

FEES AND CHARGES POLICY

REGISTER INFORMATION

Policy No	P ETT 32	Version	1.0
Drafted By	Annie-Rose Thurnwald	Executive Approved Date	30 August 2017
Responsible Person	CEO	Scheduled Review Date	29 August 2019

POLICY SUMMARY

Purpose	To ensure policies and procedures are implemented that fully inform staff, students and students' employers of legislative and regulatory requirements that affect their duties or participation in vocational education and training. To provide details on Fees and Charges associated with undertaking training with AHCSAs Registered Training Organisation and associated rights and obligations.
Scope	This policy is for the students enrolled with AHCSA's Registered Training Organisation commencing and continuing from September 2017 onwards.
Related Policies	P ETT 07 Complaints, Compliments and Appeals Policy
Related Procedures	I ETT 32.1 Invoicing Process
Related Forms	F ETT 10.1 HLT30113 Recognition Application F ETT 10.2 HLT40113 Recognition Application F ETT 10.3 HLT40213 Recognition Application F ETT 10.4 General Recognition Application F ETT 10.5 Refund Request Form F ETT 7.1 Complaints, Compliments and Appeals Form

POLICY

This policy covers fees and charges associated with training and assessment activities (both accredited and non-accredited) within the Aboriginal Health Council of South Australia Limited's (AHCSA) Registered Training Organisation (RTO).

This policy does not remove the right of the Student or their Employer to take action under Australia's consumer protection laws.

AHCSA will not require or request any Student or third party to prepay training activity fees in excess of \$1,500 at any time.

Fee Information and Acceptance

AHCSA will maintain a Fee Schedule for any and all training activities that incur a fee. The Fee Schedule will be available on AHCSAs website at all times. The Fee Schedule will also be included as an Appendix item within the Student Handbook.

Training activities which incur a fee will have all fees and associated charges (i.e. material costs) clearly listed on any marketing materials (soft and hard copy). Prior to application the Student is responsible for reviewing this information. Upon successful application, prior to enrolment, AHCSA will provide written advice to the student of the outcome of their application and include details of specific fees and charges payable.

At Enrolment, Students will be asked to formally acknowledge and accept the associated fees and charges of the training activity by signing the Enrolment Form provided to them.

Fee Collection and Invoicing

Invoices will be issued upon commencement of training and will be due for payment within 30 days. Details of how to make payment of fees and specific due dates will be clearly stated on each invoice.

Withdrawal and Cooling-Off Period

Students will not be charged for any training activity should they choose to withdraw prior to commencement. Upon commencement of a training activity students will be issued an invoice for that activity and will be required to pay the full amount.

Refunds

As invoices are only issued upon commencement of a training activity, refunds will only be issued in the event that AHCSA fails to provide the agreed services. AHCSA does not collect any prepayment of fees for training activities.

Students who wish to apply for a refund must complete the Refund Request Form which can be downloaded from AHCSAs website or obtained by contacting a member of the Education, Training and Workforce Team. Students must provide details of agreed services which have not been provided and reasoning for the refund request. The refund request will then be considered by the Education, Training and Workforce Manager. If approved, the Student will be notified and a refund will be processed within seven days of approval. If the refund request is rejected the Student will be notified in writing within seven days of the decision.

If a Student's refund request is rejected the Student has the right to appeal the decision. To appeal a rejected refund request, the Student must complete a Complaints, Compliments and Appeals Form. Once received the appeal will be processed in line with the Complaints, Compliments and Appeals Policy referenced in the Policy Summary section of this document.

RESPONSIBILITY

The CEO is responsible for the control, issuance and maintenance of this policy.

IMPLEMENTATION

Student Induction
Student Handbook
aXcelerate

POLICY BASE

This policy assists AHCSAs compliance with the following relevant rules and regulations:

VET Quality Framework
Standards for Registered Training Organisations (RTOs) 2015: 4.1, 5.2, 5.3, 6.2, 6.3, 7.3

DELEGATIONS

Action	Delegated Authority
Ensure this policy is implemented and reviewed as scheduled	ETWT Manager
Ensure all RTO students are advised of their responsibilities outlined within this policy	RTO Staff