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1. Policy

Information about fees, charges and refunds must be clearly expressed and in language that students understand. All fees, charges and refunds must be included in this information, including possible fees and charges such as RPL charges and additional charges imposed if the student does not successfully complete the program. If this information is complete and clear both the student and RTO are protected.

2. Purpose

To specify the conditions under which the RTO will apply its Fees, Charges and Program Costs to the student and specify the conditions under which the RTO may apply and approve a refund.

The RTO will apply this policy consistently and fairly across all programs and any student that is enrolled into a program at the RTO.

3. Scope and Application

This policy is applicable to:

- a. Individual students for fees and charges of training programs or courses, any third party, employers or guarantor responsible for student fees and charges for training programs or courses.

All refunds for any programs/courses will be in accordance with the standards for RTO's clause 5.3 and schedule 6.

This policy does not apply to:

- b. The delivery of non-accredited training to Corporate Business Entities where the corporate entity pays for the training.

4. Policy Details

Fees including course fees, administration fees, materials fees and any other charges, payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee, fees and charges for additional services, including costs of re-issuance of certificates, and refund policy.

4.1 User Choice – Student Contribution Fees (SCF)

If the student fulfils the eligibility criteria, the student may be eligible to receive a Government contribution for their training. In addition to this the Student Contribution Fees (SCF) are a Student's contribution to the cost of tuition. The SCF is a mandatory charge required by the Queensland Department of Education and Training detailed within the User Choice Policy. The charge is calculated as \$1.60 per nominal hour for units completed/module delivered and is reviewed annually in January.

The SCF fees will be charged in instalments as detailed below:

- Employer Funded – Equal instalments at 1, 3 and 5 months
- Self-funded Student – Equal instalments over nine months via direct debit

Partial Exemptions - Only 40% of the SCF will be charged if:

- Student was or will be under 17 years of age at the end of February in the year the RTO provides training and the student has not completed year 12
- Student provides evidence that he/she is a healthcare card or pensioner card holder
- Student provides an official form under Commonwealth law confirming that his/her partner or the person of whom the student is a dependent, is entitled to concessions under a healthcare card or pensioner card

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- Student is Aboriginal or Torres Strait Islander

Full Exemptions:

- School based trainees (SATs)
- Year 12 Fee – Free for students undertaking a High Priority qualification 12 months after graduating year 12

The SCF payable is a mandatory charge to either the Employer, Student or Third Party. An Apprenticeships Info - Self Service (AISS) search is conducted by CTA for every student to determine any units of competency that could be used for Credit Transfer or Transitional gap training. If a student has previously completed a unit of competency that forms part of their qualification, the student will not be charged for those units upon submission of such evidence in the form of a Statement of Attainment or Certificate.

4.2 Certificate 3 Guarantee (C3G) and Higher Learning Level Skills (HLS) Student Co-Contribution Fees

If the student meets the eligibility criteria, SIT30616 Certificate III in Hospitality, SIT40416 Certificate IV in Hospitality and SIT50416 Diploma of Hospitality Management can be funded through the Queensland VET Investment Plan C3G and HLS programs. Eligible students are required to contribute to the costs of their training through a co-contribution fee as listed below and may be paid on their behalf by an employer or another third party.

Queensland (Face-to-face delivery)

Courses	Co-Contribution Fees - Full Qualification		Co-Contribution Fees - Per unit of competency	
	Non-Concession	Concession	Non-Concession	Concession
SIT30616 Certificate III in Hospitality	\$33.00	\$16.50	\$2.20	\$1.10
SIT40416 Certificate IV in Hospitality	\$149.00	\$74.50	\$7.10	\$3.55
SIT50416 Diploma of Hospitality Management	\$199.00	\$99.50	\$7.10	\$3.55

Concessional status applies when

- The student holds a Health Care or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependent of a person who holds a Health Care or Pensioner Concession Card and is named on the card
- The student provides CTA with an official form under Commonwealth law confirming that the student, their partner or the person of whom the student is a dependent is entitled to concessions under a Health Care or Pensioner Concession Card
- The student is Aboriginal or Torres Strait Islander
- The student has a disability
- The student is an adult prisoner

An AISS search is conducted by CTA for every student to determine any units of competency that could be used for Credit Transfer or Transitional gap training. If a student has previously completed a unit of competency that forms part of their qualification, the student will not be charged for those units upon submission of such evidence in the form of a Statement of Attainment or Certificate.

4.3 Non-State Government Funded Participant Fees

If the student is not eligible for funding from the relevant State Training Authority, then CTA will invoice the relevant parties on a Fee For Service basis.

CTA reserves the right to cancel training programs should insufficient students be enrolled. In this event, students will be entitled to receive a full refund of the enrolment fee.

Should any student wish to cancel their enrolment to a program or course, please note the following conditions are applied to refunds.

4.4 Full Fee for Service (FFS) Courses

Full fees are payable where a student does not qualify for a government subsidised course as outlined below. Fees are payable according to the prices as indicated on the CTA website at the time of enrolment. Discounts are only available for full fee-paying students through promotional campaigns which carry unique promotional codes.

