



**AUSTRALIAN
SCHOOL OF FINISHING TRADES**

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FEES, CHARGES and REFUND

Policy & Procedure

Purpose

The VET Quality Framework and Conditions of Registration require that AUSTRALIAN SCHOOL OF FINISHING TRADES (ASFT) protect fees paid in advance and have a fair and reasonable refund policy.

We are committed to providing a fair and transparent policy and procedure when dealing with students and prospective students in regard fees charged, protection of fees and refunds where warranted.

Scope

This applies to all students enrolled with ASFT.

Payment of Enrolment Fees

An initial non-refundable Administration fee of \$300.00 applies to all courses. This fee is payable in advance before course commences.

Students may negotiate with ASFT to have a payment plan for this fee.

Financial Standards

In order to ensure that learners are adequately informed about the services they are to receive, their rights and obligations, and the RTO's responsibilities under these Standards, ASFT will provide learners with information prior to commencement of services including any third party arrangements affecting the delivery of training and/or assessment. This is to occur regardless of the manner in which the learner has been engaged, and whether the learner was initially engaged by the RTO itself or a third party.

ASFT will provide or make readily available information to the learner that outlines the services the RTO will provide the learner, along with the rights and obligations of the learner and the RTO.

ASFT may provide information to the learner through one or more documents, for example an enrolment form, policy, employment contract or agreement, induction handbook or documented practice, training plan or training contract

Where ASFT collects fees from the individual learner, either directly or through a third party, ASFT will provide or direct the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- a) all relevant fee information including:
 - i) fees that must be paid to the RTO; and
 - ii) payment terms and conditions including deposits and refunds;
- b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- c) the learner's right to obtain a refund for services not provided by the RTO in the event the:
 - i) arrangement is terminated early; or
 - ii) the RTO fails to provide the agreed services.

Where there are any changes to agreed services, ASFT will advise the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

Course Fees

ASFT will charge a nominal fee per course enrolled. An initial course fee must be paid in advance of course start date. Our marketing materials (website, brochures) clearly detail information on fees and refunds.

We provide the following fee information to each client:

- a) the total amount of all fees including course fees, enrolment fees, materials fees and any other charges;
- b) payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/enrolment fee;
- c) the nature of the guarantee given by the ASFT to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;

- d) the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment, and
- e) the organisation's refund policy.

Payments – Course Fees

Fees for conducting RPL are based on a rate for the Nominal Hour per Unit of Competency, plus additional Application and Administration Fees.

The fee for your RPL will be calculated based on your Application, and in particular, the Elective Subjects you choose. Each subject has a different number of hours allocated, and the cost may vary slightly between different RPL Applications.

An initial upfront Fee of \$1500.00 must accompany your Application, and we will advise you of the Balance remaining calculated on your chosen Elective Subjects.

This fee is made up of a \$300.00 Non-Refundable Administration Fee, and \$1200.00 deposit towards your RPL Application. A Tax Invoice will accompany your Enrolment form.

A second Tax invoice will then be sent to you for payment of the Balance prior to our Assessor meeting with you to conduct the final Assessment.

Generally the RTO requires upfront payment of course fees in line with ASQA Standard 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.”

Schedule 6 (For Fee payments in advance greater than \$1500.00)

Requirements for protecting fees prepaid by individual learners, or prospective learners, for services

The RTO addresses learner fee protection by implementing one or more of the following arrangements:

1. The RTO holds an unconditional financial guarantee from a bank operating in Australia where:
 - a) the guarantee is for an amount no less than the total amount of prepaid fees held by the RTO in excess of the threshold prepaid fee amount for each learner for services to be provided by the RTO to those learners; and
 - b) all establishment and ongoing maintenance costs for the bank guarantee are met by the RTO.
2. The RTO holds current membership of a Tuition Assurance Scheme approved by its VET Regulator which, if the RTO is unable to provide services for which the learner has prepaid, must ensure:
 - a) the learner will be placed into an equivalent course such that:
 - the new location is geographically close to where the learner had been enrolled; and
 - the learner receives the full services for which they have prepaid at no additional cost to the learner; or
 - b) if an equivalent course cannot be found, the learner is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.
3. Any other fee protection measure approved by the VET Regulator.

In line with our values on equity and access, students may approach the ASFT if they have circumstances that warrant an alternative payment structure being agreed. A payment plan may be warranted with several progress payments.

Refund of Fees

Employer sponsored courses and traineeships:

Enrolment fee may be refunded under the following circumstances:

1. If a trainee leaves employer more than (7) days prior to the commencement of the course, full enrolment fee will be refunded, commencement date will be the first scheduled structured training session date booked by the trainer.
2. If a trainee leaves employer less than (7) seven days prior to commencement of the course 20% of enrolment fee will be forfeited, 80% of enrolment fee will be refunded, commencement date will be the first scheduled structured training session date booked by the trainer/assessor.
3. No refunds will be granted from the date of the commencement of course.

Refund of Fees

Student Funded Courses (not traineeships)

Course fees may be refunded or reallocated under the following circumstances:

1. If ASFT cancels the course for whatever reason, the student will receive a full refund (or pro-rata adjusted refund), ASFT may also offer the student a transfer to another course, this choice is for the student to make
2. If a refund is requested more than 14 days before course commences, a full refund, less the enrolment fee will be provided
3. If a refund is requested between 14 days of course commencement and the day of commencement, 50% of the initial course fee will be refunded, less the enrolment fee
4. If a place is not offered in the course, the student will receive a full refund including the enrolment fee
5. If the student wishes to change their enrolment into another course with ASFT the course fees paid will be transferred to new course
6. If a student applies for RPL and the application is unsuccessful, there will be no refund.

No Refund

1. If a student applies for RPL and the application is unsuccessful, there will be no refund.
2. Once training has commenced in the course no refund is available, unless compelling circumstances prevail i.e. extreme personal hardship or medical circumstances which warrant non completion of course. In these cases, the student may wish to return to the course at a later date, this will also be

- approved by RTO (the student must return within 1 year of enrolment date to complete course)
3. The student fails to comply with terms and conditions of enrolment which include, ASFT policies and procedures as provided in this Code of Practice and the Student Handbook
 4. The student provides false or misleading information

How to apply for refund

Requests for refund must be made in writing using the applicable form - the Request for Refund form.

Note: Refunds due to the student will be paid within 2 weeks of receiving written application on the appropriate form available from the Training Manager.

Fees Protection

ASFT warrants that it maintains appropriate retained funds in its bank account to enable continuance through to completion of the training and/or assessment once the student has commenced study in their chosen qualification or course. These funds are maintained in a separate account from that of operational account. Funds are released to the operational account on completion of unit of competency training/ Assessment

Partnership Arrangements

From time to time, Australian School of Finishing Trades enters into Partnership Arrangements with Third Parties to deliver services on our behalf. Our Partners are bound by the same Standards governing Student Fee Protection as ASFT.

Should you be charged Fees that are **NOT** in accordance with the provisions detailed above, please notify ASFT immediately by emailing training@finishingtrades.com.au
Please indicate the name of our Partner, and provide the fee structure they have given you

Associated documents:

Request for Refund form
VQF Quality Management System

Policy developed by: Mark Duffy

Refer to: NVR Standard 5&7

Responsible Manager:

Policy endorsed by:

Issued: 23/06/2015

to be revised by: 01/06/2016

Summary of changes:

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