Fees and Refunds Policy

Policy

Care Training Institute (CTI) will provide prospective students with all Course Fee information prior to enrolment or the commencement of training, so that they can make an informed decision about undertaking their course of study with CTI.

Information relating to the collection of course fees, will be provided to students at the Pre-Enrolment stage through CTI’s Schedule of Fees and given reference to the Student Handbook found on the Care Training Institute website.

Course Fee Information will specify:
- The Tuition Fees that apply for each course available for study
- The payment terms and conditions including timeframes for payment of deposits and refunds

Other information to be provided at the Pre-enrolment stage will include:

- the student’s rights as a consumer to obtain a refund for services not provided by the RTO in the event that the:
  - arrangement is terminated early, or
  - the RTO fails to provide the agreed services

Certification documentation will be issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product, if the training program in which the learner is enrolled is complete and providing all agreed fees the learner owes to the RTO have been paid.

Fees and Charges

Fees are charged for all Care Training Institute courses, and will be determined, by taking into account:
- budget constraints,
- the funding available (if any)
- the cost for the provision of the course and
- other factors in determining the course fee to be charged.

Students will pay the full Tuition Fee / Student contribution in full at the time of submitting their enrolment application in accordance with the specific requirements of their course, as long as this does not exceed the amount of $1,500 ($1000 for Student contribution fee).
Fees and Refunds Policy

Students may also negotiate a payment plan for the payment of their course fees via a direct debit arrangement. Students will be required to submit a direct debit form and pay a deposit of an agreed amount (between the student and authorised BD Manager), at the time of enrolment.

Remaining fees will be apportioned into equal payments over the period of the course, ensuring that each of these does not exceed the amount of $1,500. Payments will fall due as per the individual payment plan (final payment must be made within 50% of the course being delivered).

Fees are subject to change and students are advised to obtain a current fee schedule, by contacting Care Training Institute or checking the CTI website and any current marketing materials that are available by Care Training Institute, relating to the courses on its scope of registration.

Care Training Institute will not accept enrolments without payment of allocated fees or a deposit and a payment plan.

Certification documentation upon completion of a course will only be issued to a student when all fees owed to Care Training Institute have been paid.

Additional Fees and Charges – Replacement ONLY (if required)

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replacement of polo shirt</td>
<td>$35.00</td>
</tr>
<tr>
<td>Replacement of Student Print Resources</td>
<td>$300.00</td>
</tr>
<tr>
<td>Replacement Certificate or Statement of Attainment</td>
<td>$35.00</td>
</tr>
<tr>
<td>Re-assessment fee per Unit of Competency*</td>
<td>$500.00</td>
</tr>
</tbody>
</table>

*Students will be given 3 opportunities to gain competency when completing each unit. After this, students are given the option to pay $500 to retake the unit.

RPL (Recognition of Prior Learning) fees are 50% of the fees listed in the Schedule of Fees for completing a course (this includes all requirements as stated in the RPL Package to be fulfilled).

Concession Fees

Concession fees, if available, are marked in all marketing materials and the Course Information Guides for accredited courses. Student Concession prices, where advertised, will only be available to:

- Health Care Card and Veteran’s Gold Card holders
- Students receiving a pension
- An alternative card or concession eligibility criterion approved by the Education Minister

Fees paid in advance

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Care Training Institute | Fees and Refund Policy Jan 2017 v 1.0
Fees and Refunds Policy

Care Training Institute acknowledges that it has a responsibility to protect the fees paid by students. To meet this need, we only accept payment of a maximum value of $1000 from each student prior to the commencement of the course.

Subsequent payments will not exceed $1500, for services that are yet to be delivered to the student.

Where Care Training Institute cancels the course prior to commencement date students will be entitled to 100% refund of tuition fees.

