

FEES, CHARGES AND REFUNDS POLICY

PURPOSE OF THIS POLICY

As a Registered Training Organisation, Vital Training Solutions Pty Ltd RTO ID No. 91618, must comply with the Standards for Registered Training Organisations 2015; 4.1 (k); 5.2; 5.3; 5.4; 7.3; and Schedule 6.

The purpose of this policy is to define the responsibilities and systems for managing student enrolment fees and refunds associated with the delivery of Vital Training Solutions nationally accredited courses. This information can be found in the Student Handbook and on the RTO website, every prospective student is directed towards this information upon enquiry, prior to enrolment.

THIS POLICY APPLIES TO

Vital Training Solutions staff and prospective students and current students.

POLICY

All courses are GST exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course. ([ATO Reference](#))

Where a student is enrolled in a course which is offering units of competency or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course.

Payments can be made by direct deposit, cheque, money order or cash.

Vital Training Solutions students primarily sought and are granted funding from external agencies to provide courses at a reduced rate. These funded courses will be advertised in the promotional material for the course.

Vital Training Services Pty Ltd reserves the right to adjust fees without notice.

This policy and student fees will be reviewed on an annual basis.

RESPONSIBILITY

Vital Training Solutions staff have a responsibility to comply with these systems when dealing with nationally accredited training fees. The Chief Executive Officer has the responsibility to ensure team members adhere to the Vital Training Solutions promotion procedure, as well as the RTO procedure.

Studying at Vital Training Solutions

Please note: All students whether via Distance/correspondence or Blended delivery option, will need to complete their education as per their course Training Plan expiry date. If this deadline is not met and we do not receive the students allocated progress payments as negotiated on the enrolment forms, the enrolment may be cancelled or additional fees may be required.

A non-refundable enrolment/administration fee is to be paid on enrolment and then progressive payments, as per agreement, thereafter until the total fee has been paid. Instalment fees must be paid in full within (14) days of

receiving invoices from Vital Training Solutions. We may cancel an enrolment or discontinue training if fees are not paid as required. Payment methods include; direct deposit, cheque, money order or cash. For students who select to set-up a regular payment plan, it is the student's responsibility to ensure that payments are made in a timely manner and the money is available in their account at the time the payment falls due. If payments are missed by the student,

Vital Training Solutions has the right to suspend their training or terminate their enrolment for the course in question.

If you complete your course prior to finalising full payment you will be required to pay the balance in full, your certificate will not be issued until this outstanding balance is received.

PROCEDURE

Fees

Vital Training Solutions will issue an invoice at each interval when payment is due as per the following payment terms:

- For short courses from half day to two days - Students will be invoiced the full fee prior to their enrolment being confirmed.
- For nationally accredited courses - students will be invoiced for payment of an enrolment fee, they will then be invoiced \$1500 prior to their enrolment being confirmed. The remaining payment/payment instalments will be invoiced once the training has commenced. Please visit below re Clause 7.3 – Protecting pre-paid fees (fees collected in advance) by students; <https://www.asqa.gov.au/standards/chapter-2/clause-7.3>
- Payment plans are available to suit individual needs. Please contact the training team to discuss.
- Students seeking Recognition of Prior Learning (RPL) for a large percentage of a qualification will initially be invoiced for the total fee of the course they are applying for. The remaining payment/payment instalments will be invoiced once the RPL process has been finalised and outcome determined. The remaining amount is due on submission of the RPL Kit.
\$240.00 is charged for a single unit RPL application and must be paid before their RPL application is assessed.
- Assessments requiring re-assessment, as specified by the assessor, can be accepted up to 3 times free of charge. A fee of \$350 will be charged to students who require more attempts resulting in further training.
- A fee of \$25.00 will be charged if re-marking of an assessment is requested, the student will notify the CEO within four weeks of receiving the 'Not Yet Competent' result. Should the student achieve a corrected 'Competent' outcome on re-marking, the \$25.00 re-marking charge will be refunded.
- Charges for additional services, for example, requests for additional or duplicate copies of Testamur, Record of Results, Certificates or Statement of Attainment will be charged at \$55 per copy. Payment must be received before copies are issued.

