indicate payment terms according to one of the approved direct debit payment schedules provided on the Ezidebit form.
- Where a default occurs in direct debit payments due to insufficient funds or otherwise, Work Savvy will contact the payee to make alternative arrangements for payment and this may incur a dishonour fee. If there are no alternative arrangements to pay, this can result in cancellation of the enrolment.
- Work Savvy reserves the right to refuse a payee the option to pay by direct debit where there have been two (2) or more defaults on payment during a direct debit term.

8. Issuance of Qualifications

- Upon completion of a course and once all fees have been paid, the relevant printed AQF certification documentation will be issued and sent to the registered address of the student within 28 days, in accordance with the regulatory guidelines.
- Where a student withdraws from a course and once all final fees have been paid, a Statement of Attainment for the completed Units of Competency, will be sent to the student's registered address within 28 days, in accordance with the the guidelines. Note: These requirements differ from state to state, based on contractual requirements (refer to Section 11).
- It is the student's responsibility to update Work Savvy of any change in address or contact details. Where documents or a certificate is sent to a past address due to the student failing to update Work Savvy and the document becomes lost in the mail, the reissuing fee will apply.

9. Late Payment

- Where a Student is more than forty five (45) days overdue with payments, Work Savvy reserves the right to suspend training services until payment is made to bring the fees up to date.
- Students who are having trouble paying their fees are invited to call Work Savvy office to make alternative arrangements for payment during their period of difficulty.
- For long-term outstanding amounts, Work Savvy utilises the services of a debt recovery agency to ensure the collection of all fees.
- All fees must be paid prior to issuing a Certificate or Statement of Attainment.

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10. Refund of Student Fees

- Work Savvy maintains a fair and reasonable refund policy to ensure that refunds are made available to clients/students entitled to receive them.
- All tuition fees will be refunded if Work Savvy cancels or postpones course commencement by more than four weeks, unless alternative arrangements can be made which are acceptable to the student. Such arrangements may include transfer of enrolment to an alternative course.
- Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to Work Savvy in writing within fourteen (14) days of the official withdrawal date, outlining the details and reason for their request. The request must be made using **Work Savvy**' Request to Withdraw Form. Any student who has not completed a Withdrawal Form is not eligible for consideration of a refund or reduction in fees.
- Eligibility for a refund will be assessed based on the services provided to the student, the costs incurred by Work Savvy in order to provide those services to the student and any requirements outlined by State Regulations.
- Books/materials must be returned (in original condition) or the student will incur full costs and no refund will be applicable.
- The outcome of the refund assessment will be provided by written notice to the student's registered address within 14 days of receipt of a written application outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.
- A refund will be paid directly to the student or to the person/organisation who made payment.
- In the unlikely event of Work Savvy closing, students will be issued with a Statement of Attainment for all completed units and will receive a refund for any incomplete units that were paid for by the student.
- Work Savvy records all student withdrawals on its student management system to ensure AVETMISS reporting is accurate. Work Savvy will report such students to the state funding agency as withdrawn on the relevant government funded reporting system (e.g. ACT's AVETARS system).
- *Queensland students – refer to information under Queensland Certificate 3 Guarantee under the next point in this document.*

11. Commonwealth and State Funded Programs

- Work Savvy is aware of the specific Commonwealth and State fee requirements of the Funded Programs it delivers. These requirements, as listed below, are additional to any already addressed in this Policy.

Smart and Skilled NSW

- a) For Smart & Skilled students, an Eligibility Enquiry Report (EER) is provided during the enrolment process, completed by the Data team. The fees are calculated using the State Training Services Provider Calculator.
- b) The Business Development Manager will determine, in consultation with the student's employer, if the student's employer is paying the Apprentice/Trainee's fees on their

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behalf. In this case, Work Savvy will invoice the student's employer directly for the applicable fees.