In addition, Care Training Institute holds current membership of an approved Tuition Assurance Scheme with ACPET (Australian Council for Private Education and Training) in the event that Care Training Institute is unable to provide the services for which the learner has prepaid. Through this scheme, students (through Australia’s Directory of Training) will be:

a. placed into an equivalent course with another training provider such that:
   i. the new location will be geographically close to where the student had been enrolled, and
   ii. the student receives the full services for which they have prepaid at no additional cost to the them or

b. if an equivalent course cannot be found, the learner will be paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.

Fees paid in advance are fees paid at any time for a course, product or service that is yet to be delivered.

GST

Education Services are exempt from GST under Section 35-38 GSTR 2003/1 of the Goods and Services Tax. The ruling states that the supply of a course for ‘professional or trade course’ is GST-free.

Refunds

Refund policies will be clearly available to all students prior to enrolment, through the Student Handbook which is made available on the RTO’s website.

1. For full qualification enrolments:

All requests for refunds by students withdrawing from their course, must be submitted in writing using a Refund Request Form and a Student Withdrawal Form, which can be obtained from their Trainer or Student Support Officer. Where refunds are approved,
Fees and Refunds Policy

The refund payment will be paid to the same person or body from whom the payment was received on behalf of the student, by electronic funds transfer (EFT). This payment will be made within 14 working days from the time the refund is approved.

The Student Contribution Fee is non-refundable - Discretion may be exercised by the General Manager if there are extenuating or significant circumstances that lead to a student’s withdrawal.

FEE for Service (FFS)

- Students under a Fee for Service (FFS) arrangement who want to cancel their enrolment must notify Care Training Institute at least 10 working days prior to the commencement of the program, in order to be entitled to a refund of any fees paid, with the exception of an administration fee of $250.

- Students who give notice to cancel their enrolment less than 10 working days prior to the commencement of a program will be entitled to a 50% refund of fees paid, less an administration fee of $250.

- On or after the date of commencement of the program the student will not be entitled to any refund.

- A student who withdraws from the course after commencement will be liable to pay fees based on a pro rata amount determined by the amount of training delivered.

- A full refund will be given if Care Training Institute cancels a program

Short courses
For short courses and once an enrolment has been accepted:

- A full refund will be given if Care Training Institute cancels a program
- A refund, less a $50 administration fee, will be given if students give at least seven (7) days written notice of withdrawal or transfer. Transfer is only permissible if students give at least seven (7) days written notice.
- No refunds or transfers are available after 7 days before the commencement of the course

Withdrawal or discontinuation of a course must be sent to Care Training Institute in writing / email or a documented face to face meeting. Care Training Institute will ascertain the reason for discontinuation to ensure that all reasonable efforts have been made to address concerns in respect to the delivery of the training.

Refund Procedure
Fees and Refunds Policy

Students are required to complete a ‘Refund Request Form’ if they wish to claim a refund.

Care Training Institute will either approve the refund or decline the refund, depending on the time withdrawal or cancellation is received and the amount of fees paid by the student at this time.

For all approved requests, the Training Manager will ensure the refund is processed in accordance with usual administration procedure (15 days).

Requests for refunds may only be refused in accordance with this policy, and in such case the Training Manager will inform the student within seven (7) days of the claim, the reasons for declining to refund the course fees.

Refunds will only be paid by direct deposit (EFT).

Recovery of Outstanding Fees

All fees and charges must be paid by the due date. Failure to pay fees and charges may result in any or all of the following until the student pays the full amount owed:

- Suspension from attending or participating in the course
- Exclusion from assessment activities
- Withholding of certification documentation
- Termination of the enrolment
- Exclusion from any future enrolments with Care Training Institute

Care Training Institute may also refer fees and charges remaining unpaid after ninety (90) days from the due date, to a debt collection agency.

Responsible Parties

- General Manager
- Training Manager
- Accounts
- Business Development

Related Documents

- Course Information Guides
- Student Handbook
- Enrolment forms
- Care Training Institute website
- Refund Request Form
- Withdrawal/Cancellation Form
- Direct Debit Form
Fees and Refunds Policy

Relevant Standards
Standards for RTOs 2015 – 5.3 and 7.3