

Fees, Charges, Refund & Cancellation Policy

1. Policy Statement

AusQ Training will ensure that all clients and students are publicly aware of the fees and charges associated with enrolment in a course and / or service with AusQ Training, prior to enrolment. This policy is designed to be fair and equitable for the client, student and RTO with its foundations in the timing of the withdrawal or cancellation and the surrounding circumstances. This policy provides the guidelines for the eligibility and assessment of refunds.

AusQ Training ensures the protection of all fees and aims to provide clear and accessible information to clients and students about fees and charges prior to and throughout their enrolment and / or other involvement with AusQ Training.

1.1 Purpose

AusQ Training is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). The purpose of this policy is to ensure AusQ Training has a fair and equitable fee structure, refund process and cancellation policy.

1.2 Scope

This policy applies to:

1. All AusQ Training workers
2. All contractors working on behalf of AusQ Training
3. All of AusQ Training's activities and operations

2. Policy Principles

The following principles underpin this policy.

- a) Student fees are set by AusQ Training Director/s and reviewed on an annual basis. The indicative student fees are made available to prospective students through AusQ Training website www.austraining.com.au or via written quotation.
- b) Details of AusQ Training Fees, Charges, Refund & Cancellation Policy and all changes and current fees will be published via the website.
- c) Refund requests will be reviewed and approved in accordance with this policy, within five (5) working days of the request being received. Payment of approved refunds will be made as soon as possible and within ten (10) working days of the refund request.
- d) Written notification of withdrawal from a course must be provided by the client and / or student to apply for a refund for a course. This may be via letter or email.
- e) There is no refund applicable where a customer has commenced their course/unit.
- f) There is no refund to participants who do not obtain their qualification after assessment.
- g) There is no refund for recognition of prior learning assessments after enrolment, where recognition resources and services have been supplied to the customer.
- h) AusQ Training does not accept liability for loss or damage suffered in the event of withdrawal from a course by a customer.
- i) AusQ Training provides a full refund to all customers, should there be a need for AusQ Training to cancel a course. In the first instance AusQ Training will (where possible) provide an opportunity for the customer to transfer at no extra charge and attend another scheduled course.
- j) If AusQ Training cancels a course, customers do not have to apply for a refund, AusQ Training will process the refunds automatically or transfer funds to another future course. In this event, the client and / or student will be given a choice to select their preferred option. Refunds for cancellation of enrolments are granted in accordance with the Cancellation Fees Table (Table 1 shown below).

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- k) Where there are any changes to the agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third party agreements or a change in ownership or changes to existing third party agreements.

2.1 Fees

- a) All course fees will be advertised via www.ausqtraining.com.au and charged accordingly upon receiving an enrolment.
- b) Course fees are subject to change and all changes will be published via the AusQ Training website.
- c) Clients and / or students who require specialised group and / or custom training will be provided details of fees in writing.
- d) Acceptance of these fees must be received in writing (or through the completion of an enrolment which outlines the fees) from the client and / or student.

2.2 Protection of Fees Paid in Advance

- a) All fees paid in advance for a student who has not commenced training with AusQ Training will be returned in accordance with our policy. Fees paid in advance or also known as 'Prepaid fees' means fees collected before the relevant services are provided.
- b) AusQ Training will not accept payment of more than \$1500 from each individual student prior to the commencement of the course.
- c) Following course commencement, AusQ Training may require payment of additional fees in advance from the learner, but only such that, at any given time, the total amount required to be paid which is attributable to training or other services yet to be delivered to the learner does not exceed \$1500.

2.3 Terms & Payment of Fees

- a) Fees can be paid by credit card (Visa or Mastercard), online secure payment gateway Pin Payments, EFT or by invoice (for approved credit account holders only).
- b) Credit card payments can be made over the phone.
- c) A student is not considered enrolled in a course and therefore not eligible for the issue of an award until the required fee is paid.

For approved credit account holders only:

- a) AusQ Training requires a Purchase Order number/s, or written confirmation of intent to enrol individual students into a course and / or book group or customised training. Upon receipt of this, an invoice is generated for the student fees. We do not collect more than \$1,500 per learner in prepaid fees.
- b) In any event the student fee is more than \$1500, any remaining amount will be invoiced at the commencement of training.
- c) Fees are to be paid within the agreed terms as outlined on the signed Credit Application Form.