Refunds and statutory cooling off period

The following refund policy will apply:

- Students, who give notice to cancel their enrolment 10 business days or more prior to the approval of their training contract, will be entitled to a full refund of fees paid. This policy complies with the Australian Consumer Law required statutory cooling off period for the sale of goods and services. It is a requirement

under the Standards for Registered Training Organisations that an RTO must allow the minimum statutory cooling off period applicable for the jurisdiction in which they operate. Australian Consumer Law introduced in 2010 has made this consumer protection consistent in all States and Territories.

- Students who cancel their enrolment after a training program has commenced and have engaged in training and assessment will not be entitled to a refund of their fees. An exception to this policy is where Vital Training Solutions fails to fulfil its service agreement and fees are refunded under our guarantee to clients.
- Students are advised they will have 12 months to complete full qualifications and 6 months for RPL. If a student has not completed any work, enrolment will be cancelled with no refunds. Only the CEO of the RTO can extend this time upon application i.e., COVID

Discretion may be exercised by the Chief Executive Officer in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. The Chief Executive Officer may authorise a refund of tuition fees if the circumstances require it.

NSW Smart and Skilled

As a Registered Training Organisation under contract to Training Services NSW to offer Smart and Skilled funding, Vital Training Solutions Pty Ltd RTO ID No. 91618, must comply with the Smart and Skilled Fee Administration Policy, Training provider Contract and Operating Guidelines.

Under the NSW Smart and Skilled program, students who receive one or more eligible Commonwealth benefits or allowances at the time of their enrolment may be eligible to pay a concession fee rather than the full fee.

To be eligible you need to be:

- 15 years old or over
- No longer at school
- Living or working in NSW
- An Australian citizen, Australian permanent resident, Humanitarian visa holder or New Zealand citizen

You may also be eligible if you meet the requirements for the 'Skilling for Recovery Initiative'.

Skilling for Recovery is a key component of the NSW Governments COVID-19 Recovery Plan. It is a program to provide fee free training to help job seekers retrain or up-skill as well as support school leavers to enter the workforce for the first time.

As a Smart and Skilled training provider, Vital Training Solutions can help eligible students obtain Skilling for Recovery funded training. To be eligible you need to:

- meet the eligibility criteria above;

and be

- youth aged 17-24 years; or
- Commonwealth Benefit Recipient; or
- unemployed (Not a Commonwealth Benefit Recipient); or
- employed expected to become unemployed.

Eligibility will be extended to school students in specific circumstances.

A student who falls into one of the following categories will qualify for fee-free training:

- Australian Aboriginal and Torres Strait Islander
- student with a disability(ies)

- dependant child, spouse or partner of a recipient of a Disability Support Pension
- refugee or asylum seeker
- recipient of a Fee-Free Scholarship
- studying a qualification under the Entitlement Foundation Skills Program.

A copy of the concession card and other proof of eligibility must be provided and will be retained and placed on the student's file.

Students studying under Smart and Skilled are encouraged to contribute toward the cost of their training, this is called the 'Student Fee'. Student fees are:

- set for the whole qualification (they are not annual or semester fees)
- lower for a student doing their first post-school qualification
- set for the student and the qualification, and will be the same regardless of the Provider chosen.

The student fee charged may vary depending on your circumstances.

The price of a qualification, which is made up of the government subsidy and student fee, covers the total costs incurred by the Provider to deliver the training, including training materials, learning resources and assessment. A Provider must not charge the student any additional fees for the subsidised training, except where specified by the State Training Services. A detailed description of these can be found in Section 4 of the [Smart and Skilled Fee Administration Policy](#)

When you enquire with us about Smart and Skilled, we will advise you of your eligibility for an exemption or concession toward the student fee and tell you exactly what you will need to pay or whether you may qualify for a Fee Free Scholarship.

If an eligible student is granted credit transfer (CT) or recognition of prior learning (RPL) for one or more units of competency (UoC), the qualification price will be adjusted and a new student fee determined.

