

## EEN 2.1 Fees and Refund Procedure

Setting of Course Fees			
#	Who	Actions	Outcome
1.1	CEO/COO/General Manager	a) All course fees will be determined by the senior management team. The fees will be recorded in a course price list document which is found here: <a href="#">..\..\..\..\Administration\Admin Templates</a>	<ul style="list-style-type: none"> <li>Staff are aware of all fees and charges that are applicable.</li> </ul>
1.2	COO/General Manager	b) The COO and General Manager will communicate via email all course fees to sales and administration staff via a course price list. The price list will document all FFS, Funded and Re-Assessment Fees	<ul style="list-style-type: none"> <li>Staff are aware of all fees and charges that are applicable.</li> </ul>
1.3	COO	c) The website will be updated with applicable course fees. Government funded statement of fees are also displayed on the website.	<ul style="list-style-type: none"> <li>All staff and prospective students have access to any applicable fees and charges</li> </ul>

Determining Course Fees			
#	Who	Actions	Outcome
2.1	Sales and Administration Team	a) The Sales and Admin team handle all enquiries from corporate clients and prospective students. These are received through phone and email.	<ul style="list-style-type: none"> <li>Students are booked into our student management system (VETtrak)</li> </ul>
2.2	Sales and Administration Team	b) Sales & Administration team discuss with the student what course they want to enrol into. Once established what course they want to undertake they will advise them of any applicable fees. If the course fee exceeds \$1,500 the students are advised that we can only take \$1,500 prior to course commencement.	<ul style="list-style-type: none"> <li>Students are booked into our student management system (VETtrak)</li> </ul>
2.3	Sales and Administration Team	c) Once the student has been booked into the student management system (VETtrak) they will receive a booking letter that outlines all course fees including: <ul style="list-style-type: none"> <li>Course fee</li> <li>Re-assessment Fees</li> <li>Continuing Fees</li> <li>Other applicable fees</li> </ul>	<ul style="list-style-type: none"> <li>Students are aware of all course fees</li> </ul>
2.4	Sales and Administration Team	d) Where Government funding is available for a course offered by MST, prospective students will be required to complete an eligibility assessment prior to enrolment. This is conducted prior to course commencement at the enrolment information session. Students will be informed that there are no tuition fees for Government funded courses however there are re-assessment fees (if applicable). The collection of the student fees (if applicable) will be documented by Administration on the ' <b>Student File Checklist</b> ', electronic financial management system	<ul style="list-style-type: none"> <li>Students are aware of all course fees</li> </ul>

		(MYOB), and Student Records Management Database VETtrak.	
2.5	Sales and Administration Team	<p>e) Courses fee inclusions are:</p> <ul style="list-style-type: none"> <li>All training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. However, in the case of re-assessment, where a student fails to achieve a satisfactory outcome at an assessment task, an additional fee may apply for additional training and re-assessment.</li> <li>Learning materials for each student</li> <li>Stationery items such as pens and paper</li> <li>Issuance of the Certificate or Statement of Attainment</li> <li>Issuance of the Competency Card (where applicable)</li> </ul>	<ul style="list-style-type: none"> <li>Students are aware of what the course fees cover</li> </ul>

