

1.0 PURPOSE

Access Training & Logistics (ATL) operates in accordance with the Standards for RTOs 2015 and as such endeavors to make entrance to all advertised courses (both fee for service and government subsidised) financially viable for all students by offering flexible payment options to meet individual needs.

2.0 SCOPE

2.1 This policy applies to all ATL clients

3.0 RESPONSIBILITY

3.1 ATL General Manager

4.0 POLICY & PROCEDURE

ATL will supply accurate, relevant and up-to-date fees and charges information to prospective students.

ATL will supply this information to the students before enrolling students and will review regularly all information provided to students 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 Where the course fees are to be paid by a third party, the relevant section of the enrolment form is to be completed, signed by the third party. The third party will be invoiced for the course fee.

4.1.4 Confirmation of a student'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 students for government funded education and training is minimal. ATL adheres to this policy.

4.3 *Materials Fee*

4.3.1 Fees for course materials retained by the student 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.

4.5 Payment Plans

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

4.6 Resits/Reassessments

4.6.1 All students are provided with a 2 re-assessments at no additional charge. Where a student requires a further reassessment and the assessment requires substantial physical or human resources such as with a practical placement, practical assessments where equipment must be hired, etc, ATL may negotiate a reasonable fee as long the student has been provided with opportunity for additional training between the initial assessment and reassessment. This fee is to be negotiated and approved by the CEO and must be undertaken in line (where applicable) with state funding requirements..

4.7 Course extensions

4.7.1 If a student has not completed a course within the required timeframe of enrolment, they may apply for an extension to the end date. The fee to be applied will be in accordance with the Course Extension Policy

4.8 Reissuing Statements of Attainments and/or Certificates

4.8.1 In the event a student loses or misplaces their original Statement of Attainment or Certificate a replacement document can be provided for a charge of \$40. On most occasions this would be available within 10 working days.

4.9 Government Funded Training

4.9.1 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

4.9.2 Under no circumstance will ATL or any related entity pay the student fee for subsidised training unless ATL is also the student's employer

4.9.3 Any other third party may pay the student fee for subsidised training – this may include the student's employer. In this case the third party will be invoiced as per 4.1.3 above

4.10 Concessions and Fee Waivers – for Government Funded Training

4.10.1 Information on concessions and exemptions will be provided to students prior to enrolment. Any concessions or fee waivers will be done in line with state funding body requirements & contracts

4.11 Refunds

4.11.1 ATL agrees to refund, within 30 days, without deduction, all fees where the student's application for enrolment is refused by ATL.

4.11.2 ATL agrees to refund, within 30 days, all fees paid less a \$150.00 administration fee, where, by reason or reasons beyond the student's control, including Acts of Government authorities, civil strike and riots, the student is prevented from attending the course.

4.11.3 ATL agrees to refund, within 14 days, without deduction, all fees where ATL cancels the course or where commencement of the course is postponed for more than four weeks.

4.11.4 Where a student 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. ATL will not refund fees paid in advance unless notification is provided at least 14 days prior to course commencement, in writing.

4.11.5 Where student decides to withdraw from the course after training and/or assessment has commenced, ATL will be entitled to charge for training and assessment services and materials provided to that point. Application for refunds must be made in writing.

4.11.6 Any refund will be payable by Electronic Funds Transfer within four weeks of the written notification of withdrawal being received by ATL .

4.11.7 If fees have been paid by a third party, refunds will paid to that third party

4.11.8 All ATL students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided the student 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

P2.17 Course Extension Policy & Procedure

6.0 RELATED LEGISLATION

Education and Training Reform Act 2006 Standards for Registered Training Organisations 2015
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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
4	May 2019	Review – third party fee arrangements
5	Jan 2020	Review – minor changes - reassessment