If a student, of their own accord, transfers to another Provider, Vital Training Services, will issue the student with a Statement of Attainment for Credit Transfer purposes. No student fees will be transferred to another education institution.

Refund Conditions

To obtain a refund you are required to give written notice to cancel your enrolment and complete an 'Application to Withdrawal Form'. Where refunds are approved a 'Fee Refund Form' will be provided to the student, once submitted, the refund payment will be paid via electronic funds transfer using the authorised bank account nominated by you. This payment will be made within 14 days from the time you gave written notice to cancel your enrolment and we have received both the 'Application to Withdrawal Form' and the 'Fee Refund Form' and conducted an exit interview.

A refund will be provided:

- For an overpaid fee
- Any fees paid in advance for training cancelled by Vital Training Solutions, or if Vital Training Solutions RTO closes or is no longer approved to deliver Smart and Skilled, will be refunded 100%
- By being eligible for a refund if Vital Training Solutions is to cease trading or deliver the training that student has purchased

- If Vital Training Solutions fails to provide in full the agreed training services or a course is terminated midstream. A percentage of the original fees and charges will apply depending on the percentage of completed training activities.
- Vital Training Solutions will refund all fees paid in advance, paid by or on behalf of the student, if the student gives more than 10 working days' notice in advance of the training commencing, in writing that they will no longer be attending, the refund will be less a \$240.00 (Fee-For-Service & Smart and Skilled enrolments) administration fee. That is, the refund total is calculated:
 - Refund = Total fees paid minus \$240.00
- Where applicable, all materials must be returned in an acceptable condition to Vital Training Solutions prior to any refund being granted. A student may purchase the training materials for \$30.00 per resource, if they desire.
- A partial refund of fees may be applicable when CT or RPL has been granted after the student has paid their enrolment fee. Refund is \$50 per unit that the student is granted RPL for.
- If a student withdraws from the program they have enrolled in, but have completed an embedded qualification, the difference in the fees will be refunded.
 - Refund = Higher level qual minus Lower level qual

Our guarantee

If for any reason Vital Training Solutions is unable to fulfil its service agreement with a student, Vital Training Solutions will refund the total fees paid by the student for any services not yet delivered. Vital Training Solutions is committed to deliver quality training and assessment and will work with students who require individual assistance to successfully complete the training program.

A refund will not be provided if:

- The student does not show up for the course
- If a student cancels or withdraws their enrolment after 20 working days of course commencement
- If a student fails to complete the course
- The student has been expelled from a course by breaching the required code of conduct as described in the Student Handbook
- The student had failed to pay the course fees
- If the student withdraws at any time from a State and Commonwealth funded training event unless otherwise stated in the applicable funding contract. For more information, [visit Smart and Skilled Fee Administration Policy, Section 5.3.](#)

Percentage of refund applies to all training cancelled by the student;

- Where student withdraws within 20 working days of course commencement the student (or whoever paid the course fees on behalf of the student) will receive a 25% refund, of fees already paid, less \$240.00 admin fee. *For example: Karl enrolls and pays \$240.00 as his first instalment for course fees. Karl then decides to withdraw from the course after 6 working days of the course commencing. Karl's refund would be calculated as: \$240 paid minus \$240 (admin fee) = \$0 refund.*
- If a student wishes to transfer to the same course offered at a later date this will incur an administration fee of \$240.00.
- Requests for transfers or refunds must be made in writing to the Student Administration Officer by email to admin@vitaltraining.com.au

Course Extension

- Students have 7 working days from the date of the notice of course expiry to contact Vital Training Solutions and apply for a course extension, a written application must be submitted with the required evidences. As part of the intervention process you will then be notified if the extension has been granted. All fees must be paid in full before your extension can be processed and approved. If you do not complete the course within the new extension date and after many attempts to make contact initially to successfully assist you to progress your course; you will be forfeiting all fees paid and you will not be able to complete your course. You will be asked to either withdraw or we will cancel your enrolment if we have not heard from you after (14) days total.
- You will, however, receive a Statement of Attainment and transcript for any completed and competent units. Unless your circumstances are beyond your control which include but are not limited to extreme hardship, debilitating medical condition, death in the family which can be proven to Vital Training Solutions. Full evidence including supporting documents to prove your circumstances will need to be submitted to the Student Administration Manager for review.

