

## PP005 FEES, REFUNDS and FEE PROTECTION POLICY

### Purpose:

This policy & procedure supports Quality Service Skills (QSS) to meet relevant legislative and contractual requirements relating to tuition, material and any other fees, as well as Refunds for all training programs, including:

- The VET Quality Framework (ASQA Standards for Registration 2015)
  - Standard 5: Clause 5.3-5.4 Inform and Protect Learners
  - Standard 7: Clause 7.3 Protect Fees Prepaid by Learners
- Relevant State Training Authorities for Government Funding (if applicable)

### Scope:

All management, staff, future and current students of Quality Service Skills.

### Procedure:

#### FEES, CHARGES & REFUNDS (excluding RPL)

Prior to enrolment into any training program, QSS will direct the learner to information relating to fees, charges and applicable refunds which is available on the QSS website as well as located within our Student Handbook. Alternatively, an email is sent to the student with information on fees and fee protection tailored to their specific enquiry. The information made available includes: (*VQF Clause 5.3*):

- Fees that must be paid to QSS
- Payment terms and conditions
- Deposits and refunds
- Consumer rights
- Refunds

The learner must make payment or payment arrangements for the course prior to course commencement. The booking remains tentative until payment has been received, or alternative payment options have been discussed and agreed.

### Payment:

#### Short-courses:

For all short courses (1 or 2-day programs) payment can be made by:

- Invoicing Employment Service Provider (with written request to do so, or a Purchase Order #)
- Payment on the day (cash, EFTPOS)
- Payment after the course by credit card over the phone.
- Short-course program costs do not exceed \$ 1500.

#### Longer-duration courses (Skill Sets, full Qualifications, Corporate training, non-accredited programs):

Skill Sets, Corporate training, full Qualifications and some non-accredited programs are delivered over a longer period than short-courses. These training programs are scheduled based on learner enrolments, and resources (trainer, training rooms, learner resources and printing) are coordinated and in some cases paid for prior to the commencement of a course. It is therefore a requirement that all bookings are confirmed with a minimum deposit of 1/3 of the course fees (for individual learners) and the full amount for employer invoices.

As fees for Skills Sets, full Qualifications, Corporate training and some non-accredited programs may exceed \$ 1500, please refer to Pre-Paid Fees below.

### Pre-Paid Fees

In accordance with the Standards for Registered Training Organisations 2015, QSS does not accept payment of pre-paid fees of more than \$ 1500 from individual learners (*VQF Clause 7.3*). For course fees that exceed \$1500, a discussion is had with the student and an individual option is chosen for payment. This can include:

- Pay per unit
- Pay \$1500
- Pay over 12 months via Quick-A-Pay with Deposit
- Pay a deposit that is amenable to the student and a structure that suits their budget.

Each individual learner will receive a tax invoice from our Student Management System which clearly advises the enrolment information, amount charged and for which units.

For fees and charges which are invoiced to an **employer** (for any training program), the full amount will be invoiced (*VQF Clause 7.3*) at the time of enrolment, as Fee Protection is not applicable to employer invoices.

### Tuition Assurance Scheme (Fee Protection):

As QSS does not require learners to pre-pay fees of more than \$ 1500, QSS does not participate in a Tuition Assurance Scheme for Fee Protection.

### Refunds:

In the event of a course being cancelled by QSS, fees are guaranteed, and Students will be offered a place in the next available course. If there are any changes to agreed services, the learner and/or employer is advised as soon as practicable. (*VQF Clause 5.4*). Refunds for courses are only available if the Student notifies QSS of their withdrawal in writing. Refunds are made to the student, organisation or third party who originally paid the course fee.

A refund of all or part of the QSS fee may be given in the following exceptional circumstances:

- The Student/Employer overpaid the course fee.
- The Student enrolled in a course that has been cancelled by QSS
- The Student has endured extended hospitalization or illness supported by a medical certificate.
- Pregnancy/child birth of the Student or their spouse (other than in cases of medical complication covered by the above).
- The CEO believes the Student would be unreasonably disadvantaged if they were not granted a refund, for example, if the Student met with a **serious** misadventure and were unable to continue their enrolment.
- QSS is to cease trading or fails to deliver the agreed services.

Refunds will not be processed until a completed Withdrawal Form and Request for Refund is received by QSS; or an email or letter (in writing) requesting a refund. The form can be found on our website at [www.qss.edu.au](http://www.qss.edu.au). At a minimum, an email notification must be sent to [jackie@qss.edu.au](mailto:jackie@qss.edu.au) until a form can be completed and returned.

**Any refund (if applicable) will be processed from the date the notification email and/or form is received.**

Refunds other than short courses: Refunds are based on a pro-rated amount determined by course scheduling / receipt of a withdrawal form, and vary dependent on training delivery type (classroom, workshop, online or a combination of above) and any enrolments into units on the Learning Management System.

**Refund for individual learners and employer invoices – Classroom and/or employer workshops (including any combination of face-to-face delivery and online training) excluding short courses.**

Training for individual learners	Refund applicable
Not yet commenced	<ul style="list-style-type: none"> <li>100% of first invoice if withdrawal form received at least 7 days prior to course commencement; and no enrolment into Learning Management System</li> </ul>
Notice by email	<ul style="list-style-type: none"> <li>If commenced units in LMS (or received books); refund based on price per unit, LESS the \$25 per unit cost for the login / books; if notice is provided within 90 days of course commencement.</li> </ul>
No contact	<ul style="list-style-type: none"> <li>If a student withdraws without contact, no notice, no withdrawal form there is no refund if more than 3 months have passed since enrolment.</li> </ul>

Training for groups learners	Refund applicable
Not yet commenced	<ul style="list-style-type: none"> <li>100% of invoice, less the costs of any books, logins or resources pre-paid by QSS; if withdrawal form received at least 7 days prior to course commencement</li> </ul>
Commenced	<ul style="list-style-type: none"> <li>If a group class is organised for an employer or organisation, the training commences based on minimum numbers provided and quote accepted.</li> <li>QSS are unable to offer refunds for individual course withdrawals at organizations; however they can replace the learner with an alternate learner to fill the space.</li> </ul>

Circumstances not usually regarded as grounds for a refund include job change, change in work hours, moving interstate, redundancy/retrenchment, inconvenience of travel to campus.

### Applying for a Refund

To apply for a refund, the Student or Employer must contact the office or visit [www.qss.edu.au](http://www.qss.edu.au) for a copy of our Withdrawal/Refund Application Form. If the Student/Employer qualifies for a refund it will be direct deposited into the account recorded on the Withdraw/Refund Application Form within 7 days.

If QSS fails to deliver the course or otherwise fails to provide the services agreed to, a full refund will be paid to the student within 7 days of the default by QSS. (VQF Clause 5.4)

### Awards and Testamurs:

There is no charge for issuing original (first copy) of Statement of Attainments, Certificates and/or Statement of Results.

Re-issue of a QSS Certificate and/or Statement of Results, or individual Statement of Attainment is \$20. This includes regular postage within Australia. If a learner requests the documentation to be posted Registered Mail or Express Post there is an additional charge as per Australia Post fees and charges.

**Related Policies:**

- PP002 Complaints and Appeals
- PP004 Enrolment
- PP007 Student Management Records
- PP019 Pre-Enrolment and Learner Support Policy

**End Policy**