Payment of Fees																	
#	Who	Actions	Outcome														
3.1	Administration Team	<p>a) Students are advised upon booking that their booking is not confirmed until its paid in full, once the booking has been paid it will be confirmed. They are advised that they are on a standby list until its paid in full. This is also reflected in the booking letter that is emailed out to every student. For course fees that exceed \$1,500 once the student has paid the \$1,500 their booking is considered as confirmed.</p>	<ul style="list-style-type: none"> <li>Students are aware that their booking won't be confirmed until its paid in full</li> </ul>														
3.2	Sales and Administration Team	<p>b) In accordance with the Standards for Registered Training Organisations 2015, MultiSkills Training does not accept payment of pre-paid fees of more than \$1,500 from individual learners. For course fees that exceed \$1,500 please see the following payment structure:</p> <table border="1" data-bbox="411 1482 1098 1783"> <thead> <tr> <th>Course</th> <th>Total Cost</th> </tr> </thead> <tbody> <tr> <td>TLILIC0013 Licence to operate a slewing mobile crane up to 60T</td> <td>\$2,500.00</td> </tr> <tr> <td>Amount payable prior to course commencement:</td> <td>\$1,500.00</td> </tr> <tr> <td>Amount payable on day 2 of scheduled course:</td> <td>\$1,000.00</td> </tr> </tbody> </table> <table border="1" data-bbox="411 1818 1098 2051"> <thead> <tr> <th>Course</th> <th>Total Cost</th> <th>Minimum weekly payment amounts</th> </tr> </thead> <tbody> <tr> <td>RII30815 Certificate III in Civil Construction Plant Operations*:</td> <td>\$4,850.00</td> <td>\$101.04 per week over a</td> </tr> </tbody> </table>	Course	Total Cost	TLILIC0013 Licence to operate a slewing mobile crane up to 60T	\$2,500.00	Amount payable prior to course commencement:	\$1,500.00	Amount payable on day 2 of scheduled course:	\$1,000.00	Course	Total Cost	Minimum weekly payment amounts	RII30815 Certificate III in Civil Construction Plant Operations*:	\$4,850.00	\$101.04 per week over a	<ul style="list-style-type: none"> <li>MST will not accept payment of more than \$1,500 for individual students prior to course commencement.</li> </ul>
Course	Total Cost																
TLILIC0013 Licence to operate a slewing mobile crane up to 60T	\$2,500.00																
Amount payable prior to course commencement:	\$1,500.00																
Amount payable on day 2 of scheduled course:	\$1,000.00																
Course	Total Cost	Minimum weekly payment amounts															
RII30815 Certificate III in Civil Construction Plant Operations*:	\$4,850.00	\$101.04 per week over a															

			maximum 48 weeks						
		<b>*To be issued with your statement of attainment or you must meet the below payment threshold:</b>							
		Civil Foundations Block:	\$244.28						
		Plant Operations Block:	\$2872.14						
		Traffic Management Block:	\$390.00						
		Civil Planning Block:	\$366.42						
		Civil Resources Block:	\$366.42						
		Civil Equipment Block:	\$244.28						
		Civil Plans and Specs:	\$366.46						
		<table border="1"> <thead> <tr> <th>Course</th> <th>Total Cost</th> </tr> </thead> <tbody> <tr> <td>CPC30911 Certificate III in Scaffold*:</td> <td>\$4,850.00</td> </tr> </tbody> </table>			Course	Total Cost	CPC30911 Certificate III in Scaffold*:	\$4,850.00	
Course	Total Cost								
CPC30911 Certificate III in Scaffold*:	\$4,850.00								
		<b>*Blocks of training must be paid before commencement:</b>							
		Enrolment and Safety Block	\$450.00						
		Scaffold Estimating Block:	\$600.00						
		Forklift:	\$300.00						
		Dogging:	\$900.00						
		Rigging:	\$900.00						
		Basic Scaffold:	\$900.00						
		Intermediate Scaffold:	\$800.00						
3.3	COO	c) For fees and charges which are invoiced to an employer (for any training program), the full amount will be invoiced at the time of enrolment, and will need to be paid in full unless the client holds a 30-day account.		<ul style="list-style-type: none"> <li>Corporate clients are aware that they have to pay the invoice before course commencement unless they hold a 30-day account</li> </ul>					
3.4	Sales and Administration Team	d) Students can pay via bank transfer, EFT, Credit Card, Cash or CHQ. <ol style="list-style-type: none"> <li>I. <b>Credit Card</b> – Students can call and verbally give MST the credit card over the phone or they can come into the office and pay</li> <li>II. <b>EFT/Cash</b> – Students can come into the office and pay cash or EFT</li> <li>III. <b>Bank Transfer</b> – Students can transfer money directly to MST, our banking details are on the booking letter or invoice</li> <li>IV. <b>CHQ</b> – If a student pays via CHQ the payment won't be recorded until the CHQ has been cleared</li> </ol>		<ul style="list-style-type: none"> <li>Students have a range of payment options and are aware of how they can make payment.</li> </ul>					