Documents include:

- medical certificates,
- letter from the medical specialist,
- death certificates and / or legal documents.

Note: A fee of \$240.00 applies for every 1-3 months extension required - 1st extension if granted is free.

Course Deferment

Students can defer their enrolment for a maximum of 12 months from the receipt of notice from the student. Notice must be provided by submitting a 'Deferring, Transferring or Discontinuing Form'. A judgement will be made re outstanding fees (if any) at the time of deferring depending on circumstances.

If you want to defer your course please ask the Student Administration Officer before your enrolment expiry date to assess if/when you may need to pre-plan a course extension.

Please refer to the [Student Handbook](#) for further information on all student rights and obligations.

Other Financial Management Procedures

- All fees received by Vital Training Solutions shall be receipted and copies maintained for monthly accounts finalisation and a copy provided to the student.
- All fees receipted shall be entered into Vital Training Solutions accounting software
- Vital Training Solutions will manage operations to ensure clients receive the training services they pay for
- On the receipt of the monthly reconciliation the Chief Executive Officers shall review the status of the accounts
- The Accounts Officer shall ensure that a Certified Practising Accountant annually certifies Vital Training Solutions record of accounts
- The Accounts Officer is responsible to ensure that all financial monitoring, accountability and compliance requests by the Registering Body are first reported to the Chief Executive Officer and then responded to in a prompt manner
- The annual audited accounts shall be maintained in readiness for review if requested by the regulatory body.

- If made aware, all staff are responsible for reporting to the Chief Executive Officer if any invoices are outstanding after 90 days for action.
- Vital Training Solutions will make a concerted effort to ensure students are able to continue their training and assessment activities even if the RTO ceases to operate
- All fees received under a Smart and Skilled contract will be reported and processed in accordance with the contract.
- No qualification or statement of attainment will be issued until all applicable fees are paid in full and all resources are returned. Irrespective of a student's progress throughout their course, if a student fails to pay any instalment by the due date and fails to make alternative arrangements with Vital Training Solutions, the total outstanding balance of the course fee will become immediately due and payable.
- Vital Training Solutions reserves the right to take further action on accounts which are overdue and have not made any reasonable attempt in settling, the fee, despite our efforts. These actions may include referring the student's account to a professional debt collection agency and / or adverse reporting to a credit rating agency.

Schedule of Fees and Charges

Fee protection: Vital Training Solutions does not collect more than \$1,500 in prepaid fees (fees in advance) from any students at any time for any course service. As such, no further fee protection arrangements are required and have not been implemented. The requirements that apply to prepaid fees include all fees you are required to pay, including enrolment fees, tuition fees, materials fees and any other fee component that is a mandatory payment for the course.

This is outlined in the 'Student Course Fee Agreement' and is able to adequately ensure protection of course fees in line with Standards for Registered Training Organisations (RTOs) 2015 requirements and other state government contractual agreements.

This fees, charges and refund policy is available on our website <http://www.vitaltraining.com.au/student-services/policies-and-forms/>.

Fee for Service (FFS)

On Enrolment: A \$240.00 (**non-refundable**) administration and enrolment fee is due – This will be deducted from the course fee i.e. balance due = course fee minus admin/enrolment fee. Student will have the option to pay the remainder of the fee in full prior to course commencement or selecting a payment option of either weekly, fortnightly or monthly.

Textbook / Workbook Charges – the student is supplied with electronic digital resources and 1 hard copy (included in the training cost). If misplaced, students can purchase the course textbook/learning guide/s at \$30 (per book).

Testamurs will not be issued unless all course fees are paid.

