

FEES, CHARGES AND REFUND POLICY

1 PURPOSE

To ensure that InterCare are made aware of course fees and its Fees, Charges and Refund Policy before accepting an applicant for enrolment. This policy establishes a framework and associated guidelines for InterCare's obligations and responsibilities in the management of fees, charges and refunds across the different cohorts of students.

2 SCOPE

This policy/procedure applies to all InterCare employees.

3 LEGISLATIVE AUTHORITY

- SNR 2015
- Relevant State Funding Contract

4 POLICY STATEMENT

This policy applies to administration fees, charges and refunds applicable to the provision of training including students undertaking training under government training contracts, under government subsidised schemes and students and clients paying full fees. InterCare will ensure that fees, charges and refunds are collected and administered in accordance with the provisions of applicable legislative and contractual requirements and the policy is made available to all current and prospective students on the InterCare website.

Student Fees are calculated on an individual basis for each student (some fees are determined via notification of enrolment processes or creation of online training accounts depending on which State/territory the student is based). A number of factors will determine the fee amount including eligibility for government subsidised training, nominal hours enrolled, RPL/credit transfer hours, previous fees paid and eligibility for concessions. Where total fees exceed \$1,500.00, fees will be payable in instalments as per a documented payment plan **with no instalment greater than \$1,500**. Fees quoted are applicable for training services provided in the current calendar year – further fees will be payable for training services scheduled to continue into future calendar years. Student fees are subject to change given individual circumstances at enrolment.

NOTIFICATION OF FEES AND CHARGES

Fees and charges are advised to all InterCare students and prospective students prior to, or at the time of enrolment through the enrolment process. Student fees will be payable on the day of enrolment and/or prior to or upon commencement of training only, however if and where a pre-payment occurs and where total fees exceed \$1,500.00, fees will be payable in instalments as per a documented payment plan **with no prepaid instalment greater than \$1,500**.

InterCare advertises its fees and charges in course promotional materials, on its website.

All tuition, administration, resource and material fees associated with the students under a training contract and/or accessing government subsidised training arrangement are based on State Government funding and fees guidelines as applicable.

Access to subsidised training varies from one State or Territory to another under State and Federal requirements simulating the individual's and training program's (qualification/skill set) eligibility. Fee for services costs apply where no subsidy or part subsidy and/or concession is available.

Students (and/or their employers) engaged in training which is funded by the State or Commonwealth Government programs are made aware of the funding that is provided by the Government, as well as any additional fees applicable, such as resource costs.

Tuition and enrolment fees are non-transferable to other students or other institutions and will be due for payment as set by the relevant notification of enrolment process and/or applicable fee guidelines for each state funding area.

ADMINISTRATION AND MATERIALS CHARGES (IF APPLICABLE)

Fees and charges may include an administration fee, enrolment fee, booking fee, material fee for learning resources essential for the course, uniforms or garments mandatory in some work placement programs, PPE required in some training programs, photocopying, re-issuing of receipts, copies of academic reports, additional copies or re-issue of qualifications, late marking or assessment re-sit fees. Additional charges may also apply including follow up charges associated with late or non-payment, overdue fees and dishonour cheque fees.

All students will be advised of any additional material and/or resources charges that may apply, based on their individual enrolment, prior to enrolment.

PAYMENT ARRANGEMENTS

Payment from students can be made by the following methods:

- Credit card
- Purchase Order (for businesses that have agreed to pay for their employees)

Upon receipt of student payment an Authorised RTO Delegate will record the payment on the Student Management System and any applicable Fee registers. The Student Management System and Fee Register is InterCare's system which is a

separate general ledger account to record receipt of income from fees for tuition and the payment of refunds of tuition fees maintained by the Finance Department.

REFUNDS

Course Deferment or Cancellation

InterCare reserves the right to defer or cancel a course, change course start dates, or change course curriculum/programs at any time. In the case where InterCare cancels a course prior to its commencement date, a full refund will be given.

A pro-rata refund of student fees will be paid in the event of a mid-course cancellation. This will be calculated on the proportion of training not provided or scheduled. (In these circumstances, refunds will not be paid for students who have missed scheduled training sessions or where the cancellation date is after the final proposed assessment date.)

Refund Based on Student Request

A full refund of student fees (less a \$250 administration charge for full fee paying students only) will be paid if a student cancels more than five (5) ordinary business days prior to the commencement of training.

Student fees are non-refundable after the commencement of training.

InterCare cannot accept responsibility for change to work commitments or personal circumstances as grounds for refund once the course has commenced.

Fees for training resources (where applicable) and all other additional fees are non-refundable.

Refunds for Traineeships

If a Traineeship is ceased for any reason within the first four (4) weeks from the scheduled commencement date of training, a full refund of tuition fees will be made less an administration fee.

Request for Refund

Students who want to make a change to their enrolment (defer, cancel or withdraw) and that are eligible for a refund will be provided with a Refund Application Form (also available from our website).

Students will be refunded in line with their terms and conditions of enrolment and this policy.

All students and clients have the right to take action under Australia's consumer protection laws.

5 PROCEDURE

ADMINISTRATION FEES, CHARGES AND REFUNDS	
Circumstance	InterCare Policy
Notification of cancellation received by 5 or more business days prior to course commencement	Paid tuition fees are refunded, less a \$250 administration fee for full fee paying students only
Notification of cancellation received less than 5 business days prior to course commencement	No refund
Student does not return to course	No refund
InterCare cancels the course before its expected start date	Full refund
InterCare cancels the course before its expected end date	Pro-rata refund based on proportion of training not provided
Additional copies of certificates/statements of attainment	\$25.00
RPL (Recognition of Prior Learning) assessment fee	\$200.00 per unit
Late assessment fee	\$55.00 per unit
Workplace session cancellation/non attendance fees (less than 72 hours notice)	\$80.00 per student per session
Cessation of Traineeship within four weeks from scheduled course commencement	Paid tuition fees are refunded, less a \$250 administration fee for full fee paying students only

Note: InterCare will not allow any student to enter into debt as a result of their refund application

6 RESPONSIBILITIES

Training & Assessment Policies & Procedures | Q1 2022 Version 1.0 | Revision Date:
04/01/2022

Once PRINTED, this is an UNCONTROLLED DOCUMENT.

Refer to Policy Portal for latest version ITS (AUS) Pty Ltd



COMPLIANCE, MONITORING & REVIEW

General Manager – RTO

REPORTING

Finance and Commercial Manager

RECORDS MANAGEMENT

Finance and Commercial Manager

7 DEFINITIONS

N/A

8 RELATED LEGISLATION & DOCUMENTS

RELATED POLICY DOCUMENT SUITE

N/A

RELATED LEGISLATION AND SUPPORTING DOCUMENTS

N/A

9 INTERNAL REFERENCE NUMBER

n/a