3.5	Sales and Administration Team	e) Students who are experiencing difficulties in making payments can call the office to make alternative payment arrangements such as a payment plan (according to the <b>EN2.1 Payment Plan Procedure</b> ).	<ul style="list-style-type: none"> <li>Students are directed to the <b>EN2.2 Payment Plan Procedure</b> if they want to make a payment plan</li> </ul>
3.6	Administration Team	f) Once the payment has been received it is be entered into the student management system and a receipt is to be sent to the student via email.	<ul style="list-style-type: none"> <li>Student receives a receipt via email</li> </ul>
3.7	COO	g) Where an employer is paying for a student’s course an invoice will be sent to the client outlining the total fees and payment terms via email	<ul style="list-style-type: none"> <li>Employers will receive an invoice via email and will need to pay the invoice as per the payment terms</li> </ul>
3.8	Students	h) If a student attends a course and they haven’t paid, their statement of attainment or certificate won’t be issued until is paid in full	<ul style="list-style-type: none"> <li>Students are aware to receive their SOA they must have paid for their course in full</li> </ul>

Government Funded Courses																											
#	Who	Actions	Outcome																								
4.1	Administration Team	<p>a) Tuition fees or Materials Fees are not payable for any Government funded courses. Students that are enrolling into a Government funded course will be subject to re-assessment fees as outlined below:</p> <p><b>Certificate III in Civil</b></p> <table border="1"> <thead> <tr> <th>Unit</th> <th>Theory Re-Assessment</th> <th>Practical Re-Assessment</th> <th>Theory &amp; Practical Re-Assessment</th> </tr> </thead> <tbody> <tr> <td>RIIMPO318F – Conduct civil construction skid steer loader operations</td> <td>\$150</td> <td>\$440</td> <td>\$440</td> </tr> <tr> <td>RIIMPO319E – Conduct backhoe/loader operations</td> <td>\$150</td> <td>\$440</td> <td>\$440</td> </tr> <tr> <td>RIIMPO320F – Conduct civil construction excavator operations</td> <td>\$150</td> <td>\$440</td> <td>\$440</td> </tr> <tr> <td>RIIMPO321F – Conduct civil construction wheeled front end loader operations</td> <td>\$150</td> <td>\$440</td> <td>\$440</td> </tr> <tr> <td>RIIMPO323E – Conduct civil</td> <td>\$150</td> <td>\$440</td> <td>\$440</td> </tr> </tbody> </table>	Unit	Theory Re-Assessment	Practical Re-Assessment	Theory & Practical Re-Assessment	RIIMPO318F – Conduct civil construction skid steer loader operations	\$150	\$440	\$440	RIIMPO319E – Conduct backhoe/loader operations	\$150	\$440	\$440	RIIMPO320F – Conduct civil construction excavator operations	\$150	\$440	\$440	RIIMPO321F – Conduct civil construction wheeled front end loader operations	\$150	\$440	\$440	RIIMPO323E – Conduct civil	\$150	\$440	\$440	<ul style="list-style-type: none"> <li>Students are aware that if they are eligible for Government funding then they won’t have to pay any materials or tuition fees however if they are deemed NYC in any unit re-assessment fees will apply.</li> </ul>
Unit	Theory Re-Assessment	Practical Re-Assessment	Theory & Practical Re-Assessment																								
RIIMPO318F – Conduct civil construction skid steer loader operations	\$150	\$440	\$440																								
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RIIMPO323E – Conduct civil	\$150	\$440	\$440																								

	construction dozer operations				
	RIIMPO317F – Conduct roller operations	\$150	\$440	\$440	
	RIIBEF201D – Plan and organise work	\$150	\$150	\$150	
	RIICCM201D – Carry out measurements and calculations	\$150	\$150	\$150	
	RIICCM202D – Identify, locate and protect underground services	\$150	\$150	\$150	
	RIICCM203D – Read and interpret plans and specifications	\$150	\$150	\$150	
	RIICCM205E – Carry out manual excavation	\$150	\$150	\$150	
	RIICCM206D – Support plant operations	\$150	\$150	\$150	
	RIICCM207D – Spread and compact materials manually	\$150	\$150	\$150	
	RIICCM208D – Carry out basic levelling	\$150	\$150	\$150	
	RIICOM201D – Communicate in the workplace	\$150	\$150	\$150	
	RIIWHS201D – Work safely and follow WHS policies and procedures	\$150	\$150	\$150	
	RIISAM201D – Handle resources and infrastructure materials and safely dispose of	\$150	\$150	\$150	