- c) No extra fees are charged to students where Work Savvy enters into a Third-Party Agreement during the delivery of the training.
- d) Fees are adjusted to reflect any RPL or Credit Transfers (CT). If RPL or CT is applied after a student has paid their fees, Work Savvy will issue the appropriate refund.
- e) If a student completes a qualification at a lower level than the fees paid, Work Savvy will refund the difference in fees, if any to the student or to the person/organisation who made payment.
- f) If for any reason Work Savvy is unable to complete the training, it will refund fees paid in an amount proportional to the amount of undelivered training.
- g) AQF certification documentation for completed units of competency will be issued within 28 days of the notification of discontinuance or completion.

Queensland Certificate 3 Guarantee

Fees and Charges

- a) Where a co-contribution fee must be charged, Work Savvy will charge and collect the fee at the Unit of Competency level, so that fees for Units of Competency add up to the total co-contribution fee published on the website.
- b) Evidence of collection of the fee will be retained for each student for each Unit of Competency. Credit transfers (Outcome Identifier Code 60) and transitional gap training for transferring participants to superseding units (Outcome Identifier Code 65) of competency are an exception to the rule where no fee will be charged.

Year 12 Fee-free Training

- a) To support Queensland Government's fee-free initiative for Year 12 graduates in high-priority qualifications under the Certificate 3 Guarantee, Work Savvy will gather the following documentation prior to granting fee-free training:
 - Evidence of completing Year 12 in Queensland, for example hold a Queensland Curriculum and Assessment Authority issued Senior Statement or equivalent certification
 - Check that enrolment of the student is in a high priority listed qualification
 - Check that commencement of training is within 12 months of graduating Year 12 (i.e. by the end of the calendar year after completing Year 12). For high-priority qualifications funded for Year 12 graduates, refer to the Queensland Training Subsidies List.

Concession Fees

- a) At enrolment, the Work Savvy will confirm concessional status of the student based on evidence sighted and will retain a copy of the evidence by taking a picture or photocopying/scanning documents.
- b) Concessional status may be granted where:
 - The student holds a Health Care concession card or Pensioner concession card issued under Commonwealth law or is the partner or a dependant of a person who

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- holds a Health Care concession card or Pensioner concession card and is named on the card.
- The student provides Work Savvy with an official form under Commonwealth law confirming that the student, his or her partner, or the person of whom the Student is a dependant, is entitled to concessions under a Health Care or Pensioner concession card
 - The student is an Aboriginal or Torres Strait Islander (it is sufficient for the student to declare this on the enrolment form. No further evidence will be sought).
 - The student is a school student and is enrolled in a VETIS program (may include youth in detention).
 - The student has a disability with evidence showing the student is on a Disability Support Pension or evidence from a medical practitioner.
 - The student is an adult prisoner.
- c) Work Savvy will assess the validity and currency of evidence provided. If the evidence is not current or is due to expire before completion of the training course, the student will be informed they need to provide a current concession card to ensure continued eligibility for concessional status.
- d) A file note will be entered in relation to the due date for follow up/update of current concessional evidence.

Refunds – Co-contribution Fees

- a) Work Savvy will reconcile co-contribution fees paid bi-annually (May and November). Where overpayments are identified, the student will be notified of the credit amount.
- b) Students with a co-contribution fee credit may request a refund, or they may elect to use these funds towards another course with Work Savvy.
- c) Refund requests received outside of the bi-annual reconciliation and refund schedule will be assessed on a case-by-case basis.

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Related Documents

POLICY & PROCEDURE Grievances, Complaints and Appeals

SUPPORTING DOCUMENT Student Handbook

SUPPORTING DOCUMENT Fees & Charges

FORM Complaint Lodgement Form

FORM Request to Withdraw Form

FORM Enrolment Form

FORM Assessment Outcome Appeal Form

Responsible Officer

The responsible officer for the implementation of this Policy and Procedure is the Manager, Quality and Compliance.

Publishing details

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