5. Refund policy

5.1 FFS

5.1.1 Refund if course cancelled by the RTO before commencement

If CTA cancels a FFS course before it or the student commences, the RTO must refund the fees paid for the course.

5.1.2 Refund if course cancelled by the RTO after commencement

The RTO will provide 14 days' notice to the student if a program is to be cancelled by the RTO under the following circumstances:

- a) The training contract was registered in error because of materially false and/or misleading information.
- b) There has been a change in the circumstances of the self-funded student that makes it unlikely that the contract will be completed.

5.1.3 Refund if enrolment cancelled by student before commencement

If a student cancels an enrolment in a FFS course 15 days or less before it commences, the RTO will refund the fees the student paid for the course after deducting the non-refundable enrolment fee for all courses cancelled and the cancellation fee. If the enrolment is cancelled prior to the 15 days, a cancellation fee will not apply.

5.1.4 Refund if enrolment cancelled after course starts

If a student cancels the enrolment in a FFS course after it commences:

- The RTO will not refund any fees and charges paid by/for the student for the cancelled course enrolment/s for class/es that have commenced.
- Where a student cancels from a course after (3) months of the agreement date, the student will be liable to pay the course fee to the RTO in full.
- Where a student cancels from a course after commencement but within (3) months of the agreement date and has Units of Competency that have been delivered or made available to the student, a pro rata charge per unit will be applied. The pro rata charge is the total divided by the number of units completed. The difference is the value refunded.
- The RTO will not cancel any remaining payments or monies due in respect of any cancelled course enrolment/s for class/es that have commenced.

5.1.5 Exceptional Circumstances

However, if any of the following events occur while a student is undertaking a Fee Paying Course only, the student may apply to the RTO for a full or partial refund of the fees paid for the course if:

- a. The student accepts a place offered through any of the government funded programs offered by the RTO
- b. The student suffers an illness or injury preventing the student from completing the course
- c. Exceptional circumstances prevent the student from completing the course.

The student must apply in the approved form before the assessment for the course ends. All applications for refund shall be supported by relevant supporting documentation.

The RTO may refund the fees after deducting an enrolment and administration fee for all courses to which the application relates.

5.2 User Choice - Employer Contribution and Student Contribution Fees (SCF)

- a. Full refunds will be given for student contribution fees charged for training delivery that has not commenced at the time of the cancellation; and
- b. Proportionate refunds will be given where the student has withdrawn from a Unit of Competency/Module.
- c. In the event a student cancels after commencement of training, the employer contribution fee will be refunded at a pro-rata rate for units not completed or withdrawn.

5.3 Certificate 3 Guarantee and Higher Learning Level Skills Student Co-Contribution Fees

- a. In the event a student completes their training, CTA will reimburse (if charged) the Co-Contribution Fees for units where an The Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) Outcome '60' Credit Transfer, '65' Transitional gap training has been reported.
- b. In the event a student cancels their training, CTA will reimburse (if charged) the Co-Contribution Fees for units where an AVETMISS Outcome '60' Credit Transfer, '65' Transitional gap training has been reported.

5.4 Fee for Service

Any payments that have been remitted to CTA prior to cancellation are non-refundable.

6. Appeals

A student who is refused a refund may within seven (7) days after written notice is received, follow the Complaints and Appeals Procedure for on the CTA's website <https://ctatraining.com.au>

7. Training Fees for General Training Programs Offered by CTA

CTA delivers several public programs (face-to-face and online) offered on a fee for service basis including the following:

- Responsible Management of a Licensed Venue (RMLV)
- SITHFAB002 Provide Responsible Service of Alcohol (RSA)
- SITHGAM001 Provide Responsible Gambling Services (RSG/RGS)
- SITXFSA001 Use Hygienic Practices for Food Safety (Food Safety Level 1)
- SITXFSA002 Participate in Safe Food Handling Practices (Food Safety Level 2)
- SITXFSA001 Use Hygienic Practices for Food Safety (Food Safety Level 1) & SITXFSA002 Participate in Safe Food Handling Practices (Food Safety Level 2) - Food Safety Supervisor course
- Workplace Hygiene for Food Handlers (HYG)
- Customer Liaison Officer Training (CLO)
- Gaming Nominee Training

Admission to the above listed programs when delivered face-to-face is based on prior payment or payment on course commencement. The scheduled fee must be paid in full prior to the commencement of online training courses. A tax invoice will be issued as proof of purchase along with student login details.

7.1 General Training Programs Cancellations

Cancellations must be sent in writing. This can be e-mailed to info@ctatraining.com.au.

The student will receive a 100% refund if the student cancels in writing seven (7) working days or more prior to the course commencement.

If the student cancels in less than seven (7) working days of the course date, the student will be refunded 50% of total fees or have the option of transferring to another date.

