

Purpose

This policy governs how ABC Training and Consulting charges and collects fees for training products and services and in what circumstances refunds of course fees may apply.

Scope

This policy applies across all training products and services offered by ABC Training and Consulting. Funding agreements (state and/or federal) may contain specific requirements regarding student fees, in these circumstances the student will be provided a funding specific fee policy or exception document for the relevant funding option.

Fee Protection

ABC Training and Consulting maintains Standard 7.3 'Protect prepaid fees by learners' of the Standards for Registered Training Organisations 2015, Australian Skills Quality Authority. No more than \$1,500 in student fees are collected by ABC Training and Consulting prior to training products or services being delivered.

Pre-paid student fees will be refunded in accordance with the Refunds section of this document, and in line with the relevant cooling off periods which may apply.

Fees, Charges, and Refunds

Please refer to the relevant funding type below for further information regarding fees / charges and refunds that may be applicable

1. Fee Paying Students (Fee for Service)

General Terms

Fee paying students are required to pay the fees outlined in the Training Proposal which is to be signed at the time of engaging ABC Training and Consulting.

Fees and Charges

Training and Assessment (unit) fees are specific for each qualification and/or each student dependant on the elective units chosen by the student/employer. GST does not apply to course fees.

Fees will be outlined in the signed training proposal and may include;

- Enrolment fee (invoiced after commencement of first unit of competency) - \$300
- Unit fee – (per unit, invoiced after unit materials have been released to student) \$ as per training proposal
- Students will not be charged for Credit Transfer; however standard unit prices will apply for Recognition of Prior Learning.
- Re-print of certificates previously issued or replacement training record books - \$55 (including GST)

Tax invoices detailing the type of course fee, payment methods, and payment terms are provided to all fee paying students.

Refunds and Cooling Off Periods

A standard cooling off period of 14 calendar days from date of enrolment will apply for all fee for service enrolments. Students will receive a refund, less the Enrolment Fee, where the request to cancel the course been received in writing by ABC Training and Consulting within the 14 calendar day cooling off period. Where students have only paid the enrolment fee no refund will be made.

A cooling off period of 5 calendar days applies for new units commenced. Students will receive a full refund of the unit fee paid where request for cancellation has been received in writing within the 5 calendar day cooling off period for released units.

A student may request a refund for units of competency they have paid for, but not commenced. In these instances, the student will be refunded the full amount for pre-paid and non-commenced units. Where a student has paid for and commenced a unit and requested to cancel enrolment outside of the cooling off period no refund will be paid.

2. Trainees and Apprentices

General Terms

ABC Training and Consulting offers Traineeship and Apprenticeship study pathways for students who are permanent (full-time and part-time) employees in a suitable workplace. These pathways may attract State or Federal subsidies for the Employer which helps to offset the course of training however, in most circumstances a Student Contribution Fee will be charged as part of their training.

These Student Contribution Fees are often covered by the employer leaving the student with no out of pocket expenses. Some employers may require students to pay their own student contribution fees – this should be noted at the time of the employer completing the invoicing authority form.

Where training subsidies are applicable, Trainees and Apprentices (or employers) are provided with a outline of the Student Contribution Fees in which they are required to pay as part of their Traineeship prior to commencement of their enrolment. The fees will be outlined in the ABC Training Proposal.

Student Contribution Fees for subsidised trainees and apprentices are invoiced and collected in accordance with the relevant State or Commonwealth Government contractual guidelines.

Fees and Charges

Traineeship and Apprenticeship fees vary between states/territories and the state and federal training subsidies which may be available. Students applying for a traineeship or apprenticeship will be provided detailed fee information and/or individual fee schedules prior to or at enrolment (depending on the relevant funding requirements and process).

Additional fees may be charged in the following circumstances:

- Students who require their completed Qualification or Statement of Attainment reissued will be charged a fee of \$55.00 (including GST)

In these circumstances, students will be provided with a detailed tax invoice.

Refunds and Cooling Off Periods

In most cases Traineeships and Apprenticeships have a defined probationary period in which a student may choose to cancel their enrolment without penalty – this is detailed within the training contract and the student’s training plan.

Refunds of Student Contribution Fees for Trainees and Apprentices will occur as follows:

- If a course is cancelled by ABC Training and Consulting, prior to the commencement date of the course, any Student Contribution Fees paid will be fully refunded.
- If the trainee/apprentice cancel their enrolment prior to the commencement date of the course and the Student Contribution Fees have been paid in advance, full refunds of fees will be made.
- Proportionate refunds of fees paid may be offered where a student withdraws from a unit of competency once training has commenced.

