

4 Up Skilling Pty Ltd FEES, CHARGES and REFUND Policy & Procedure

Purpose

The ASQA Standards for Registered Training Organisations 2015 require that 4 Up Skilling Pty Ltd 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. We are also obligated to work within the requirements of our VET funding agreements.

Scope

This applies to all students enrolled with 4 Up Skilling Pty Ltd.

Course Fees

4 Up Skilling Pty Ltd will charge a Student Tuition Fee per course or qualification enrolled. Course Fees (tuition and incidental/resource fees) are published to the 4 Up Skilling Website. The Student Tuition Fee is calculated based on the nominal enrolled hours by the funded (or non funded) rate per hour for eligible participants (or non-eligible participants).

We provide the following fee information to each client:

- a) an indicative quote of the total amount of all fees including Student Tuition Fees, and if applicable, materials fees and/or other charges; with proposed payment terms, including the timing and amount of fees to be paid;
- c) the nature of the guarantee given by the 4 Up Skilling Pty Ltd 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.

The Finance Manager updates changes to courses fees, after authorization by the executive team. The Finance Manager then updates the amended [Fees List](#) on the website and in the Quality Form Library.

Payment of Course Fees

4 Up Skilling Pty Ltd requires upfront payment of Student Tuition Fees (&/or incidental fees where applicable) on enrolment and per calendar year. Late payment of fees may result in the student not being permitted to attend future classes/workshops.

Whereby a unit of competency (or component of the training) is not completed within the calendar year it is originally planned & charged (according to the student training plan), *the student or their representative may be required to pay for the services again in the subsequent year (given no extenuating circumstances exist and/or the delay in training is of no fault of 4 Up Skilling).*

4 Up Skilling Pty Ltd will not accept prepaid fees of more than \$1,500 from an individual student (or their representative) prior to the commencement of the course, or at any one time. If, collectively, fees are greater than \$1,500, the amount outstanding will be invoiced only when the student has received at least \$1,500 worth of services. This includes all enrolments fees, including tuition fees, incidental/materials fees and any other fee component that is a mandatory payment for the course. **This requirement does not apply, where an employer engages & pays for 4 Up Skilling to provide training and/or assessment to members of its staff through a negotiated commercial transaction; or in cases where an employer is sending only a small number of students, a Statement of Fees will be issued.**

Students are given a Statement of Fees prior to training commencing, which demonstrates the total fee calculation, what they are paying for, and how payments are likely to be scheduled to be paid. This is generated off iCare.

In line with our values on equity and access, students may approach 4 Up Skilling Pty Ltd if they have circumstances that warrant an alternative payment structure being agreed. A payment plan may be warranted with several progress payments.

In cases of extreme hardship or special circumstance, the Chief Executive Officer, or delegate may waive any or all charges and fees payable, on written application by the person concerned. **This waiver cannot be offered to eligible participants in receipt of South Australian Skills Funding. In these circumstances, an eligible participant (or their representative) must pay course fees. This cannot be paid by the RTO.**

Where a **part payment plan** is requested by a student and this is authorised by the Chief Executive Officer, it will be recommended that the student set up a monthly direct debit for the required period. The amounts to be paid and period of the part payment scheme will be negotiated and communicated by the Finance Manager in writing. For all part payment schemes:

- Where a student defaults on two consecutive payments, the student will be withdrawn from their program of study.
- No certificate will be issued until all fees are paid in full.

Whereby a past student submits late assessments or evidence for credit recognition in a year that is subsequent to their paid enrolment year, an administration fee of up to but no more than \$100

will be charged (at the discretion of the Chief Executive Officer), unless that student is re-enrolling, or continuing their studies in that given year.

For small or large group enterprise training, a payment schedule will be negotiated. In these instances, a minimum payment of 50% of the fees are generally required prior to the training commencing.

Payment can be made by:

- Cash
- Cheque
- Direct debit
- Part Payment Plan (as authorised by the Chief Executive Officer)

Tuition fee waivers/exemptions

For Victorian *Skills First* eligible individuals, 4 Up Skilling Pty Ltd will allow tuition fee waivers/exemptions in accordance with Section 2 of the most current Guidelines for Fees (Skills First Agreement). This includes granting a fee waiver & retaining the required evidence in the following circumstances:

- Judy Lazarus Transition Centre participants
- Young people on community based orders (as confirmed by DHS).
- JobTrainer Skill Set commencements

Fee waivers cannot be offered to eligible participants in receipt of South Australian Skills Funding. In these circumstances, an eligible participant (or their representative) must pay course fees. This cannot be paid by the RTO.

In South Australia, participants over the age of 16 and who are, or have been, under the Guardianship of the Minister for Education (or interstate equivalent) on any guardianship order, will be eligible & entitled for a Course Fee exemption.

