

FEES CHARGES AND REFUNDS POLICY

Standards & Legislation

- Standards for Registered Training Organisations (RTOs) 2015
- VET Funding Contract, associated policies and guidelines.
- Student Identifiers Act 2014.

Scope

This policy applies to all staff responsible for the enrolment and admission of prospective students.

Purpose

The purpose of this policy is to guide Cultura Training's financial arrangements with all students, including but not limited to the issuance of fees, charges and refunds.

Policy Statement

On application for enrolment, Cultura Training ensures that all students are provided with accurate and sufficient information to make an informed choice about their enrolment and chosen course.

Policy

Cultura Training implements a fair and reasonable Fees, Charges & Refund policy for all students. Cultura Training assesses all potential student funding eligibility prior to enrolment and notifies students of a range of fee information on the Statement of Fees based on individual circumstances.

Fees and Charges

All potential students enquiring about enrolling in a course at Cultura Training are advised of all associated fees and charges prior to acceptance for training. There are no fees applicable for those eligible for government funding. For those not eligible for government funding, full fees apply. This information can be found in the Course Brochure and on the Cultura Training website.

Fees are collected and placed in the organisation's bank account, all students are provided with a receipt for payments made to Cultura Training.

Statement of Fees

All students receive a statement of fees prior to commencement of training, whether the fee is at no cost or fee for service. The statement of fees outlines the total course fees, payment terms and schedule of fees. The statement of fees is designed to provide clear and concise information to the student about exemptions, applicable fees and charges and provide options for payment.

The student acceptance agreement provided on the enrolment form and issuance of the Statement of Fees at the time of enrolment is acceptance of all fees and charges associated with the student's enrolment.

The information provided to each student includes:

- The code and title of the course
- The total amount of all fees to be paid if applicable;
- The approximate cost of government contribution;
- Payment terms if applicable;

- Any additional checks or services which may be a pre-requisite for vocational placement and employment in certain occupations;
- Access to this Fees, Charges and Refunds Policy if applicable.

Fee For Service Fee Arrangements

Cultura Training offers flexible payment options. If a student is unable to pay the full amount of fees prior to the commencement of the course/unit of competency, then a payment plan can be arranged through a direct debit repayment plan.

Under the payment plan a deposit must be paid prior to commencement of the course, this includes the resource and non-refundable enrolment fee.

For full fee paying students the minimum deposit is \$500 and is capped at \$1500 before the commencement of the course and followed by regular instalments finishing before the halfway point of the course/unit of competency.

Student Support Services Fees

If any specific student support options available attract an additional cost to the student, Cultura Training makes this clear in pre-enrolment information. Similarly, if there are limitations to the support Cultura Training can provide to particular student cohorts, these limitations are also made clear in the information provided to potential students prior to enrolment.

Clear and accurate information on these items is included in the Cultura Training Student Handbook and Student Support Policy.

Incidental Expenses

There may be some instances of a personal cost to a student over and above the general course fees. These costs include:

- Essential equipment and other items that the student has the choice of acquiring from Cultura Training, or from another supplier, that becomes the physical property of the student, are retained by the student on completion of training and are not consumed during the training. *Example: tool kit, nurses job watch*
- An optional charge for an item that is not essential for the student to complete the training.
- Field trips and food, transport and costs associated with the provision of field trips that form part of the training.
- Uniform where required for work placement.
- If there is a workplacement component fees may be incurred for relevant checks. Checks Working with Children checks, National Police Checks or NDIS Workers Screening. These checks

For each qualification, Cultura Training publishes on its website any additional costs that a student will or may incur and ensure that students are aware of these costs prior to enrolment.

Cultura Training provides the students or employer (where relevant) with receipts for any monies collected by Cultura Training for incidental expenses. Cultura Training retains copies of receipts issued.

Recognition of Prior Learning (RPL)

RPL applications are required to be submitted at enrolment via the Credit Transfer/RPL Application form and will be assessed in accordance with the Credit Transfer/RPL Policy & Procedure.

Recognition of Prior Learning fee \$150 per unit

There is no cost for Credit Transfer applications provided students can provide sufficient evidence.

Replacement Certificate

Students may require a replacement testamur (Certificate or Statement of attainment). The replacement will need to be requested in writing via the administration team. Cultura Training will re-issue the testamur within 30 calendar days at the below replacement cost.

Issuance of replacement certificate or Statement of attainment \$20

Funding, Subsidy and Support Entitlements (Where applicable)

In cases where students are accessing any government funding entitlement that may reduce their ability to access such funding in the future (such as arrangements that limit funding to one completed qualification for a person), Cultura Training also provides advice on these arrangements prior to enrolment, during the Pre-Training Review.

