

# Fees and Charges Policy and Procedure (Training)

## Policy

This policy and procedures provides all staff and students with information on the process for determining fees and charges for all MAX Solutions courses. All fees and charges for the delivery of vocational training and assessment services must be approved by the General Manager Training prior to their publication, quotation to clients or tender submission.

All participants are to be provided with a numbered tax invoice detailing all fees paid. Where an employer is to be invoiced for the tuition fee of his/her employees undertaking training, the invoice must clearly indicate the names of those employees for whom the invoice applies.

MAX Solutions has a designated Bank Account for all student fees to be paid. Students will complete all documentation required to determine fees at participation of MAX Solutions Orientation and Enrolment day. These total fees will only be accessed once the student has commenced studies and enrolment has been approved.

## Determining Course Fees

MAX Solutions is required to ensure that all course fees are provided to students prior to enrolment. Course fees must include all costs associated with studying with the RTO and will comprise:

- Course/Tuition fees
- Materials and equipment fees
- Administration Fees – are not to be refunded, unless in the case of course cancellation by MAX Solutions

MAX Solutions reserves the right to adjust fees at any time. Refund arrangements are in place for all courses as documented in the MAX Solutions **Refunds Policy and Procedures**.

MAX Solutions must adhere to the financial management obligations as stated in the *Standards for Registered Training Organisations 2015* and in accordance with **MAX Solutions Financial Management Policy and Procedures**.

## Waiving of fees

Where a student can demonstrate the he/she will suffer genuine financial hardship by paying course fees, the General Manager has the right to waive the student fees. The student will be assessed against his/her financial incomings and outgoings.

## Changes to Agreed Services

Where there are any changes to agreed services, the student will be advised as soon as possible.

## Procedures

All course/student contribution/tuition fees are to be confirmed prior to commencement of training.

**For non-funded (fee-for-service) training** - the amount to be charged for training and assessment services will be determined by the General Manager Training. All information will be consistently documented through in the **Course Outline**, MAX Solutions **Student Handbook**; any marketing materials and enrolment documentation. Students will be informed of the course fee prior to enrolment and will be required to pay their initial payment (deposit) of course fees to confirm their enrolment.

**For funded training courses** – the amount to be charged for Student Contribution/Tuition Fees must be in accordance with the Contractual Obligations of the Funding Contract. **Student Fees Contribution Agreement** must be completed for each Student to be enrolled in a funded training course during the enrolment and induction process.

The collection of the student fees will be documented in each student file with information completed on the Orientation and Enrolment day. Copies of all invoices issued to the Student must be filed in the Student's File. Additionally this information will be recorded in our company's financial management system as well as our Student

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Records Management System – VETtrak. MAX Solutions is bound by the Australian Privacy Principles and ensures all student information is retained on the students file in accordance with regulatory obligations and in accordance with the **MAX Solutions Privacy Policy**.

Student fees are also protected by **MAX Solutions Refund Policy and Procedures**, which is provided to students prior to enrolment. The conditions of the Refund Policy as well as MAX Solutions Complaints and Appeal Policy and Procedure are outlined in our Student Handbook.

1. Once the participant enrolls in the course an invoice is to be issued. Students are provided with a **Course Outline** during the induction which documents the Course Fees and all associated costs for studying with MAX Solutions, which comprises of Course/Tuition Fees, Materials and Equipment Fees, and Administration Fees. Where a payment plan is applied, Students are provided with a copy of the agreed **Payment Plan**. **Payment Plan** documents the agreed amount of each instalment, dates of invoice issuance and terms and conditions of the Payment Plan.
2. Where the student has a nominate Concession (i.e., Health Care Card, Pension Card) which can result in a discount of fees (dependant on course specifications), MAX Solutions will sight evidence of the concession and take a copy for the Student File. The Compliance and Operations Manager and/or delegate will advise the student if Concession applies to full course fees for the qualification/course.
3. The fees and amount payable for the course are to be recorded on the **Student Enrolment Form** in the “office use only” section. This includes the method of payment such as Cheque, EFT, Cash, Credit Card, Payment Plan).
4. Payment of Fees must be made in accordance with the payment terms outlined on the tax invoice issued to the student.
5. Partial or full refunds will be applied in accordance with the **Refunds Policy and Procedures**, based withdrawal or cancellation of enrolment.
6. Deferment of training can be negotiated.
7. Once training has commenced in the course, MAX Solutions will only provide refunds based on the circumstances outlined in the **Refunds Policy and Procedures**.
8. Should participants wish to finalise incomplete competencies in a future course, the original fee payment can be used as credit towards that course within six months of initial payment.
9. Should MAX Solutions cancel the course, participants are entitled to a full refund or to transfer to another/future course. In this event participants will be given their preferred option.
10. Students are permitted one (1) re assessment opportunity without financial penalty. In the event that the student is “Not yet competent” following the re-assessment they are required to re enrol in the unit and pay the full fees for the unit.
11. Verified financial projections and reports are to be made available to ASQA and/or State Training Authorities on request.

## Related policy:

- Refunds Policy and Procedures
- Complaints and Appeals Policy and Procedures
- Financial Management Policy and Procedures

## Supporting Documents

- Student Handbook
- Student Fees Contribution Agreement
- Payment Plan

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- Student Enrolment Form
- Course Outline

**Relates to Standard 5: Standards for RTO's 2015**