Please note: where Student Contribution Fees for Trainees and Apprentices were paid by the Employer, any applicable refunds will be provided directly to the employer.

3. User Choice, Cert 3 Guarantee and Higher Level Skills (Qld only)

General Terms

Queensland residents may be eligible to apply for User Choice, Cert 3 Guarantee or Higher Level Skills training subsidised through DESBT. Once eligibility has been determined for funding under the User Choice, Certificate 3 Guarantee or Higher Level Skills program the Student Contribution fee is calculated at the standard rate.

The student contribution fee may be paid by the employer (or other relevant third party) on behalf of the student.

Further information regarding User Choice, Certificate 3 Guarantee and Higher Level Skills Subsidised Training and the eligibility requirements is available on the ABC Training and Consulting website under the relevant course information page

Special Terms

Students are only able to complete one (1) approved Certificate 3 Guarantee (C3G) funded program so once students have accessed the funding once they are no longer eligible to claim funded/subsidised training under Certificate 3 Guarantee scheme in any other program or with another training provider. Students can, however, undertake a higher level qualification under the Higher Level Skills subsidised training.

Students are only able to complete one (1) approved Higher Level Skills (HLS) funded program so once students have accessed the funding once they are no longer eligible to claim funded/subsidised training under Certificate 3 Guarantee scheme in any other program or with another training provider.

Fees and Charges

The following Student Contribution Fees will be charged at enrolment. Fees are due prior to commencing the course.

User Choice

- User Choice fees are calculated at \$1.60 per nominal hour as per student training plan.
- Concessional status applies to students / trainees who:
 - Hold a Health Care Card or Pensioner Concession Card or are the partner or dependant of a person who holds either of these cards; OR
 - Are Aboriginal or Torres Strait Islander; OR
 - Have a disability; OR
 - Still attending secondary school

*to qualify for concession rates the student must provide a valid concession card (Pension Card, Health Care Card etc) at enrolment.

Cert 3 Guarantee

- Standard Student Contribution Fee - \$10.00 (excluding GST) PER UNIT
- Concession Student Contribution Fee - \$5.00 (excluding GST) PER UNIT

*to qualify for concession rates the student must provide a valid concession card (Pension Card, Health Care Card etc) at enrolment.

Higher Level Skills

- Standard Student Contribution Fee - \$10.00 (excluding GST) PER UNIT
- Concession Student Contribution Fee - \$5.00 (excluding GST) PER UNIT

*to qualify for concession rates the student must provide a valid concession card (Pension Card, Health Care Card etc) at enrolment.

Additional fees may be charged in the following circumstances:

Students who require their completed Qualification or Statement of Attainment reissued will be charged a fee of \$55.00 (including GST)

Refunds and Cooling Off Periods

Refunds Student Contribution Fees for Cert 3 Guarantee and/or Higher Level Skills subsidised training will only be applicable in the following instances:

- ABC Training and Consulting cancels the course in which the student has enrolled.
- The student cancels their enrolment prior to the commencement date of their course.

Where the Student Contribution Fee has been paid by the employer the refund will be provided directly to the employer, only in the event of the above listed circumstances.

No other refunds will apply as per the requirements of the Cert 3 Guarantee and Higher Level Skills subsidised training contract requirements.

4. Smart and Skilled Subsidised Training (NSW only)

General Terms

Smart and Skilled Subsidised Training is offered by ABC Training and Consulting. Student contribution fees are calculated using the Provider Calculator via STS Online. The employer will be notified of the applicable Student Contribution Fees prior to finalising the students enrolment in an approved Smart and Skilled qualification if the fees are to be paid by the employer or the student will be notified directly of the applicable fees if the student is paying their own course fees.

Student Contribution Fees will be adjusted to reflect any Recognition of Prior Learning or Credit Transfers and where applicable the necessary refunds or adjustments will be made.

Students will be notified of any additional equipment costs prior to enrolment. The Student Contribution Fee Schedule will ensure that all fees are paid in full prior to completion of training and assessment. Student Contribution Fees collected will be retained by ABC Training and Consulting.

ABC Training and Consulting will not charge additional fees to approved Smart and Skilled students where sub-contracting arrangements are made by ABC Training and Consulting.

Any pre-payment of fees will be compliant with the Pre-payment of Course Fees section in this document which complies with standard 7.3 of the Standards for Registered Training Organisations, ASQA. ABC Training and Consulting does not collect more than \$1,500 in pre-paid student fees (for students paying their own course fees) – this ASQA requirement does not apply to employers paying course fees on behalf of the student).