The total course fee for a government-subsidised course is divided into two components:

- The Fee (to the student / employer / client); and
- The Subsidy (paid by the relevant government body).

In cases of government funding or subsidy, the Statement of Fees also includes the approximate value of the contribution from the government towards the qualification(s) in which the student is considering enrolment.

Fee Waiver

Cultura Training does not charge a tuition fee for enrolment to a student who is granted a Fee Waiver in the circumstances set out in clause 2.3 of the Skills First Program Guidelines about Fees.

Information for Fee For Service Students:

Recovery of Outstanding Student Fees

Cultura Training collects all fees to be paid by the student by the time they complete half of their subsidised training. Cultura Training retains the student fees that it collects.

Cultura Training has a robust process for the recovery of outstanding fees from a student. The failure of a student to pay a fee owing is considered to be a breach of discipline and can lead to penalties being imposed on the student.

One of the penalties that may be considered is the delay in the release of results or testamur(s) as relevant to the student until all fees are recovered. For significant student debts, formal debt collection actions may also be undertaken.

For full fee paying students who do not pay fees according to payment plan one of the penalties may be exclusion from training and assessment.

Fee Protection

Cultura Training does not collect more than \$1,500 in prepaid fees from students at any time for any course service. As such, no further fee protection arrangements are required. The requirements that apply to prepaid fees include all fees that a student is required to pay, including enrolment fees, tuition fees, resource fees and any other fee component that is a mandatory payment for the course.

Cultura Training is only required to protect prepaid fees from individual students and prospective students. These requirements do not apply to other clients - for example, where an employer engages Cultura Training to provide training and/or assessment to its personnel.

Refunds

From time to time a refund may be required for specific student cases. Refund information and arrangements are made available to students prior to enrolment through:

- Cultura Trainings Student Handbook;
- Cultura Trainings website; and
- As a part of the enrolment process.

Refunds are negotiated on an individual basis with Cultura Training. A student may apply for a full refund prior to the course commencing. This means that if a student accepts an offer of a place and pays Cultura Training the relevant course fees before the course start date, and then changes their mind (for any reason) before or on the course start date, a full refund of course fees may be paid, less the enrolment fee and resource fee.

Cultura Training has publicly published on its website and makes students aware of this Fee, Charges & Refund policy before enrolment.

Withdrawal prior to course commencement date

Cultura Training advises prospective Fee for Service students, prior to any fees being paid, of the 'withdrawal prior to commencement' cut-off date. That is the date by which the student can withdraw and be refunded any fees paid on enrolment. This date is before the commencement of the scheduled course. Students will be advised of the course commencement date at acceptance of enrolment.

Withdrawal from course commencement date

Refunds for full fee-paying students will be based on pro-rata course tuition fees paid based on units commenced.

Refunds Due to Non-Provision of Services

Course fees are to be refunded in full if Cultura Training is unable to commence the course service as agreed due to a lack of minimum student numbers or unforeseen circumstances.

Where there is an instance of Cultura Training default due to unforeseen circumstances, Cultura Training will endeavour to arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to a refund. Where the student agrees to this arrangement, Cultura Training will not refund the fees paid.

Refunds Request Extenuating Circumstances

Students may have extenuating circumstances that prevent them from attending scheduled course dates which may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary.

Where evidence can be successfully provided to support the student's circumstances, course tuition fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued.

This decision of assessing the extenuating circumstances rests with the RTO Manager and shall be assessed on a case-by-case situation.

Where delivery has commenced, course fees have been paid and a student believes a special circumstance refund is warranted, the student may apply for a refund in writing, along with supporting documentation to Cultura Training, 68-70 Little Ryrie Street, Geelong, Victoria 3220 or via email to Training@cultura.org.au .



All refund requests are assessed and processed within thirty (30) days of the application being placed. The student will be advised in writing of the outcome of their request, including reasons for refusing a refund in cases where this occurs.

All students have the right to appeal a refund decision made by Cultura Training. Please refer to the Complaints & Appeals Policy & Procedure for further information.

Fee Records

All course fees, including no-cost Statement of Fees form, relevant invoices and receipts for each student's course enrolment are recorded and maintained in the VETtrak student management system. This system acts as the official accounts receivables system for Cultura Training and is maintained as the official and auditable records for all fees, charges and refunds.

Related Documents

- Statement of Fees
- Student Handbook
- Enrolment Procedure
- Withdrawal Form
- Pre-Training Review
- Credit Transfer/RPL Application form
- Credit Transfer/RPL Policy
- Complaints & Appeals Policy & Procedure