For group bookings only:

- a) AusQ Training requires a Purchase Order number/s, or written confirmation of intent to proceed with a group booking as per the written quote supplied. Upon receipt of this and once dates are confirmed, a deposit invoice of at least \$1500 will be issued. Payment of this deposit is required to place the group booking into our schedule, allocate trainers, order required resources and set up specific course. This amount is nonrefundable if the course or service is cancelled by the client.
- b) The remaining amount is then invoiced in accordance with the supplied written quote or for account holders as outlined on the signed Credit Application Form.

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2.4 Issuance of Qualifications

- a) Upon completion of a course and once all fees have been paid, the relevant printed AQF certification documentation will be issued and sent to the registered address provided upon enrolment within 30 days.
- b) AusQ Training reserves the right to withhold the issuing of AQF certification documents until all fees have been paid.

2.5 Late Payments

- a) Where a student is more than thirty (30) days overdue with payments, AusQ Training reserves the right to suspend training services until payment is made to bring fees up to date.
- b) Clients and / or students 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.
- c) For any long-term outstanding amounts, AusQ Training utilises the services of a debt recovery agency to ensure the collection of all fees.

2.6 Notice of Withdrawal or Cancellation

- a) Clients and / or students must advise AusQ Training in writing of their intention to withdraw or cancel their enrolment. This written notice should clearly outline the reasons.
- b) The scale of refund is determined by the amount of notice given.
- c) Applications for withdrawal or cancellation must be made in writing to enrol@ausqtraining.com.au. Our terms and conditions are in place to provide AusQ Training sufficient time to advertise our course availability.

2.7 Withdrawal From Enrolment Once Participation Has Commenced

- a) Once participation has commenced in the course, no refund is available to students who leave before finalising their course unless the students state exceptional extenuating circumstances. Exceptional circumstances could include serious illness or injury, death in family, natural disaster or financial hardship and may require additional details or evidence to be supplied such as a medical certificate. In that case, fees may be refunded on a pro-rata basis, minus an administration fee of 10% of the course fee.
- b) However, should students wish to finalise incomplete competencies by attending a future course or completing assessment tasks, the original fee payment can be used as a credit towards that course within three (3) months of the initial enrolment.
- c) AusQ Training will not be obliged under any circumstances to extend the period of a learner's enrolment if the student has not completed the course in the allocated time. Once the allocated time for a given course has ended the student will no longer be able to participate.
- d) Should a student contact AusQ Training prior to the scheduled completion date of their relevant course time, citing the reasons why they cannot complete the course on time, AusQ Training may, at its discretion allow a small extension of time.
- e) Official notification of withdrawal from a course should be provided in writing to AusQ Training via email enrol@ausqtraining.com.au
- f) Support will be offered to the student at this point as required. Students may be offered the option of a deferral of course if it is a suitable alternative to complete withdrawal.
- g) On receipt of the notice of withdrawal the RTO Manager will assess the application and decide whether or not a refund is due. The student will be advised accordingly and without delay of this outcome and a refund provided where appropriate.

2.8 Cancellation Fees

Refunds for enrolments in courses will be calculated in accordance with the following table:

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Reason for Refund	Notification requirements	Refund
Client and / or student withdraws	In writing, five (5) working days or more prior to the course commencement	100% of the course fee (paid by the customer)
Client and / or student withdraws	In writing, within five (5) working days prior to the course commencement.	Nil Refund
Student/s withdraws from the course by AusQ Training	After course commencement, due to inappropriate behaviour	Nil Refund
Student/s is deemed 'Not Yet Competent' after the assessment		Nil Refund
Course cancelled by AusQ Training		100% of the course fee (paid by the customer)

Table 1 Cancellation Fee Table

- If a student is unable to attend the agreed training date and needs to postpone their booking they must advise AusQ Training a minimum of five (5) working days prior to the course commencement date. Alternatively, the client and / or student may send a substitute attendee provided appropriate notification is provided and they also meet the course prerequisites.
- When cancellation of a course enrolment occurs more than five (5) working days prior to the agreed course commencement a cancellation fee does not apply.
- When cancellation of a course enrolment occurs less than five (5) working days prior to the agreed course commencement a cancellation fee of 100% of course fee is charged.
- Once training has commenced, no refund options are available.

