

SC15: Fees and Refunds Policy & Procedures

Purpose

The purpose of this policy and procedure is to outline TechKnowledge Pty Ltd's approach to managing fees and refunds and to demonstrate how fees paid in advance are protected by TechKnowledge Pty Ltd.

This complies with Clauses 5.3, 7.3 and Schedule 6 of the Standards.

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. Protection of fees paid in advance

TechKnowledge does not require students or employers to ever pay more than \$1,500.00 in advance for services not yet provided, either prior to course commencement or at any stage during their course.

2. Fees and refund information

Fee information is provided to all students and employers prior to enrolment in the Student Handbook and Course Outline and includes:

- All relevant fee information, including fees that must be paid and payment terms.
- Deposits and refund information, and conditions relating to these.
- The learner's rights as a consumer, including any cooling off period.

This policy is published in the Student Handbook and on the TechKnowledge website.

3. Inclusions in course fees

Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course in which they are enrolling.

- Course fees may include one copy of the required learning materials for each student. Any optional textbooks and materials that may be recommended but not required for a course, are not included in course fees and will be an additional cost should the student wish to purchase such materials.

4. Additional fees that apply in some circumstances

- The following additional costs may be incurred as applicable and amounts as applicable to each course are listed in the Course Outline:
 - **Replacement learning materials.** If learning materials are lost and need to be replaced, the student will be required to cover the cost of the replacement materials
 - **Replacement certification documents.** Course fees include the issuance of a Testamur and Record of Results and/ or Statement of Attainment. For additional copies or re-issuing of any of these documents, an additional fee is applicable.

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- **Extensions to the enrolment period.** Where a student has not completed all the assessment requirements on time. Note: this is only available where an extension is approved prior to the enrolment period ending.
- **Re-enrolment fees - per unit of competency.** These may be charged where, for one or more units a student has either:
 - exhausted assessments attempts for a unit of competency (three are included per unit), or;
 - not achieved competency within the enrolment period (by satisfactorily completing all assessment requirements) and has not had an extension granted.

5. Employer-Commissioned Training

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.
- Four (4) 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 been cancelled, and TechKnowledge will not deliver the services associated with this training session.

6. Employer-Commissioned Training: Additional Expenses

In some instances, face-to-face training sessions will entail additional expenses, beyond the costs of delivering the training services alone. 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. Four (4) 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.

7. Late payments

Fee payers 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 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.

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8. Refunds

Course fees may include a non-refundable deposit/ enrolment fee which is outlined on the *Course Information*. The deposit is non-refundable except in the unlikely situation where TechKnowledge is required to cancel a course before it starts due to insufficient numbers or for other unforeseen circumstances. In this case, students will receive a full refund of their deposit.

If TechKnowledge is required to cancel a course (either before or after commencement) due to insufficient numbers or for other unforeseen circumstances, and an alternative date cannot be agreed on, a full refund will be provided.

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 TechKnowledge in writing, outlining the details and reason for their request. Students who have not completed a Withdrawal Form are 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 to date, and the costs incurred by TechKnowledge in order to provide those services to the student.

The outcome of the refund assessment will be provided in writing to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice. Refund assessments can be appealed following our *Complaints and Appeals Policy and Procedure*.

9. Cooling Off Period

No cooling off period applies as Techknowledge does not do any direct approach marketing or telesales.