

Fee, Fee Collection and Refund POLICY and PROCEDURES



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1 PURPOSE

- 1.1 This policy and associated procedures outline the way that People & Performance Solutions (PPS) ensures that the fees for training and assessment services are communicated, charged and collected and when required, refunded in accordance with standards and requirements of:
- ASQA Standards for Registered Training Organisations 2015
 - VET PQS Agreement
 - Pre-qualified Supplier Policy 2018-19
 - User Choice 2017-20 Policy
 - Certificate 3 Guarantee Program Policy 2018-19
 - Higher Level Skills Program Policy 2018-19

2 POLICY STATEMENT

- 2.1 PPS is committed to administering its Fees and Fee Collection processes in a fair and equitable manner.
- 2.2 PPS will ensure that the rules of any government funded, or subsidised program are met and that fees are clearly disclosed to students and clients.
- 2.3 In the application of these rules, PPS will at all times offer reasonable allowed payment alternatives to ensure that students with financial disadvantage are given every reasonable opportunity to progress their education.
- 2.4 PPS refund processes will also ensure that individual students paying their course fees only pay for the services that they incur for the time that they are enrolled.
- 2.5 This policy and associate procedures apply to all divisions of People & Performance Solutions RTO 31175

3 POLICY DETAILS AND PROCEDURES

3.1 Charging Compulsory Fees

PPS will ensure that it charges all compulsory student or co-contribution fees as required under any government funded or subsidised program.

- See Appendix 1 for User Choice related Fee information
- See Appendix 2 for Vet Investment related Fee information

If the fees for the program vary based on the subjects undertaken or for some other reason, the College will invoice for fees based on the normal fee applicable. At the completion of the course a variation invoice or refund will be made.

3.2 Limit to fees paid in advance

The College does not accept from a student more than \$1000 prior to enrolment, nor do instalments at any time exceed \$1500 in advance of services delivered.

3.3 Applying Concession Fees and Fee Exemptions

The College will ensure that it offers all compulsory student concessions and exemptions to fees as required under any government funded or subsidised program.

Students who do not subsequently meet the proof requirements for the concession or exemption within a reasonable period will be invoiced the standard amount.

3.4 Financial Hardship

Where permitted under a government funded or subsidised program the College may waive all or some student fees based on proven financial hardship.

In this instance the student must complete the Fee Exemption Request Form and be assessed in accordance with PPS procedures.

3.5 Invoicing Terms of Payment

All invoices have trading terms of 7 days

3.6 Payment Plans

PPS will offer reasonable allowed payment alternatives to ensure that students with financial disadvantage are given every reasonable opportunity to progress their education.

3.7 Additional Fees

Hard copy re-print of Statement of Attainment (SOA) or Certificate will incur a payment of \$30 payable prior to issuing.

Electronic copy of Statement of Attainment (SOA) or Certificate will not incur any additional fee

Re-issue of White Card will incur a payment of \$30 payable prior to issuing

We do not currently charge for additional paper copies of learner materials or late payment charges.

3.8 Receipts

Receipts are not issued for payments made unless requested.

If on a payment plan, once invoice has been paid in full a statement is sent to the fee payer/student.

3.9 Refunds

Students who withdraw from their course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to PPS in writing using the Refund Request Form. Students who have not completed a refund request form are not eligible for consideration for a refund or reduction in fees. A Refund Request Form must be received within 30 days of the course cancellation/withdrawal to be considered.

In cases where course fees include a non-refundable tuition or enrolment fee, this will be included in the Statement of Fees and Student Fee Agreement. This is non-refundable except in the unlikely situation where the RTO is required to cancel a course due to insufficient numbers or for other unforeseen circumstances. In this case, students will receive a full refund of their deposit.

Students will be eligible for a refund in the following circumstances:

- Full refund where the RTO cancels the course prior to commencement.
- Full refund of unspent course fees where the RTO cancels the course after commencement
- Refund of co-contribution fees will be paid for units not commenced.

Refund Request Procedure

Refund Request Form received within 30 days of cancellation or withdrawal from course.
All applications will be assessed on a case to case basis and the Refund Request Form must be completed in full and include the following:

- Name of student
- Qualification
- Reason for Refund
- Bank account details for payment

The Refund Application form is available by emailing admin@peopleperformance.com.au

Refunds will be assessed and processed and paid into your nominated account within 30 days of the refund request form being received.

Students are able to appeal a refund decision made by PPS. Please refer to the Complaint and Appeals Policy and Procedure for details.

PPS offers a cooling off period of 10 business days for enrolments that occur as a result of unsolicited contact. In this case, if the potential student changes their mind, reconsiders and chooses to cancel their enrolment prior to attending their course, the student is entitled to a full refund. As per the Consumer Law Guides around Sales Practices the student may also terminate their agreement for training up to three months after it was made if Australian Consumer Law guidelines and conditions are not followed.

3.10 Recovery of Outstanding Fees

Payments past 30 Days will receive a final written reminder.

Payments past 60 days will then receive a Letter of Demand demanding payment within 14 days from the date of the letter. If payment is not received within 14 days, the matter will be referred to QCAT for recovery of the debt without further notice. All costs associated with this procedure including but not limited to Court filing fees and legal costs will all be added to the Debt.

3.11 Dishonoured Direct Debit Payment Plans

Where a payment plan instalment is dishonoured, and as per eDebit direct debit authority, eDebit will charge a dishonour fee to the account holder.

4 RESPONSIBILITIES

Completion, compliance and review

- 4.1 Completion, compliance and review requirements are the responsibility of the Admissions Officer and the Systems and Finance Manager, supported by the Senior Leadership Team.