8. Online Delivery

Refunds will be considered in the following circumstances:

- If the student is unable to access the course within a reasonable timeframe due to technical difficulties caused by the CTA website and/or Learning Management System.
- If the course is discontinued.
- If a student has been charged incorrectly.
- If the student selects the wrong course and commences that course in error. CTA will organise a transfer to the correct course if the student has not completed more than one topic/unit of the course. CTA may retain 10% of the cost of the course for administrative costs.

For further information in relation to cancellations and refunds please contact CTA on (07) 3878 8977.

9. Deemed start date for courses with no defined course or program start date:

If the RTO offers any training program/course for which there is not a timetabled start date, the commencement date for the training program/course will be deemed to have a start date of 30 days from the date of agreement as stated on the Enrolment Application form.

10. Material Fees and Other Charges:

The RTO will not refund material fees and other charges that are considered to be supplied to and or used by the student.

11. Transfers of enrolment in a traineeship funded or Fee for Service (FFS) course:

This section applies if a student enrolled in a FFS course at the RTO wishes to transfer the enrolment to another program/course offered at the RTO.

- a. Transfers will only be approved within three months of commencement of the course/program.
- b. If the new course is of lesser value than the current course, the student will need to continue to pay the current course fee.
- c. If the new course is of greater value than the current course, then the student will need to pay the additional course fees to the value of the new course;
- d. Course Fees will not be refunded as a result of a course transfer.
- e. Please refer to the Schedule of Administrative Fees for course transfer fees.
- f. Course transfer fees are non-refundable.

12. Refused applications for refunds

- a. If a student's application for a refund is refused, the RTO must give the student written notice of the reasons for refusal.
- b. The student may, within fourteen (14) days after written notice is given, apply to the RTO CEO or General Manager of Training for a reconsideration of the refusal.

13. Definitions

Administration/Enrolment charge is the administration costs associated with enrolling a student.

Assessment refers to the final piece of work related to the student obtaining a final result.

Corporate Business Entities have a defined training contract or agreement with the RTO to deliver specific training program(s).

Course means unit of competency, subject or module that are part of a training package or curriculum document. A "course" forms part of a class in the RTO's Student Record System.

Material fees and/or kits refers to any materials or kits purchased by the student at the time of enrolment and may include, but not limited to, such items as textbooks used for practical exercises conducted as part of the program/course, such as external disk drives etc. Materials also include all uniforms measured for, ordered by the RTO or supplied to the student.

Other services and/or resource charges is being used generically to refer to charges, for example Student Identification Card, Student Diary, Internet fees, and/or books, supplementary texts etc..

Re-evaluation means the student has requested a re-assessment, by an assessor other than the assessor who assessed them and deemed them not competent, for a component of a course or a course.

Supporting documentation refers to supporting evidence for the following circumstances:

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- accepts a place offered through a funding agency – student must provide a copy of their acceptance for the current year of enrolment
- suffers an illness or injury preventing the student from completing the course – student must provide a medical certificate or letter from a medical practitioner from a professional medical practice which clearly identifies:
 - The student's full name
 - The period of time and
 - Details of the medical condition or injury being claimed.
- Exceptional circumstances preventing the student from completing the course – student to provide a written statement detailing the circumstances and/or written support from a support person (excluding any person who is a lawyer, has a legal background and/or similar training).

Training program fees and charges/costs means any combination of qualification/s, unit/s of competency (course/s), services and/or additional resource charges related to the delivery and assessment of an accredited qualification for a Training Package registered with ASQA and on the scope of registration for the RTO.

14. Effective Date

This policy will be effective to all refunds from 26 April 2019.

15. Delegations

The CEO of the RTO is responsible for the implementation of and ongoing compliance and monitoring with this policy.

The CEO is accountable for communicating this policy to the Sales and Marketing and Student Services administration team, and the RTO Manager is responsible for the implementation, monitoring and communication of this policy in accordance with the standards for RTO's number 4 & 5.

Refer to the Delegations Policy for other delegated approvals by the CEO/Director in relation to this policy.

16. Risk Analysis and Management

This policy is rated as a medium risk to the RTO in relation to the RTO's ability to correctly and accurately determine when to apply a refund.

17. Related Legislation & Regulations

Legislation

- Vocational Education, Training and Employment Act 2000
- Financial Administration and Audit Act 1977
- Standards for RTO's 2015
- National Vocational Education and Training Regulator Act 2011
- Financial Viability Risk Assessment Requirements 2011

18. Related Documents

- POL 15A-NVR Cancellation Policy
- PRO 19A-NVR Cancellation & Refund Procedure
- FO 01A-SLC Enrolment Application form

- FO 3A-SLC Schedule of Fee Paying Programs
- FO 5A-SLC Schedule of Administration Fees
- FO 07A-SLC Program Cancellation Form
- FO 08A-SLC Refund Request Form

19. General Manager of Training Approval

The General Manager of Training of Servir Group Pty Ltd, approves and endorses this policy on the 26 April 2019.

Aaron Bray
General Manager of Training



Signature