



## POL 009 Fees and Refunds Policy and Procedure

POLICY NUMBER:	POL 009		
VERSION:	1.3		
EFFECTIVE DATE:	30/04/2021		
PAGES:	4		
REFERENCES:	FM 099 Application for Payment of Training Fees by Third Party Form FRM 096 Fee Schedule		
REVIEWED BY:	RTO Manager	DATE OF REVIEW:	30/04/2021
APPROVED BY:	CEO	DATE APPROVED:	30/04/2021

### PURPOSE

The purpose of this policy is to explain how Construction Training Academy (CTA) determines and administers student fees and charges. This includes the collection and refund of student fees.

### POLICY

CTA provides a fair, transparent, effective and efficient approach to the determination and administration of student fees and charges. Potential students and clients are made aware of the amount and timing of fees and charges payable to CTA prior to student enrolment.

### SCOPE

The Fees and Refunds Policy and Procedure applies to applicants and currently enrolled students, and staff involved in the provision of education and training products and services for students and clients.

## PROCEDURES – FEES

### Fees

CTA charges fees for participation in training courses.

All fees are in \$AUD including GST where applicable.

Each training product has an established fee which is published in the Fee Schedule on the CTA website [www.constructiontrainingacademy.com.au](http://www.constructiontrainingacademy.com.au).

Tuition fees do not cover the provision of Personal Protective Equipment (PPE). Students are required to have their own PPE appropriate for their course at the time of enrolment. Required PPE is stated on the Course Brochure. Where the student does not have the required PPE, the student may be prevented from attending the training session.

### Fee Exemptions

Students who are over the age of 16 years and who are or have been under the Guardianship of the Minister for Education and Child Development (or interstate equivalent) on any guardianship order, will be eligible for a Participant Course Fee Exemption. Guardianship status must be verified by The Department of State Development (DSD). Note that some courses may require a student incidentals payment. Incidental payments will be listed in the Fee Schedule at [www.constructiontrainingacademy.com.au](http://www.constructiontrainingacademy.com.au).

### Subsidised Training

CTA is an approved Training Provider under the **SA VET Training Fee Framework**.

Current fees for Government Subsidised courses offered by CTA are detailed in the Fee Schedule at [www.constructiontrainingacademy.com.au](http://www.constructiontrainingacademy.com.au).

Participant Eligibility Criteria applies to all SA Government Subsidised Fees, refer to [www.skills.sa.gov.au](http://www.skills.sa.gov.au) for more information.

A further concession to the listed SA Government Subsidised Course Fee may apply for students who hold concession cards, refer to [www.skills.sa.gov.au](http://www.skills.sa.gov.au) for more information.

Subsidies are subject to change.

### CITB Trade School Support Funding

CTA are a CITB Endorsed Training Provider which means CTA students are eligible for the CITB Trade School Support funding. The CITB subsidy is \$200.00 for semester 1 (January - June) and \$200.00 for semester 2 (July - December), capped at \$400.00 each year and capped at \$1,200.00 for the apprenticeship.

The employer/participant must maintain their CITB eligibility for the whole period of enrolment and claim the subsidy on the CITB portal. Once the portal is updated and CTA receive the subsidy from CITB, the discount will be passed on to the employer/student.

The CITB subsidy is available only for South Australian resident students. CITB may vary the subsidy at any time at their discretion. It is the responsibility of the student and their employer to maintain their eligibility for the CITB subsidy for the duration of their enrolment.

Details on CITB funding eligibility criteria, conditions and limits are available at <http://www.citb.org.au>.

### **Protection of Fees**

Payments made prior to the commencement of the course(s) a student is enrolled in are deposited into a Bank Account and not drawn down until the fees are no longer subject to a possible refund.

Advanced payments for future training will not exceed \$1,500.00.

### **Payment Terms**

Invoice payment terms are 30 days from date of invoice.

Course fees are to be paid within the terms of the invoices provided to the student/ guardian.

Failure to pay fees on time may result in the student losing their place in the course.

### **Payment Options**

Fees and charges are to be paid by electronic funds transfer (EFT).

Formal acknowledgement of receipt of payment will be provided to the party responsible for payment within 14 days of funds clearing.

### **Third Party Payments**

Payment can be made by a third party (employer or another organisation). Where a third party chooses to pay tuition fees, they must complete and submit an [FM 099 Application for Payment of Training Fees by Third Party Form](#).

The third party will be liable for tuition fees invoiced by CTA, even if:

- the student withdraws from the course prior to or after course commencement and there is no entitlement to a refund
- the student ceases to be entitled to subsidised training
- the student's contract of training has expired
- the student's employment with the third-party ceases
- the student is deemed not competent

If the student's employment with the third party is terminated the third party and/or the student must advise Construction Training Academy (CTA) of the employment termination in writing. If CTA is not notified of the employment termination in writing the third party will remain liable for any student's fees incurred until the point in time when CTA is notified, and subject to refund terms and conditions.

### **Fee Changes**

CTA reserves the right to review its fees without notice.

Any changes to the CTA Fee Schedule will be published on the CTA website.

### Acceptance of Terms and Conditions

By forwarding the acceptance of enrolment form you are automatically bound by the conditions of CTA's refund policy. An acceptance of an offer of a placement in a course automatically binds students to the terms and conditions as advised.

## PROCEDURES – REFUNDS

### Refund Requests

All requests for a refund must be submitted in writing and where relevant must be accompanied by official documentary evidence of the grounds for the request. Enrolment fees are not refundable, except where it is specifically mentioned below.

### Refund Terms and Conditions

Item or Event	Refund
Enrolment Fee of \$300	Non-refundable
Change of mind at least 10 days prior to agreed start date	Refund of tuition fees paid (less administration fee of 10% of tuition fees payable)
Change of mind with less than 10 days' notice prior to agreed start date	No refund
CTA is unable to provide the course for which the original offer was made	Full refund of tuition fees
Withdrawal from training where fees have been pre-paid for units not yet commenced	Refund of unused tuition fees paid in advance for future training (less 10% administration fee of tuition fees refunded)
Withdraw or abandon a course in bad financial standing	Outstanding unpaid fees will be referred to Debt Collection Agency

Refunds will only be made by Direct Bank Transfer to the account of the person/entity that made the original payment(s) within 28 days of receipt of application for refund. Refunds will not be paid to a third party.

This agreement does not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees.

The refund policy and procedures are subject to review from time to time.

## ROLES AND RESPONSIBILITIES

### CEO

- is responsible for governance oversight of the Fees and Refunds Policy and Procedures, ensuring internal compliance with the fee management processes.

RTO Manager

- is responsible for application of the Fees and Refunds Policy and Procedures, ensuring internal compliance with the fee management processes
- approves requests for refunds in accordance with the Fees and Refunds Policy
- is responsible for assisting students to understand under which circumstances fees are and are not refundable and providing them with the correct to apply for a refund

**DOCUMENT CONTROL**

VERSION NO.	EFFECTIVE DATE	KEY CHANGES
1.2	30/11/2020	Addition of the CITB Trade School Support Funding section. CTA were approved as an CITB Endorsed Training Provider on the 30 <sup>th</sup> November 2020.
1.3	30/04/2021	Change to CITB Trade School Support Funding section. The subsidy will be reimbursed to employers on receipt rather than provided as an upfront discount.