	non-toxic materials			
	RIISAM203D – Use hand and power tools	\$150	\$150	\$150
	RIISAM204D – Operate small plant and equipment	\$150	\$150	\$150
	RIIWMG203D – Drain and dewater civil construction site	\$150	\$150	\$150
	RIIWS205E – Control traffic with a stop-slow bat	\$75	\$144	\$144
	RIIWS302E – Implement traffic management plans	\$75	\$144	\$144
<b>Certificate III in Scaffolding</b>				
	<b>Unit</b>	<b>Theory Re-Assessment</b>	<b>Practical Re-Assessment</b>	<b>Theory &amp; Practical Re-Assessment</b>
	CPCCOHS2001A – Apply OHS requirements, policies and procedures in the construction industry	\$150	\$150	\$150
	CPCCCM1012A – Work effectively and sustainably in the construction industry	\$150	\$150	\$150
	CPCCCM1013A – Plan and organise work	\$150	\$150	\$150
	CPCCCM1014A – Conduct workplace communication	\$150	\$150	\$150
	CPCCCM1015A – Carry out	\$150	\$150	\$150

		measurements and calculations				
		CPCCCM2001A – Read and interpret plans and specifications	\$150	\$150	\$150	
		CPCCCSC2001A – Safely handle and use scaffolding tools and equipment	\$150	\$150	\$150	
		CPCCLSF2001A – Licence to erect, alter and dismantle scaffolding basic level	\$150	\$880	\$880	
		CPCCLSF3001A – Licence to erect, alter and dismantle scaffolding intermediate level	\$150	\$760	\$760	
		RIICCM203D – Read and interpret plans and specifications	\$150	\$150	\$150	
		CPCCCSC2002A – Erect and dismantle basic scaffolding	\$150	\$150	\$150	
		CPCCCLDG3001A – Licence to perform dogging	\$150	\$952	\$952	
		TLILIC0003 – Licence to operate a forklift truck	\$150	\$392	\$392	
		CPCCLRG3001A – Licence to perform rigging basic level	\$150	\$1032	\$1032	
4.2	Administration Team	b) These fees are also displayed on the booking letter that is emailed out to every student.				<ul style="list-style-type: none"> <li>Students are aware that if they are eligible for Government funding then they won't have to pay any materials or tuition</li> </ul>

			fees however if they are deemed NYC in any unit re-assessment fees will apply.
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FFS Re-Assessment Fee			
#	Who	Actions	Outcome
5.1	Administration Team	a) If a student has been deemed NYC and they need to come back for a re-assessment there are further fees that need to be paid. These fees are outlined on the website, booking letter and student handbook.	<ul style="list-style-type: none"> <li>Students are aware of any fees that are applicable to their course</li> </ul>
5.2	Administration Team	b) Once the course has been completed and the file is ready for processing the admin team will contact the student over the phone to book them in for a re-assessment, they will also advise the student of the fee and collect payment.	<ul style="list-style-type: none"> <li>Students are booked into their re-assessment and payment is collected by admin team.</li> </ul>
5.3	Administration Team	The fees are outlined as below: <ul style="list-style-type: none"> <li>Theory Re-Assessment - \$150</li> <li>White Card Theory Re-Assessment - \$50</li> <li>Practical Re-Assessment – 80% of the total original fee paid</li> <li>Theory &amp; Practical Re-Assessment – 80% of the total original fee paid</li> </ul>	<ul style="list-style-type: none"> <li>Administration staff and students are aware of any applicable re-assessment fees</li> </ul>
5.4	Administration Team	c) Once the fees have been paid the student can undertake their re-assessment.	<ul style="list-style-type: none"> <li>Students can undertake their re-assessment</li> </ul>

Continuing Fees			
#	Who	Actions	Outcome
6.1	Administration Team	a) If a student attends part of their course and doesn't attend all scheduled days they will be charged a continuing fee to come back and complete. These fees only apply to FFS students and not Government funded students.	<ul style="list-style-type: none"> <li>Students are aware of any fees that are applicable to their course</li> </ul>
6.2	Administration Team	b) The admin team will contact the student over the phone to book them in for a new date, they will also advise the student of the fee and collect payment.	<ul style="list-style-type: none"> <li>Students are aware of any fees and are booked into their course.</li> </ul>
6.3	Administration Team	c) The fees are outlined as below: <ul style="list-style-type: none"> <li>80% of original course fee</li> </ul>	<ul style="list-style-type: none"> <li>Administration staff and students are aware of any applicable continuing fees</li> </ul>

