

P-8.37 FEE AND REFUND POLICY

Purpose

The purpose of this policy is to ensure that information regarding fees and refunds is clear and readily available for all stakeholders and to ensure the protection of money paid by consumers.

Scope

This policy refers to all fees and charges received for training and assessment services provided under both government funding and fee for service.

Deployment

ECTARC Fees and Charges

Fees and charges are set and reviewed by the CEO, Manager – Accounts and the ECTARC management team. Where services provided are under funded arrangements, the fees and charges will be in accordance with those prescribed by the relevant funding body.

Fee schedule

A current fee schedule is maintained and published on the ECTARC website so that it is readily available for prospective clients and existing students. At a minimum it includes:

- The amount of all fees, including course fees, administration fees, compulsory tuition or co-contribution fees, additional required materials and any other incidental charges
- Payment terms, including the timing and amount of fees to be paid, and any non-refundable deposit/administration fees
- The nature of the guarantee given by ECTARC to complete the training and/or assessment once the student has commenced study in their chosen qualification or course
- The fees and charges for additional services, including issuance of replacement qualifications and the options available to students who are deemed Not Competent on completion of training and assessment
- Information regarding funding availability including, but not limited to the name of the funding body, fees and charges, concessions and exemptions, the application process and terms of payment
- ECTARC's refund policy for money received including Fee for Service, Apprenticeships, Traineeships and Funded Programs
- Reimbursement of First Aid (where applicable)
- Any information on Completion Payments as per state contractual guidelines that a student may be entitled to.

ECTARC management are responsible for ensuring that fee information is expressed clearly and updated prior to changes being implemented. Enrolled students must be notified of any changes to fees and charges prior to the changes being implemented.

Fees in Advance

On commencement of the program, students are required to pay their enrolment fee and may purchase up to six (6) units. This total must not exceed \$1,500.00 unless a third party is paying for the training, in which case greater amounts may be accepted. These amounts are documented both in the ECTARC Fee Schedule and on the ECTARC website. When a student enrolls and makes payments greater than these amounts, Administration Officer – Distance Programs, will contact them and, where required, organise a refund of the additional amounts paid.

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Protection of Fees

A Trust Fund is established and maintained to protect fees which are paid in advance. The amount of funds held in the Trust Account is monitored monthly by the ECTARC Manager - Accounts. A report is generated for the auditors at the end of each financial year which outlines units purchased that have not yet been assessed to ensure that enough provisions are made. The amount of funds held in the account is adjusted only if an increment is identified.

Fees and charges under Funded Programs

Fees and charges under an apprenticeship, traineeship or funded program will be charged in accordance with the relevant contract. All fees and charges will be made available to the prospective student prior to enrolment and no additional fees or charges will be incurred. All fees and charges must be paid in full prior to the student's completion. Where fees are outstanding, the qualification or Statement of Attainment will be issued within the required time frame however will not be sent to the student until all money has been paid.

In states where Nominal Hours are used to determine fees and charges, the Nominal Hours provided by National Centre for Vocational Education Research (NCVER) will be followed. These Nominal Hours are the nationally agreed hours data have been agreed to by all States and Territories for use in national reporting of VET data only. These hours are different to those described in ECTARC's Training and Assessment Strategies.

Applications process for concessions and exemptions

Student eligibility for a concession or exemption is assessed prior to or throughout the enrolment process. The process required for individual contracts is stated in the relevant procedure and on the ECTARC Fee Schedule. Evidence will be maintained in the students records to support the application of a concession or exemption.

Refunds

This Fee and Refund policy is available on the ECTARC website. Information about the ECTARC refund policy is also made available and accessible in information handbooks, on the ECTARC Fee Schedule which are also made available on the ECTARC website.

Fee for Service Student Refunds

The enrolment fee is non-refundable, except where the student withdraws their application within the 14-day cooling off period, or they do not satisfy the enrolment criteria, in which case it is refunded in full. If a student is accepted by ECTARC and then elects not to participate in the course after the cooling off period, then the enrolment fee is non-refundable. ECTARC offers clients refunds on fees paid under the following terms and conditions:

- within 10 business days of purchase of a unit (where no training and assessment has been undertaken) - cost of the unit less a 20% administration fee
- where a student has overpaid the enrolment fee/unit charges - full refund of the difference
- where a course is cancelled by ECTARC - full refund.

Students must request a refund in writing stating the reason for the request. All approved refunds (that is, requests that are in line with the above terms and conditions) will be forwarded to the student within 2 weeks of receipt of the request.

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Traineeships, Apprenticeships and Funded Program Refunds

NSW

Students are eligible to receive a tuition fee refund within 30 days from their enrolment date. Any requests for a refund within this 30 day 'withdrawal with no penalty' period must be in writing and addressed to ECTARC management. Students do not receive a refund of tuition fees after the 30 day 'withdrawal with no penalty' period. Please refer to the ECTARC P-1.50 Smart and Skilled Fee Administration Policy for further information.

ACT

Students are eligible to receive a tuition fee refund within 30 days from their enrolment date. Any requests for a refund within the 30 day 'withdrawal with no penalty' period must be in writing and addressed to ECTARC management. Students do not receive a refund of tuition fees after the 30 day 'withdrawal with no penalty' period.

QLD

Where a student does not commence a unit of competency then ECTARC will reimburse the participant for all co-contribution fees collected. Where a Student withdraws from a unit of competency after participating in learning activity, then 50% of the co-contribution fee will be reimbursed. Where a student has conducted training and assessment for a unit no refund will be given on co-contribution fees paid.

Students will be refunded fees for any of the following circumstances:

- the Training Contract is cancelled
- a trainee/apprentice is granted an exemption after payment of full fees
- change of training organisations
- the student has an illness or injuries which prevent them from completing.

Students must request a refund in writing to Manager – Funded Programs, stating the reason for the request. The contractual requirements for withdrawing from their program must be discussed with the Student so that all parties are notified as required. All approved refunds (that is, requests that are in line with the above terms and conditions) will be forwarded to the student within 2 weeks of receipt of the request.

New Policy

Reviewed Policy