

Compliance Focus

ASQA Standards, Clauses: Clause 5.3,7.3

Policy

This policy outlines Learning Sphere approach when calculating fees and charges and how a learner will be informed prior to enrolment of all course costs. A fee for service provided to a learner ensures obligations are met under State and Federal Legislation, Funding Body contracts and VET Regulatory requirements. This policy supports staff on how to maintain compliance against this requirement in their daily tasks.

We must ensure the protection of all fees and aim to provide clear and accessible information to learners regarding fees and charges prior to and throughout their enrolment. Each qualification, unit of competency or skill set will have a specific course fee unless it has been designated as “fee free”. The course fee is the maximum fee that may be charged to the learner for their training program.

Commitment

- Fees and fee concessions are set and approved by the General Manager within the guidelines issued by the funding and regulatory bodies
- Compliance with Funding Body Contract Terms & Conditions about fees for courses
- All indicative fees are published on the Learning Sphere website
- Learners are provided prior to final enrolment the fees pertaining to their individual circumstances including any exemptions, concessions, or waivers
- Learning Sphere does not accept more than \$1500 up front for any tuition fees for services yet to be delivered
- Maintain a 5 working days cooling off period from the date of enrolment into any course
- Not allow a transfer of course fees to another person
- Will not retrospectively change or adjust the tuition fee for an enrolled individual unless learner has accepted or owed a refund or required by funding body changes.

Cost of enrolment

The cost of the enrolment is determined by the learners individual circumstances. For example, funded, concession or fee waiver).

All learners who are required to pay a tuition fee are not fully enrolled until fees have been paid or an arrangement to pay is in place with either the learner or learners’ employer.

Tuition Fees

Fees are payable when a learner has received a confirmation of enrolment. The initial fee payment must be made within the payment terms of the invoice as issued by the agreement made with the learner employer. If fees are not paid in accordance with the agreed fee schedule the right exists to discontinue training.

Concession Tuition Fees

Concessions on tuition fees for subsidised training places are available for eligible learners who hold the documents as listed within the specific funding contract.

Schedule of Fees

The CEO and General Manager are responsible for approving all fees and charges and these are to include:

- The total amount of all fees including tuition, material, and other charges for enrolling in a training program
- To honour a commitment to deliver services and complete the training and or assessment once the learner has commenced study
- Any discounts, fee reductions or exemptions available
- Fees and charges for additional services such as issuance of a replacement qualification and the options available to learners who are deemed not yet competent on completion

Replacement training workbooks

Learners who require replacement of issued training workbooks will be liable for additional charges to cover the cost of replacement.

Miscellaneous Charges

These may include:

- Re-issuing a certificate after it has been initially issued to a learner
- Replacing issued learning materials which a learner has lost or damaged
- Re-assessment services
- Photocopy fee

These miscellaneous charges are to be clearly specified in the Schedule of Fees and Charges and to state whether GST applies. All miscellaneous charges are to be based on a cost recovery basis and are not intended to be a source of profit.

Fees paid in advance

Prior to commencement or on commencement of a course, payment of no more than \$1,500 from a learner cannot be accepted. Following course commencement, further fees in advance can be collected if the total amount paid for services yet to be delivered does not exceed \$1,500. Learner is to be advised of this requirement at the time of enrolment.

Payment plans

- Flexible payment arrangements / options will accommodate individual circumstances
- Fees must be paid in full before certification will be issued
- If payment instalment / arrangements are in place, and a payment becomes overdue and remains unpaid for a period more than 14 days, we reserve the right to suspend the learners learning and or assessment (or both) until all fee payments are up to date
- Flexible payment arrangements are acceptable to accommodate the diverse financial situations of learners.

Learner's rights as a consumer

Learners have consumer rights under the Australian Consumer Law. This may include a statutory cooling off period for any payment made. More information regarding this can be found at www.consumerlaw.gov.au.

Learner Complaints About Fees or Refunds

Learners who are unhappy with the arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with the complaints policy.

Fees and Charges Policy

Giving notice of enrolment cancellation

Learners who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a “Refund Request Form.” Learners who may not be eligible but are requesting a refund should also be provided with the request form so the request can be carefully considered by the CEO or nominated delegate.

Responsible Officer

The responsible officer for the implementation of this Policy is the General Manager.

Publishing details

Document Name	Fees and Charges Policy
Approved by	General Manager
Date of Approval	20 November 2024
Version	1.1
Summary of content (new) or amendments (revised)	Updated to reflect new ownership Simplified policy
Next Review Date	31 July 2025