

Purpose

The purpose of this policy and procedure is to clearly outline Calibre Training and Developments approach to managing fees and refunds and to set out financial accountability requirements regarding the fees payable by students. It ensures that all students are informed of their rights and obligations with regards to fees, charges and refunds prior to enrolment.

SCOPE:

This policy applies to fees charges and refunds applicable to all nationally recognised training on our Scope of Registration including non-accredited training.

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

Scope of Registration is the list of training package qualifications, Units of Competency or State accredited courses which a training organisation is registered to provide

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

Tuition Fee means the amount that Calibre Training and Development charges for government funded students under the User Choice and C3G programs for a course based on the rules issued by the Department

Protect prepaid fees by learners Clause 7.3 Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6 (Manage complaints and appeals)

Policy

Calibre training and Development sets and collects fees and charges for its services and facilities, including facilitating access to subsidies and financial support for eligible students, in accordance with relevant regulatory, contractual, and business requirements. This policy applies to fees, charges, refunds, and fee protection applicable to the provision of training including clients undertaking training under a Government Funded Training Contract or fee-for-service arrangement.

All refund information is to be made available to clients prior to enrolment through:

- Student Handbook
- The RTO's website
- Policies & Procedures

Fees and Charges

Prospective students are advised of the fees associated with a course on the relevant Course Outline and Schedule of Fees which shows the standard fees payable for each enrolment in a course. At this point, a student's eligibility for funded enrolment is determined in accordance with the appropriate funding contract and this is factored into the information provided to the student.

In compliance with Clause 5.3 of the Standards, this is provided prior to enrolment or commencement of training, whichever is first. The RTO Schedule of Fees for all qualifications and courses are published on its website. The Schedule of Fees as published are subject to change given individual circumstances at enrolment.

Fees & Charges are based on the qualification and units selected for the course. Enrolment is not complete until fees and charges have been paid, deferred payment arrangements have been made, or fees and charges have been waived.

Calibre fees and charges are applicable to the type of enrolment, for example:

- Certificate 3 Guarantee fees are subsidised, student contribution fees are advertised on our website and are payable at point of enrolment.
- User Choice (Apprenticeship/Traineeships) fees are subsidised, student contribution fees are calculated based on the enrolled unit of competency nominal hours by the scheduled \$1.60 per nominal hour fee as set by the Queensland Government. These fees may be paid by the student or a third party such as an employer, and generally are paid at point of enrolment.
- Fee for Service fees are not subsidised, and generally are paid at point of enrolment or otherwise negotiated

All fees must be paid in full before a student receives their Certificate or Statement of Attainment.

Fees paid in advance

Calibre collects fees in advance of the training and assessment being conducted, to ensure the protection of fees paid in advance, Calibre will accept payment of no more than \$1500 from an individual learner prior to the commencement of the course. Should the cost of training exceed \$1500, a payment schedule will be prepared and provided to the student. Unless otherwise specified, course fees include the cost of all compulsory training and assessment materials. No additional charges will be necessary.

Student Contribution Fees (Tuition Fees)

It is a requirement under the User Choice Program for all training providers, to collect contribution fees (GST exempt fees). These fees are known as "Student Contribution Fees" or "Tuition Fees". The rate of student contribution fees is set by the Queensland State Government and is reviewed annually. Calibre training and Development will advise students if their contribution fees increase during an individual's apprenticeship or traineeship.

The current rate of student contribution fee as set by the Queensland State Government is **\$1.60 per nominal hour**.

Concession Fees

Fees may apply at a reduced rate should a student be a holder of a valid concession card (Health Care Card, Pensioner Card), or other identified concession avenues as per the relevant program.

Non-Accredited Training and Workshops

Along with our Nationally Accredited training, Calibre T&D also delivers non-accredited training and workshops. These courses are not able to be funded and are delivered on a fee for services basis. GST is included in the course cost where applicable.

Courses are delivered at minimum cost so there is no concession price available; however, there may be discounts for group-bookings where applicable.

Each course or workshop will be individually priced, with full details made available. All of the terms and conditions, including the requirements around withdrawal and refunds will be clearly stated. If withdrawing from a training programme or course, you must send written advice of your withdrawal to be eligible for a refund.

RPL Fees Recognition of Prior Learning

(RPL) fee is determined subject to the time involved in assessing the RPL.

RPL applications, if requested and approved by the RTO, will be offered at the same cost as normal course delivery costs (full fee for service). The RTO does not have access to Government funding for RPL assessment.

Credit Transfer

Should a student apply for Credit Transfer for a unit of competency and is deemed eligible, no fees will be charged for that unit of competency. If fees have already been paid, a refund of that unit's fees will be payable or final invoice will be reduced to reflect the Credit.

Replacement of Awards

Calibre will charge for the reissue or copies of awards, including Record of Results, Statements of Attainment, Qualifications (Certificate) or other formal certification as per :

- Certificate Reprint \$50
- Statement of Attainment or other Reprint \$20

Payment is to be made at request of the reprint.

Non-Payment of Fees

Fees not paid within 60 days of the original due date may result in a cancellation of the learner's course participation and the referral of the debt to an appropriate Debt Collector. Any additional charges incurred for collection will be payable by the course participant.

REFUNDS

Refunds Under User Choice

Calibre T&D will protect fees paid in advance and has a fair and reasonable refund policy for all students undertaking an apprenticeship/traineeship. An application for a refund is addressed according to the notice given by the person making the request. Calibre T&D will ensure:

- If a student withdraws prior to the completion of the Traineeship/Apprenticeship, and all student contribution fees have been paid, a refund will apply for the units of competencies that have not yet started at the scheduled rate of \$1.60 per nominal hour.

There are no refunds available for Certificate 3 Guarantee unless the following occurs:

- Calibre has to cancel or postpone a course prior to its schedule commencement date, if required. All course fees will be refunded in full should this occur.
- Student withdraws from the program prior to commencement of training will receive a full refund of fees paid. The Employer Contribution will be subject to a refund less the incurred expenses

Fee For Service refunds

An application for a refund is addressed according to the notice given by the person making the request

- 14 days prior to the commencement of the course – 100% refund
- Between 13 days and 7 days prior to the course – 50% refund
- Between 6 days and the commencement of the course – 20% refund
- Withdrawal during the course – no refund.

Information provided prior to enrolment or the commencement of training and assessment, whichever comes first, specifies the candidate's rights as a consumer, including but not limited to any statutory cooling-off period (where applicable) and the candidate's right to obtain a refund for services not provided by Calibre T&D in the event the arrangement is terminated early, or Calibre T&D fails to provide the agreed services.