Prior to the commencement of training, 4 Up Skilling Pty Ltd will sight and retain copies of all documentation demonstrating an individual's eligibility for the tuition fee waiver/exemption granted for audit or review purposes and to meet the record keeping requirements set out in the aforementioned Guidelines, or the Funding Activities Annexure (FAA) of the South Australian Skills Agreement.

4 Up Skilling Pty Ltd will report to the STA all tuition fee waivers/exemptions granted in accordance with the Victorian VET Student Statistical Collection Guidelines, or the Guideline under the SA VET Training Fee Framework.

All other applicants wishing to apply for a fee waiver, discount or exemption must put this in writing to the Chief Executive Officer or Finance Manager; this process can be supported by the Trainer. In these instances, the Chief Executive Officer or Finance Manager approves tuition fee waivers/exemptions within 48 hours. Authorisation is emailed to the coordinator, with the outcome communicated to the applicant, and recorded in the notes area of the enrolment form.

Fee For Service (FFS) - refers to full fee paying rate for ineligible / non-funded students.

Funded places – refers to state government funded places for eligible students. Information relating to eligibility requirements is available in the Student Enrolment and Administration Procedure (form USSEA) or the SA Student Enrolment and Administration Procedure (from SASEA).

Concession

Concession rates are applied against the funded Student Tuition Fee rate for eligible students with relevant concession cards as recognized by the issuing STA.

In Victoria:

Concession rates are charged at 20% of the funded tuition fee for eligible Victorian students, *enrolling in Certificate IV level qualifications & below. Concession rates apply only when valid concession is provided at enrolment & per subsequent invoicing events.*

Eligible concession cards include current:

- a. Commonwealth Health Care Card
 - b. Pensioner Concession Card
 - c. Veterans Gold Card or
 - d. an alternative card or concession eligibility criterion approved by the Minister for the purposes of the Guidelines for Fees
- Dependents: The concessions provided for in (a) and (b) above also apply to a dependent spouse or dependent child of a card holder.
 - Indigenous Completions Initiative: Under the Indigenous Completions Initiative from January 1st 2024, the RTO must not charge an individuals for tuition fees who self-identify as being of Aboriginal or Torres Strait Islander descent (and are reported as such through the “Indigenous Student Identifier” field of the Student Statistical Report). The RTO may retain a copy of the enrolment form on which the student self-identified as indigenous as evidence of their entitlement.
 - Asylum Seeker VET Program: Under the Asylum Seeker VET program, for eligible enrolments in courses at the *Certificate IV level and below*, the RTO must charge the concession fee to an asylum seeker or trafficked person enrolled on or after 1 July 2016. A validly endorsed referral form (Referral to Government Subsidised Training – Asylum Seekers) from the Asylum Seeker Resource Centre; or a validly endorsed referral form (Referral to Government Subsidised Training – Asylum Seekers) from the Australian Red Cross Victims of Human Trafficking Program must be sighted as evidence.
 - JobTrainer Initiative: Enrolment in a program that is an AQF qualification at any level on the JobTrainer Funded Programs Report must be charged a concession rate. See Guidelines about eligibility (DET) for the required evidence to be retained.

Prior to the commencement of training, 4 Up Skilling Pty Ltd must sight and retain (electronically or in hard copy) copies of all documentation demonstrating an individual's eligibility for the fee concession granted by the RTO for audit or review purposes and to meet the record keeping requirements set out in the Guidelines for Fees for Victorian Skills First.

Where a concession card is presented to the RTO via a Digital Wallet through a Centrelink Express Plus mobile application, the RTO must sight and authenticate the card by viewing the card directly through the Centrelink Express Plus mobile application on the cardholder's mobile device. In addition, and as per clause 3.10 (Guidelines for Fees) 4 Up Skilling will retain a copy of the Digital Wallet through a Centrelink Express Plus mobile application by:

- the RTO must make a written declaration and attach it to the student's file stating that the digital concession card has been sighted. The declaration must include:
 - Name of the authorised delegate who sighted the digital concession card;
 - Date the digital concession card was sighted;
 - Document number of the concession card; and
 - Name of concession holder.

In South Australia:

Concession rates are charged at 35% of the funded tuition fee for eligible South Australian students. *Concession rates apply only for those units where the concession expiry date is later than unit commencement dates.* Concession will only apply when no fee exemption exists, and if the eligible person is a Prisoner or holds a valid current concession card (*as at the time of commencing in training*).

Valid concession includes:

- a. Health Care Card;
- b. Pensioner Concession Card; or
- c. Veteran Affairs Concession Card.

