

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
 - Skills Assure Supplier (SAS) Agreement Queensland
 - User Choice 2021-2024 Program Policy
 - Vet Investment Program Policy 2021-2024
 - Construction Skills Queensland (CSQ)

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 \$50 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 \$50 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 2024

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
Review	October 2020 – Changes to fees paid in advance
Review	October 2023 – Update to Additional Fee, Update to Current Skills Assure Policy versions

8. Appendix 1 – USER CHOICE FEE INFORMATION

What fees will I expect to pay?

As part of your apprenticeship, you are required to pay a student contribution fee unless you fall within one of the exemption categories listed below. The student contribution fees under User Choice are set by DESBT at \$1.60 per nominal hour for each unit of competency.

The fees may be paid by the student, employer or a third party.

These student contribution fees are calculated prior to the commencement of training and an invoice will be issued to the student or person nominated to pay the fees. Payments can be made via EFT, credit card or through EziDebit if a payment arrangement has been setup.

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

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

- Aboriginal or Torres Strait Islander students
- students who hold a Health Care or Pensioner Concession Card or who are named a dependant of a person who holds such a card

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

- Where the student commenced a high-priority apprenticeship/traineeship from 1 Jan 2021 – 31 Dec 2023 and is under 25 years of age at the time of commencement
- Where a student can demonstrate that payment of fees would cause extreme financial hardship and each case
- Where a school-based apprentice/trainee who has graduated Year 12 and has converted to either a fulltime or parttime apprenticeship/traineeship in a high priority qualification.

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 initial units. Once we have established your chosen electives 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 User Choice Course Fees – Apprenticeships

Course Code	Course/Qualification	Approx nominal hours	Est Price Range (depending on electives chosen)	Est Conc Price Range (depending on electives chosen)
CPC30220	Certificate III in Carpentry	1093	\$1748.80	\$699.52
CPC30620	Certificate III in Painting and Decorating	1076	\$1721.60	\$688.64

CPC32620	Certificate III in Roof Plumbing	523	\$836.80	\$334.72
CPC31320	Certificate III in Wall and Floor Tiling	912	\$1459.20	\$583.68
CPC31220	Certificate III in Wall and Ceiling Lining	879	\$1406.40	\$562.56
CPC31020	Certificate III in Solid Plastering	738	\$1180.80	\$472.32
AHC30921	Certificate III in Landscape Construction	1124	\$1798.40	\$719.36

User Choice Refunds

Where an apprentice/trainee either cancels their training contract or changes to another SRTO we will refund any fees that have been paid for training not undertaken. If training has been undertaken but not completed a proportionate refund will be issued.

Please refer to our Refund Policy in our student handbook or employer handbook for further information and processes.

9. Appendix 2

CERTIFICATE 3 GUARANTEE

What is Certificate 3 Guarantee?

The Certificate 3 Guarantee subsidises course fees for Queenslanders to help them access training and complete their first post-school certificate III qualification and increase their skills to move into employment, re-entre the workforce or advance their career.

It also supports school students to access training and Queensland's Year 12 graduates to transition to employment by providing fee-free training in high-priority qualifications.

The Certificate 3 Guarantee is targeted at Certificate III qualification because they are considered the entry-level qualification most often needed to gain employment in many industry sectors.

Foundation skills and lower-level vocational qualifications may also be delivered in certain circumstances.

The Certificate 3 Guarantee subsidises your vocational education and training course fees.

This means that instead of paying the full costs of a training course, you will pay a reduced amount, making training more affordable and accessible.

Who is eligible for Certificate 3 Guarantee?

- You must be an Australian or New Zealand citizen, or an Australian permanent resident (including humanitarian entrants), or a temporary resident with an eligible visa subclass.
- You must be 15 years old or over.
- You must live in Queensland and have left school.
- You must not already have, or be enrolled in, a certificate III level or higher qualification.

Qualifications offered under Certificate 3 Guarantee funding:

Course	Student Concession contribution fee	Student Full Contribution fee	Full fee for service
52887WA Certificate II in Plumbing	\$180	\$360	\$5250
UEE22020 Certificate II in Electrotechnology (Career Start)	\$120	\$240	\$3600
CPC10120 Certificate I in Construction	\$110	\$220	\$2750
AUR20720 Certificate II in Automotive Vocational Preparation	\$120	\$240	\$3000