

Student Fee and Refund Policy

1. POLICY PURPOSE AND SCOPE:

This policy relates to all fees charged to participants attending a South Australian Learning Centre training course, RCC or RPL assessment and other levies, if applicable. All participants enrolling into a SALC course will be fully informed, prior to enrolment, of the course fees, charges and refunds.

Fees

SALC shall reserve the right to determine the course fee payable. Course materials unless otherwise directed are inclusive in the fee.

An initial deposit (which will not exceed \$600.00), which is a non-refundable deposit, will apply to all nationally accredited courses, payable before the course commencement (unless prior arrangements are made). This fee will cover administration expenses incurred by SALC and will secure the learners place in the course. Following course commencement the balance of the remaining fees need to be paid at regular intervals throughout the course via an agreed payment plan.

A statement will be issued each month to the student showing total amount outstanding.

If at any time during the enrolment, the student defaults or does not meet the agreed payment terms, then the student will not be eligible to participate or attend any classes, placement or have any assessment marked until all outstanding payments are made.

We accept a wide range of payment methods for a participant wishing to enrol into a training course. They include:

- Visa
- MasterCard

Fees must be paid in full before the issuing of a qualification, statement of attainment or other.

Refunds

A student may be eligible for a fee refund if they withdraw or cease from training with SALC.

Should a claim be made by a participant or company for a fee refund, the refund process will be prompt, easily understood and readily accessible.

2. DEFINITIONS:

For the purpose of this procedure the following definitions apply:-

Word	Definitions
<i>Enrolment period</i>	<i>Period the student is formally enrolled in a course. (Certificate III – 12 months, Certificate IV -18 months and Diploma -24 months)</i>
<i>RTO</i>	<i>Registered Training Organisation</i>
<i>ASQA</i>	<i>Australian Skills Quality Authority</i>
<i>SALC</i>	<i>South Australian Learning Centre</i>
<i>Prisoner</i>	includes 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.

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3. PROCEDURE:

Fee for Service paying students

Where an applicant is not eligible for government funding, Fee for Service Training applies. SALC reserves the right to negotiate course fees and charges for Fee for Service training. All Fee for Service applicants will be informed of course fees prior to enrolment:

- through SALC published course information marketing material and/or
- Student Handbook
- Signing a Payment agreement form prior to accepting an enrolment offer.

Fee for Service students are expected to pay a deposit in advance to secure their place in the course.

WORKREADY funded students

Where an applicant is eligible for government funding, subsidised Training Fees apply. All subsidised enrolments will be informed of course fees prior to enrolment:

- through SALC published course information marketing material and/or
- Student Handbook

Subsidised students are expected to pay a deposit in advance to secure their place in the course.

Fee Concessions

Concession rates are available to students for Certificate III and above if at the time of enrolment they hold a current Health care card, Pensioner Concession or War Veteran Card or is a prisoner in a South Australian correctional institution. A discount of 9% off the total fee is offered on the deposit payable on enrolment.

Incidental Charges

Learners will incur a \$30 fee for the issue of a copy of their original certificate for a nationally recognised qualification when a copy is available.

Any additional charges that may be applicable are identified in the course material/ student handbook.

External Funding

Where a prospective student is likely to be eligible for fees assistance through external sources, they will be expected to explore this option, and, if eligible, apply for such assistance.

Students in Financial Difficulty

If a student is having difficulty in paying fees they can negotiate a payment plan with the L&D Administration Coordinator.

RPL Assessment Fee and Charges

RPL assessment will accrue a fee. The fee will be determined by the extent of the RPL assessment. A participant applying for RPL assessment will be advised of the fee and any additional charges prior to commencing the RPL assessment process.

Student Fees in Advance

A course fee is payable in advance. As a Registered Training Organisation SA Learning Centre has alternative fee protection measures in place as required by the Registering Body, where the fee collected in advance is in excess of \$1500.

Student information

Students shall be informed about the fees via:

- Student Handbook
- Marketing material and website
- Verbally during the course booking

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Refunds

No refund is payable to participants who leave before finalising the course / competency unit / qualification, unless they can provide a medical certificate or show extreme personal hardship. In that case, fees may be refunded on a pro-rata basis, for example if 50% of the program has been delivered then 50% of the fee paid minus the original deposit will be refunded. However, should participants wish to finalise incomplete modules in a future course, the original fee payment can be used as credit towards that course within 6 months of initial payment.

The maximum time within which a refund can be claimed will be the duration of the course in which the learner is enrolled in.

If a learner chooses to withdraw from the course prior to the commencement then SALC must be notified in writing prior commencement of the course. The following refunds will apply:

- If notified 28 days prior to commencement of the course a full refund, including the deposit will be given.
- If notified 14 days or less to the commencement of the course, all fees minus the deposit will be given.
- If notified once the course has commenced, a pro rata refund minus the deposit will be given.

NB: if the learner has outstanding fees for course work they have participated in, learners will be required to pay this amount by the date specified on the invoice.

If a learner pays all remaining amounts, and would like to recommence the course, they will be invited to join the next available course.

Conditions under which fees or proportion of fees may be refunded

In the event that SALC is unable to fulfil its contract with a learner, then SALC will refund the learner the proportion of fees paid by the learner for which services were not received.

If for whatever reason SALC is required to cancel the course or is unable to meet the learner's course schedule, a full refund will be provided.

Conditions under which tuition may be terminated:

- Non-payment of fees
- Serious breaches of SALC policies or Student Code of Conduct

If a learner has any complaints / disputes about refunds please refer to our appeals and grievances procedures.

4. LEGISLATIVE REQUIREMENTS:

Includes, but is not limited to:

Standards for Registered Training Organisations 2015

- Standard 5 (Clause 5.1-5.5) *Inform and protect learners*
- Standard 7 (Clause 7.3) *Protect prepaid fees by learners*

Department of State Development Workready/ Jobsready guidelines

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5. SUPPORTING DOCUMENTATION AND ADDITIONAL INFORMATION:

- Student Handbook
- Payment agreement form
- Minda Finance Policy

6. ROLES AND RESPONSIBILITIES:

6.1 The Minda Board

Responsible for ensuring effective governance mechanisms are in place.

6.2 The Chief Executive Officer and Executive team

- Responsible for monitoring and ensuring adherence to this Policy and related procedures.
- Ensuring due diligence & take reasonable steps to ensure Minda is meeting its obligations.

6.3 Senior Managers and Managers

Responsible for ensuring adherence to this and the related policies, procedures and forms that support this Policy.

6.4 Employees, Contractors, Volunteers, and Students

Responsible for adherence to this and the related policies, procedures and forms that support this Policy.

7. KEY PERFORMANCE INDICATORS (KPI), RECORDS, AUDIT AND REVIEW:

This Policy has been rated as a Moderate risk and is subject an internal audit process as per the Internal Audit Schedule 2015/2016.

This Policy is audited by:

- Review of handbook annually
- Review of forms annually

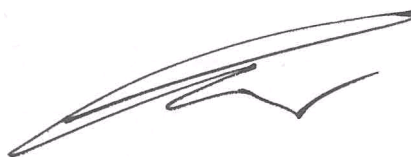
8. APPENDIX AND FLOWCHARTS:

Not Applicable

9. POLICY & PROCEDURE APPROVAL:

Document Approved by: Cathy Miller

Date: 1 / 05 / 2016



Chief Executive Officer