Prisoners include all prison inmates, detainees, people on remand, those held in South Australian institutions in connection with the commission of an offence and extends to children in South Australian detention centres who are beyond the age of compulsory schooling.

Evidence of concession must be dated on the day it is sighted & again each time the student is re-invoiced to confirm they are still eligible for concession (e.g. on invoicing in consecutive calendar years, or on invoicing when commencing a new cluster – whichever is scheduled to occur). *Concession rates apply only when valid concession is provided at enrolment & per subsequent invoicing events (excluding part payment schemes).*

In Victoria, if an individual who is eligible for a concession at enrolment is entitled to a concession for the full program regardless of if the card expires before training starts or before the program ends.

In South Australia, concession rates will no longer apply where the concession expires earlier than a unit start date. To maintain a concession rate, the student should supply a valid current concession card and the RTO maintain an up-to-date Training Account throughout the enrolment period, and retain up-to-date evidence.

Refund of Fees

4 Up Skilling Pty Ltd will adopt a refund policy that is fair and equitable both to the student and 4 Up Skilling Pty Ltd. 4 Up Skilling Pty Ltd will ensure that the contractual and financial relationship between the student and 4 Up Skilling Pty Ltd is full and properly documented, and that copies of the documentation are made available to the student. In the case where the employer is funding the cost of training, information of such funding will be provided to the trainee at the discretion of the employer only. In these instances, a refund can only be request buy the employer.

To be eligible for a refund of course fees, students must officially withdraw from their course. Information relating to the withdrawal process is available in the Student Enrolment and Administration Procedure (form USSEA).

Commencement date - Refunds will be determined based on the 'commencement date' of the course, which is defined as the first scheduled structured training session date booked by the trainer and as established by the Training Plan; when defining the commencement of a unit, it is the specific start date for that unit, as established by the Training Plan.

The Student Tuition Fee may be refunded under the following circumstances:

1. If 4 Up Skilling Pty Ltd cancels the course for whatever reason, the student will receive a full refund (or pro-rata adjusted refund), 4 Up Skilling Pty Ltd may also offer the student a transfer to another course, this choice is for the student to make;
2. If a place is not offered in the course, the student will receive a full refund including the enrolment fee;
3. If the student wishes to change their enrolment into another course with 4 Up Skilling Pty Ltd the course fees paid will be transferred to new course;

4. Partial refunds will be granted for withdrawals or cancellations that occur within 4 weeks of commencement of the course. In these instances refunds will be for all units of competency not yet commenced, minus an overall administering cost of \$100;
5. 4 Up Skilling Pty Ltd have measures in place to ensure that students receive a refund of fees for services not provided. This includes services not provided as a result of the financial failure of 4 Up Skilling Pty Ltd.
6. 4 Up Skilling Pty Ltd will not charge for credit transfers. Where a student has enrolled & paid in a unit of competence that they later can validate is eligible for a credit transfer (recognition), a full refund will be granted for that unit.
7. Where an applicant is seeking RPL (normal fees apply), or credit transfer recognition only, with no training (\$150 administration & compliance fee applies).

No Refund

1. No refunds will be granted for units of competency that have commenced; unless compelling circumstances prevail i.e. extreme personal hardship or medical circumstances that 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).
2. No refund will be granted after 4 weeks of commencement of the course;
3. If a student applies for RPL and the application is unsuccessful, there will be no refund.
4. The student fails to comply with terms and conditions of enrolment which include, 4 Up Skilling Pty Ltd policies and procedures and that specified in the Student Handbook and Code of Practice, available on the 4 Up Skilling website.
5. 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 (form USRA), available on request or on the 4 Up Skilling Website.

Note: Refunds due to the student will be paid within 4 weeks of receiving written application on the appropriate form available from the Operations Manager.

Interim and Replacement of Certificates or Statement of Attainments

Past students making requests for replacement certification or replacement Statement of Attainments (SOA) must provide proof of identity such as a current Australian driver's license or current passport. The Administration Officer will then complete a verification check to ensure the person requesting documentation is the person previously enrolled in stated course.

Current students requesting an interim SOA (normally issued on completion) and past students requesting a replacement will incur a \$20.00 administration fee, which is to be paid at time of application for replacement documentation. It may take up to two weeks for the copy award document to be completed.

Associated documents:

Request for Refund (form USRA)

Student Enrolment and Administration Procedure (form USSEA)

SA Student Enrolment and Administration Procedure (from SASEA).

Student Statement of Fees (form USSSF)

Victorian VET Student Statistical Collection Guidelines (DET)

SA VET Training Fee Framework (DIS)

Policy developed by: Quality Manager

Responsible Manager: Chief Executive Officer

Policy endorsed by: Chief Executive Officer