- BSB20120 Certificate II in Workplace Skills \$1100.00
- BSB30120 Certificate III in Business \$1600.00
 - Payable in 3 instalments as arranged on application
- BSB30719 Certificate III in Work Health and Safety \$1600.00
 - Payable in 3 instalments as arranged on application

- CHC34015 Certificate III in Active Volunteering \$1800.00
 - Payable in 3 instalments as arranged on application
- CHC43115 Certificate IV in Disability \$2500.00
 - Payable in 3 instalments as arranged on application

Smart and Skilled Approved Qualifications Schedule (Limited funding available)

Course Entitlement – Full Qualification

Students studying under Smart and Skilled are encouraged to contribute toward the cost of their training, this is called the ‘Student Fee’.

If a student is not eligible for a fee-free training, the minimum student contribution of \$240.00 (**non-refundable**) is due once enrolment is confirmed – This will be deducted from the course fee, i.e., balance due = course fee minus admin/enrolment fee.

Testamurs will not be issued unless all course fees are paid.

- BSB20120 Certificate II in Workplace Skills on application
- BSB30120 Certificate III in Business on application
- BSB30719 Certificate III in Work Health and Safety on application
- CHC34015 Certificate III in Active Volunteering on application

Targeted Priorities – Full Qualification

- CHC43115 Certificate IV in Disability on application

Recognition of Prior Learning

On Application: A \$240.00 (**non-refundable**) administration and application fee is due upon application – This will be deducted from the course fee, student will pay the remainder of the fee in full prior to Vital Training Solutions providing the RPL report. Applications for RPL of single units must be paid prior to their RPL application being assessed, there will be no refund for single unit applications.

Testamurs will not be issued unless all course fees are paid.

- RPL of single units \$240.00
- BSB20120 Certificate II in Workplace Skills \$1100.00
- BSB30120 Certificate III in Business \$1600.00
 - Payable in 3 instalments as arranged on application
- BSB30719 Certificate III in Work Health and Safety \$1600.00
 - Payable in 3 instalments as arranged on application
- CHC34015 Certificate III in Active Volunteering \$1800.00
 - Payable in 3 instalments as arranged on application
- CHC43115 Certificate IV in Disability \$2500.00
 - Payable in 3 instalments as arranged on application

Important Notes

- All training tuition fees are exempt from the payment of GST. No GST included.
- RPL fees are the same as the fee listed above for completing the listed course.
- Vital Training Solutions payment terms are 14 days.
- The fee structure described above is designed to limit the amount paid by students upfront and is structured to collect fees as the course progresses.
- The number of fee payments listed in the Schedule of fees may change due to student needs which must be approved by Vital Training Solution Chief Executive Officer.
- The cost of the course may change due to events such as promotions / high volume of enrolments. This must be approved by the Chief Executive Officer before a course commences.
- Please note students whether via Distance or Blended delivery option, will need to complete their education as per their course Training Plan expiry date. If this deadline is not met and we do not receive your allocated progress payments as negotiated on the enrolment forms, your enrolment maybe cancelled or additional fees may be required to be paid. If the student can't complete the course in the allocated time they must apply for an extension. The extension must be requested, and an application form must be filled out for the Vital Training Solutions to approve. All course fees must be paid for in full for the student to be eligible for an extension.

Miscellaneous and/or additional charges

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|---|---------------------------|
| ● Re-issuing a certificate, qualification or statement of attainment | \$55.00(Incl. GST) |
| ● Replacement of issued learning material i.e., guidebook (per book, if relevant) | \$30.00 (Incl. GST) |
| ● Records copying fee | \$10.00 (incl. GST) |
| ● Re-assessment fee* | \$350.00 (GST exempt) |
| ● Course Extension fee* | \$240.00 (per 1-3 months) |

*Students will be offered three (3) assessment opportunities per unit during a normal training program for each assessment event. The re-assessment fee will only apply if the student chooses to persist to demonstrate competence and complete the qualification. The re-assessment service includes individual re-training to prepare the student for the re-assessment.

*The first extension (if granted) will be free of charge. If you are seeking a course extension, please request an application form from our administration staff on admin@vitaltraining.com.au