5 OTHER RELATED DOCUMENTS AND REFERENCES

The following documents are to be used (when relevant) to meet the requirements of this policy and follow its procedure:

- Request for Fee Exemption Form
- Refund Request Form
- Complaint and Appeals Policy and Procedure

6 FEEDBACK

- 6.1 PPS staff may provide feedback about this document by emailing the Director sharna@peopleperformance.com.au

7 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Director
Advisory Committee to Approval Authority	Senior Leadership Team
Administrator	Administration and Compliance Manager
Next Review Date	October 2020

Approval and Amendment History	Details
Original Approval Authority and Date	Director Nov 2018
Notes	This policy and procedure is one of a suite of new (2018) policy and procedures

8. Appendix A – USER CHOICE FEE INFORMATION

As a training organisation, we are required by QLD Department of Employment, Small Business and Training (DESBT) to charge a co-contribution fee for each unit of training undertaken with us. Each unit of study is allocated a set number of hours (called nominal hours) by the Department and we must collect \$1.60 per nominal hour for each unit undertaken. The fee may be paid by the student, employer or other third party.

School-based trainees are exempt from the payment of co-contribution fees

Concessional exemption of fees (40% of the current rate - \$0.64 per nominal hour) is available for:

- a) Aboriginal or Torres Strait Islander students
- b) students who are under 17 at the end of February in the year the training commences
- c) students who hold a Health Care or Pensioner Concession Card or who is a named dependant of a person who holds such a card

Full exemption of fees is available in the following circumstances (please provide us evidence, where you wish to claim the exemption):

- Where a student can demonstrate that payment of fees would cause extreme financial hardship and each case would need to be discussed directly with the Director of the College and support documentation provided.
- Where the student commences an apprenticeship/traineeship within 12 months of completing Year 12 (that is, by the end of the calendar year following completion of Year 12)
- Where the participant is a school-based apprentice or trainee
- From 1 July 2019, young people under the age of 21, who have commenced in a high priority apprenticeship will be eligible for fee-free training – refer to User Choice Policy for further information.

Please note: if you are experiencing any difficulty in paying for these fees, please contact us to discuss options for a payment plan.

An initial payment of \$300 is charged at commencement to cover the first 6 units and must be paid in full before training can commence. After these units have been completed, and electives have been chosen, an invoice will be sent for the remainder of the units with the option to:

- Pay the remainder of the fees in full; or
- Pay the remainder of the fees via a payment plan of up to 18 months duration negotiated with the college.

Estimated Course Fees – Apprenticeships

Qualification Code	Qualification description	Non-Concession	Concession
AHC30916	Certificate III in Landscape Construction	\$1,785.60	\$714.24
CPC30111	Certificate III in Bricklaying/Blocklaying	\$1,532.80	\$613.12
CPC30211	Certificate III in Carpentry	\$1,584.00	\$633.60
CPC30313	Certificate III in Concreting	\$1,504.00	\$601.60
CPC30611	Certificate III in Painting & Decorating	\$1,721.60	\$688.64
CPC31211	Certificate III in Wall & Ceiling Lining	\$1,187.20	\$474.88
CPC31311	Certificate III in Wall & Floor tiling	\$1,456.00	\$582.40
CPC31411	Certificate III in Construction Waterproofing	\$1,164.80	\$465.92

Please see the Student Handbook for our Refund Policy.

Fee and Fee Collection Policy and Procedure V1.3

9. Appendix B

CERTIFICATE 3 GUARANTEE

The Certificate 3 Guarantee supports the Queensland Government's Working Queensland jobs plan. The Certificate 3 Guarantee provides a government subsidy to support eligible individuals to complete their first post-school certificate III qualification. It also supports Queensland's Year 12 graduates to transition to employment by providing fee-free training in high priority qualifications.

For detailed information, please refer to the Queensland Government training site (<https://desbt.qld.gov.au/training/employers/funding/certificate3>)

Students who meet the concessional status requirements for this funding and provide the required evidence, as set by Qld Government, will be required to pay half of the advertised co-contribution fee for the course being undertaken.

Concessional student status applies when the student:

- (a) holds a Health Care or Pensioner Concession Card, or is the partner or a dependant of a person who holds a Health Care or Pensioner Concession Card and is named on the card
- (b) is an Aboriginal or Torres Strait Islander
- (c) has a disability

As you can only access the Certificate 3 Guarantee subsidy once (unless undertaking a pre-apprenticeship pathway qualification noted below), it is important you choose the right course for you to take full advantage of this opportunity.

Current Certificate 3 Guarantee Student Contribution Fees are:

Qualification Code	Qualification Description	No. of Units	Non-Concession	Concession
AUR20716	Certificate II in Automotive Vocational Preparation	12	\$55.00	\$22.00
CPC10111	Certificate I in Construction	11	\$55.00	\$22.00
RII20115	Certificate 11 in Resources & Infrastructure work preparation	9	\$55.00	\$22.00
RII20115	Certificate 11 in Resources & Infrastructure work preparation (with Roller ticket)	9	\$450.00	\$225.00
UEE22011	Certificate II in Electrotechnology (Career Start)	12	\$199.00	\$99.00
AHC30916	Certificate III in Landscape Construction	15	\$105.00	\$30.00
AHC30716	Certificate III in Horticulture	16	\$112.00	\$32.00
CPC30313	Certificate III in Concreting	20	\$140.00	\$40.00
BSB30115	Certificate III in Business	12	\$84.00	\$24.00
BSB30215	Certificate III in Customer Engagement	12	\$84.00	\$24.00
BSB30415	Certificate III in Business Administration	13	\$91.00	\$26.00