Card Reprint Fees			
#	Who	Actions	Outcome
6.4	Administration Team	a) If a student has lost their competency card and would like a replacement, MST can send them out a	<ul style="list-style-type: none"> <li>Students are aware of any fees that are applicable to their course</li> </ul>



		new card for a fee of \$30. These fees apply to fee for service clients and Government funded clients.	
6.5	Administration Team	b) Once the fee has been paid the Administration Officer will mail out their competency card according to the completions policy and procedure.	<ul style="list-style-type: none"> <li>Students receive their competency card via Australia Post</li> </ul>

Refund			
#	Who	Actions	Outcome
7.1	COO Administration Staff/Sales Team	a) Any student wishing to apply for a refund can either contact MST via phone or send MST an email.	<ul style="list-style-type: none"> <li>Students can apply for a refund</li> </ul>
7.2	Administration Team	b) The administration team will advise the student to complete the refund application form on the website, or a soft copy version can be emailed to the student <b>EN 2.1.2 Refund Form</b> .	<ul style="list-style-type: none"> <li>Students are aware of how to submit a refund application form</li> </ul>
7.3	COO	c) The student is required to complete the refund application form on the website once its submitted the Administration team will receive an email, this email is to be forwarded to the COO. If the student completes the refund form on the soft copy <b>EN 2.1.2 Refund Form</b> they are to email this to <a href="mailto:info@multiskills.com.au">info@multiskills.com.au</a> . Refund forms can also be hand delivered by students to the office.	<ul style="list-style-type: none"> <li>COO is to receive all refund application forms</li> </ul>
7.4	COO	d) Once a refund form has been submitted it will be forwarded to the COO. The COO will determine if the refund will be approved.	<ul style="list-style-type: none"> <li>COO is to receive all refund application forms</li> </ul>
7.5	COO	e) Once the refund has been approved the payment will be either transferred to the students back account or credited back to their credit card. The payment will be made 2-3 days after the initial application has been received.	<ul style="list-style-type: none"> <li>COO will approve all refunds and process the payment</li> </ul>
7.6	COO	f) COO will advise the student via email that the refund has been processed	<ul style="list-style-type: none"> <li>Students are aware that the refund has been processed</li> </ul>

Outline of Refund Arrangements				
#	Who	Actions	Outcome	
8.1	COO	<b>Outline of Refund Arrangements</b>		<ul style="list-style-type: none"> <li>Administration team are aware of the refund arrangements</li> </ul>
		The RTO is unable to commence the course for which the original enrolment and payment has been made.	Full refund or alternative placement in a course relevant to original enrolment	
				<ul style="list-style-type: none"> <li></li> </ul>

		<p>The RTO is unable to continue to deliver the course as agreed.</p>	<p>Full refund or alternative placement in a course relevant to original enrolment</p>	
<b>Outline of Refund Arrangements (Courses)</b>				
<p>Cancellation by student/client with more than 5 business days' notice</p>		<p>Full refund or alternative placement in a course relevant to original enrolment.</p>		
<p>Cancellation by student/client with less than 5 business days' notice</p>		<p>No refund*</p>		
<p>Non-attendance to course without prior notification</p>		<p>No refund*</p>		
<p>Withdrawal after course commencement</p>		<p>No refund*</p>		
<b>Outline of Refund Arrangements (Full Qualification)</b>				
<p>Withdrawal prior to agreed start date</p>		<p>Full refund</p>		
<p>Withdrawal after course commencement</p>		<p>Partial refund (Any blocks of training that haven't been commenced will be refunded in full)</p>		
<p>8.2</p>	<p>COO</p>	<p>*Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, pandemic related matters (COVID-19) or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the COO and shall be assessed on a case-by-case situation.</p>		<ul style="list-style-type: none"> <li>▪ COO to determine if a refund is to be approved</li> </ul>

## SUPPORTING DOCUMENTATION

Document Code	Document Name	Document Type
EN 2	Fees & refunds policy	Policy
EN 2.1.1	Statement of fees	Template
EN 2.1.2	Refund form	Template

## DOCUMENT CONTROL INFORMATION

<b>Document Name:</b>	EN 2.1 Fees and Refund Procedure
<b>Document No.:</b>	8572
<b>Revision No.:</b>	1.0
<b>Revision Date:</b>	05-02-2021
<b>Next Review Date:</b>	05-02-2022
<b>Created by:</b>	NOVACORE
<b>Approved by:</b>	WGREEN
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<b>Document Location:</b>	NovaCore CMS\DMS\Trade Training Group\MST Quality Management System\2. Enrolment (EN)\Pre-paid fees\Procedures\