

1.0 PURPOSE

Access Training & Logistics operates in accordance with the Standards for RTOs 2015 and as such endeavors to make entrance to all advertised courses financially viable for all participants by offering flexible payment options to meet individual needs.

The details contained in this policy are broadly outlined under two categories:

- Private training and tuition
- Government Funded Courses

2.0 SCOPE

2.1 This policy applies to all Access Training & Logistics clients

3.0 RESPONSIBILITY

3.1 Access Training & Logistics General Manager

4.0 POLICY & PROCEDURE

Access Training & Logistics will supply accurate, relevant and up-to-date fees and charges information to prospective participants.

Access Training & Logistics will supply this information to the participants before enrolling participants and will review regularly all information provided to participants to ensure its accuracy and relevance.

4.1 Payment procedures

4.1.1 For qualifications, course fees, to a maximum of a \$1500 is required on enrolment. Payment for the remainder of course fees will be made via regular instalments detailed on the enrolment form, as negotiated. Instalments shall be no more than \$1500.00

Payment for short courses must be made in full on enrolment.

4.1.2 Payment plans must be negotiated prior to course commencement.

4.1.3 Confirmation of a participant's enrolment in the course will be made upon receipt of relevant payments.

4.2 Amenities fee

4.2.1 A "reasonable" amenities fee may be charged for services such as counseling and guidance, comfortable amenities and facilities. The spirit of fees and charges is to ensure that the cost to participants for government funded education and training is minimal. Access Training & Logistics adheres to this policy.

4.3 Materials Fee

4.3.1 Fees for course materials retained by the participant after the course may be charged. Where charged, these will reflect the real cost of the materials supplied.

4.4 Credit Transfer

4.4.1 A fee will not be charged for unit/s for which a Credit Transfer has been awarded. A statement of attainment/results must be supplied within 4 weeks of the course commencement.

4.5 Payment Plans

4.5.1 Where full payment is not received up-front, a payment plan will be negotiated with the participant.

4.6 Resits/Reassessments

4.6.1 On occasions a participant may be required to re-sit an assessment test or undertake a reassessment as part of being awarded a final result. Under no circumstances will Access Training & Logistics charge a participant additional fees and charges associated with resits and/or reassessments.

4.7 Reissuing Statements of Attainments and/or Certificates

4.7.1 In the event a participant loses or misplaces their original Statement of Attainment or Certificate a replacement document can be provided for a charge of \$20. On most occasions this would be available within 10 working days.

4.8 Government Funded Training

4.8.1 Fees and Charges for Government Funded training will be as per the relevant funding Contract and shall be provided to individuals prior to course enrolment.

Relevant State department websites have up to date information on funded training fees

4.9 Concessions and Fee Waivers – for Government Funded Training

4.9.1 Information on concessions and exemptions will be provided to students prior to enrolment.

4.10 Refunds

4.10.1 Access Training & Logistics agrees to refund, within 30 days, without deduction, all fees where the participant's application for enrolment is refused by Access Training & Logistics.

- 4.10.2 Access Training & Logistics agrees to refund, within 30 days, all fees paid less a \$100.00 enrolment fee, where, by reason or reasons beyond the participant's control, including Acts of Government authorities, civil strike and riots, the participant is prevented from attending the course.
- 4.10.3 Access Training & Logistics agrees to refund, within 14 days, without deduction, all fees where Access Training & Logistics cancels the course or where the commencement of the course is postponed for more than four weeks.
- 4.10.4 Where a participant decides to withdraw from the course prior to course commencement (the 'cut-off date'), all fees will be refunded, apart from the non-refundable enrolment fee. Access Training & Logistics will not refund fees paid in advance unless notification is provided at least 14 days prior to course commencement, *in writing*.
- 4.10.5 Where participant decides to withdraw from the course after training and/or assessment has commenced, Access Training & Logistics will be entitled to charge for training and assessment services and materials provided to that point. Application for refunds must be made *in writing*.
- 4.10.6 Any refund will be payable by cheque within four weeks of the written notification of withdrawal being received by Access Training & Logistics.
- 4.10.7 All Access Training & Logistics participants are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided the participant has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

5.0 RELATED POLICIES & PROCEDURES

Not applicable

6.0 RELATED LEGISLATION

Education and Training Reform Act 2006
 Standards for Registered Training Organisations 2015

7.0 REVISION HISTORY

Rev #	Date	Detail of modifications
1	Aug 2015	General review
2	Jan 2017	Review – title change
3	Nov 2017	Review – minor updates