2.9 Refunds

- Refund requests must be approved by the Director/s or RTO Manager before processing.
- A refund will be paid directly to the client and / or person who made the payment via the same method of payment.
- Refund requests will be reviewed and approved by the Director/s or RTO Manager within five (5) working days of the request being received.
- Approved refunds will be processed as soon as possible and within ten (10) working days from approval being received.
- For Credit Card transactions, card fees will be charged against client/card holders for every transaction.

2.10 Construction Training Fund

- The Construction Training Fund provides funding support for training of eligible workers in the construction industry. We acknowledge the support of the Construction Training Fund in reducing the costs of training for eligible workers.
- CTF have approved and recognised AusQ Training as an approved RTO and bulk biller, which enables us to assess students' eligibility and offer upfront subsidies of up to 80% of the cost.
- To determine the eligibility of a student, they will be required to provide details of a construction work history and employment details by completing a CTF form. Once eligibility is established, we will invoice the student or employer the cost of the course, less the subsidy approved by CTF. AusQ Training, the bulk biller will then claim the difference from CTF, when the student has successfully completed and paid for the training course.

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- d) CTF subsidies are determined by CTF and advertised by AusQ Training for the eligible courses www.ausqtraining.com.au
- e) If the CTF after reviewing the information provided by the student and / or employer, determines that you/your employee are not eligible for the subsidy, AusQ Training will issue an additional invoice to you for the payment of the outstanding amount to cover the full cost of the training.
- f) In any event a student does not attend training, or provide any cancellation outside of the five (5) working day notice period or they do not successfully complete the training outcomes, the student will not be eligible for any CTF subsidies and full course fees will apply.
- g) Students or employers may also choose to claim training subsidies directly from CTF. And some courses, whilst eligible for the subsidy will require claims (both individuals and employers) to be made directly to the CTF after the successful completion of the course, due to post course commitments and assessment requirements. This can be easily done via the CTF Portal, see the website for more information www.ctf.wa.gov.au

3. Accountabilities

This policy applies to all AusQ Training workers who are involved in handling fees and processing at AusQ Training.

The Director/s is responsible for:

- a) Ensuring compliance with this policy;
- b) Provide approval for creation or amendment of any standard service fees; and
- c) Provide review and approval for refund requests;

The RTO Manager or authorised/appointed person in their absence is responsible for:

- a) Ensuring compliance with this policy;
- b) Provide review and approval for refund requests;
- c) Provide review and approval for any customised training or service requests;
- d) Regular monitoring and internal auditing of this policy to ensure adherence is in place; and
- e) Where any non-conformance is identified, notify the Director/s at earliest available time and commence continuous improvement activities to resolve.

The Training Coordinator/Administrator is responsible for:

- a) Administering client and student fees, charges, refunds and / or cancellations in accordance with this policy.
- b) Use the fees set up and approved in the Training Management System (TMS) or unless otherwise approved in writing by the Director/s and/or RTO Manager.
- c) Generate invoices from the Training Management System (TMS) and attach them to the individual student and / or client record.
- d) Where any non-conformance is identified, notify the Director/s or RTO Manager at earliest available time and commence continuous improvement activities to resolve.

4. Review

This policy will be reviewed and evaluated by the Director/s at least once in every three-year period, considering its purpose and the outcome of the compliance review. Review dates will be in accordance with those set by the Document Management System (DMS).

5. Definitions

- **Student** means the participant in the training and assessment activity.
- **Client / Customer** means the company or business wishing to enrol participants in the training and assessment activity.

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- **Working Days** means Monday to Friday excluding weekends and public holidays.

For other definitions, please refer to Standards for Registered Training Organisations 2015, Appendix 1 – Glossary for definitions.

6. Related Documents

- Standards for Registered Training Organisations SRTOs 2015
- Student Identifier Act 2014 and Regulations
- AQF Qualifications Issuance Policy
- Australian Qualifications Framework
- Certification Issuance Procedure
- Records Management Procedure

Legal Name: The Trustee for AUSQ Unit Trust

Trading Name: AusQ Training

RTO Number: 52361

Established: 2011