For further information please refer to the Smart and Skilled Fee Administration Policy, New South Wales State Government.

https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/fee_administration_policy_2020.pdf

Special Terms

Where a student does not complete a qualification at a certain level but has completed all requirements of a qualification at a lower level with lower Student Contribution Fees, ABC Training and Consulting will refund the difference of the Student Contribution Fees.

Fees and Charges

Student Contribution Fees are calculated on application for Smart and Skilled. Students will be supplied a quote prior to their acceptance of Smart and Skills subsidised training.

Additional fees may be charged in the following circumstances:

Students who require their completed Qualification or Statement of Attainment reissued will be charged a fee of \$55.00 (including GST)

Refunds and Cooling Off Periods

Refunds of Student Contribution Fees for Smart and Skilled Subsidised Training will be processed as outlined below.

Withdraw/Cancellation without Penalty

Students will receive a full refund of Student Contribution Fees paid only in the following circumstances:

- Enrolment in the course has been cancelled by ABC Training and Consulting.
- Student withdraws/cancels enrolment prior to commence of their course.
- Student withdraws/cancels enrolment within 14 days of the commencement date, as outlined in the pre-enrolment guide cooling off period.

Withdraw/Cancellation with Penalty

Students will not receive a refund of Student Contribution Fees paid where they withdraw/cancel their enrolment after 14 days from commencement date unless extenuating circumstances apply. See section below for more details.

Extenuating Circumstances

Refunds or partial refunds of Student Contribution Fees may apply where the following extenuating circumstances are applicable.

Where for any reason ABC Training and Consulting is unable to deliver the agreed training, the student will be refunded Student Contribution Fees paid for any units not completed at that time.

Should ABC Training and Consulting for any reason cease operation, or the Smart and Skilled contract is revoked, ABC Training and Consulting will follow the Transfer Out Process as outlined in the Smart and Skilled Operating Guidelines for Approved Providers. Student will be notified of this change of operating state as soon as practicably possible. Students will receive a refund of any Student Contribution Fees paid for units not completed at that time.

Where a student does not complete a qualification at a certain level but has complete all requirements of a qualification at a lower level with lower Student Contribution Fees, ABC Training and Consulting will refund the difference of the Student Contribution Fees.

5. User Choice & Skilled Capital (ACT only)

General Terms

Students in the ACT may be funded under User Choice funding for those registered as a Trainee/Apprentice under a training contract completed by an ASN (Apprenticeship Support Network).

The student contribution fee may be paid by the employer (or other relevant third party) on behalf of the student.

Fees and Charges

The Student Contribution fee applicable is advertised on the ACT public register. The minimum fees applicable for ACT funded courses are \$350 as per the Skills Canberra funding policy.

Additional fees may be charged in the following circumstances:

Students who require their completed Qualification or Statement of Attainment reissued will be charged a fee of \$55.00 (including GST)

Refunds and Cooling Off Periods

Refunds of the Student Contribution Fees for ACT subsidised training will only be applicable in the following instances:

- ABC Training and Consulting cancels the course in which the student has enrolled.
- The student cancels their enrolment prior to the commencement date of their course.

Where the Student Contribution Fee has been paid by the employer the refund will be provided directly to the employer, only in the event of the above listed circumstances.

6. User Choice (NT only)

General Terms

Students in the NT may be funded under User Choice funding for those registered as a Trainee/Apprentice under a training contract completed by the NT Apprenticeship Network provider.

Fees and Charges

Student Contribution fees are not applicable in NT for eligible trainees.

Additional fees may be charged in the following circumstances:

Students who require their completed Qualification or Statement of Attainment reissued will be charged a fee of \$55.00 (including GST)

Refunds and Cooling Off Periods

Refunds are not applicable as Student Contribution fees do not apply.

7. User Choice (TAS only)

General Terms

Students in Tasmania may be funded under User Choice funding for those registered as a Trainee/Apprentice under a training contract completed by an ASN (Apprenticeship Support Network provider).

Fees and Charges

Student Contribution fees applicable in TAS are:

- Standard Student Contribution Fee - \$350.00 (excluding GST)
- Concession Student Contribution Fee - \$175.00 (excluding GST)

*to qualify for concession rates the student must provide a valid concession card (Pension Card, Health Care Card etc) at enrolment.

Additional fees may be charged in the following circumstances:

Students who require their completed Qualification or Statement of Attainment reissued will be charged a fee of \$55.00 (including GST)

Refunds and Cooling Off Periods

Refunds of the Student Contribution Fees for TAS subsidised training will only be applicable in the following instances:

- ABC Training and Consulting cancels the course in which the student has enrolled.
- The student cancels their enrolment prior to the commencement date of their course.

Where the Student Contribution Fee has been paid by the employer the refund will be provided directly to the employer, only in the event of the above listed circumstances.