

SC15: Fees and Refunds Policy

Definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Fee Payer means the nominated payer of a student's course fees, usually either the student or the employer paying on behalf of the student

SRTOs means the Standards for RTOs 2015 – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

Policy

1. Information about fees and charges

- TechKnowledge Pty Ltd protects the fees that are paid in advance by students.
- TechKnowledge Pty Ltd does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course.
- Fee information relevant to a course is outlined in detail on the Student Agreement and summarised on the Course Outline as well as the RTO's website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- Fee information includes:
 - All costs for the course including any materials fees or levies
 - Payment terms
 - The Student Agreement and the Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are asked to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.
- Where an employer is paying for a student's course, an Employer Agreement (Group Workplace Enrolment Form (groups) / Workplace Enrolment Approval Form (Individuals)) will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.
- Students have the right to a 'cooling off period' if they signed up to a course as a result of tele-marketing or door-to-door sales. The cooling off period is 7 days from the date they signed their Agreement. To exercise this right, the student must notify our office in writing within 7 days of enrolment.

2. Course fee inclusions

- Course and tuition fees include:
 - All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. However, in the case of re-assessment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, an additional fee may apply for additional training and re-assessment. This fee is outlined on the Student Agreement.
 - One copy of the required text books and learning materials for each student unless otherwise stated on the Course Outline.
- Course and tuition fees do not include:
 - Any optional textbooks and materials that may be recommended but not required to complete a course.

SC15: Fees and Refunds Policy

- Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks is currently \$100 per text book and is outlined on the Student Agreement.
 - Stationery such as paper and pens.
 - Re-assessment if required, as outlined above.
 - Re-issuance of AQF certification documents – a cost of \$50 per document applies.
 - Direct debit setup, transaction and dishonour fees (where applicable).
 - Credit card payment surcharges.
- TechKnowledge Pty Ltd cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

3. Additional expenses associated with face-to-face training sessions

In some instances, face-to-face training sessions will entail additional expenses, beyond the costs associated with delivering the training services. These additional expenses may include travel and accommodation, venue and equipment hire, and/ or catering. These additional expenses will be discussed with the employer prior to booking the face-to-face training session. Three (3) weeks prior to the booking date for the face-to-face session:

- TechKnowledge will confirm to the employer that it is preparing to deliver the training session as per the booking.
- TechKnowledge will meet the additional expenses associated with the training session, as required.
- TechKnowledge will subsequently invoice the employer for these additional expenses (the 'Final Training Invoice'), providing receipts for these amounts.
- The Final Training Invoice will be payable by the employer, even in the event that the training session is subsequently cancelled by the employer, or deemed cancelled through non-payment of the Training Balance Invoice.

4. Payments

- Payments can be accepted by cheque, electronic transfer or credit card.
- Credit card payments incur a surcharge of 2% per transaction.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Debts will be referred to a debt collection agency where fees are more than 40 days past due.
- TechKnowledge Pty Ltd reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

5. Refunds for fee-for-service students

- All course fees for fee-for-service students include a non-refundable deposit which is detailed on the Course Outline and Student Agreement. The deposit is non-refundable, except in the circumstances detailed below.
 - A full refund of any fees paid (including the deposit) will apply where a student withdraws or cancels their course in writing within the cooling off period. The cooling off period is 7 days and applies from the date of first enrolment or sign-up.

SC15: Fees and Refunds Policy

- A full refund of any fees paid (including the deposit) will apply if TechKnowledge Pty Ltd is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- ❑ A refund of fees paid may also apply in the following circumstances:
 - Where TechKnowledge Pty Ltd (or any related third parties delivering training and assessment) ceases to operate, a partial refund may apply. The refund will be for any fees paid for training that is not able to be delivered.
 - Where TechKnowledge Pty Ltd ceases to deliver the course in which a student is enrolled and the agreement is terminated, a partial refund may apply. The refund will be for any fees paid for training that is not able to be delivered.
 - In the unlikely event that TechKnowledge Pty Ltd is unable to deliver the course as promised, the student will be issued with a refund for any portion of the course that was not provided. The refund will be a pro-rated amount per unit that was not able to be delivered.
- ❑ In any of the above situations, TechKnowledge Pty Ltd will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.
- ❑ Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.
- ❑ The refund assessment will be based on reviewing the services provided to the student and the costs incurred by TechKnowledge Pty Ltd to provide those services.
- ❑ The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our *Complaints and Appeals Policy and Procedure*.
- ❑ A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
- ❑ RPL application fees are non-refundable.

6. Cancellations

Fees may be reduced according to the following principles if training and/ or assessment is cancelled. If TechKnowledge Pty Ltd is required to cancel a course due to insufficient numbers or for other unforeseen circumstances, the course fees will no longer be required to be paid (unless an alternate date can be agreed upon).

Where an employer wishes to book face-to-face training sessions:

- ❑ TechKnowledge will charge the employer a non-refundable deposit of 10% of the cost of the training session upon confirmation of the booking.
- ❑ Three (3) weeks prior to the booking date for the face-to-face training session, TechKnowledge will invoice the employer for the balance of the cost of the training session (the 'Training Balance Invoice').
- ❑ If payment of the Training Balance Invoice has not been received in TechKnowledge's nominated bank account 48 hours prior to the scheduled training session, the session will be deemed to have

SC15: Fees and Refunds Policy

been cancelled, and TechKnowledgey will not deliver the services associated with this training session.

7. Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our *Complaints and Appeals Policy and Procedure*.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

8. Publication

- TechKnowledgey Pty Ltd will publish in a prominent place on its website the following:
 - Costs for fee for service programs.
 - This Fees and Refunds Policy.

Document Control

Based on Document No. & Name: SC15 - Fees and Refunds P&P V2.0

Quality Area: Students and Clients