**EN 2.1 Fees and Refund Procedure**

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| **Setting of Course Fees** | | | |
| **#** | **Who** | **Actions** | **Outcome** |
| 1.1 | CEO/COO/Director of Sales & Marketing | 1. All course fees must be determined by the senior management team. The fees must be recorded in a course price list document which is found here: [..\..\..\..\..\Administration\Admin Templates](../../../../../Administration/Admin%20Templates) | * Staff are aware of all fees and charges that are applicable. |
| 1.2 | COO/ Director of Sales & Marketing | 1. The COO and Director of Sales & Marketing must communicate via email all course fees to sales and administration staff via a course price list. The price list must document all FFS, Funded and Re-Assessment Fees | * Staff are aware of all fees and charges that are applicable. |
| 1.3 | COO | 1. The website must be updated with applicable course fees. Government funded statement of fees are also displayed on the website. | * All staff and prospective students have access to any applicable fees and charges |

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| **Determining Course Fees** | | | |
| **#** | **Who** | **Actions** | **Outcome** |
| 2.1 | Sales and Administration Team | 1. The Sales and Admin team handle all enquiries from corporate clients and prospective students. These are received through phone and email. | * Students are booked into our student management system (VETtrak) |
| 2.2 | Sales and Administration Team | 1. Sales & Administration team discuss with the student what course they want to enrol into. Once established what course they want to undertake they must advise them of any applicable fees. If the course fee exceeds $1,500 the students must be advised that we can only take $1,500 prior to course commencement. | * Students are booked into our student management system (VETtrak) |
| 2.3 | Sales and Administration Team | 1. Once the student has been booked into the student management system (VETtrak) they must receive a booking letter that outlines all course fees including:  * Course fee * Re-assessment Fees * Continuing Fees * Other applicable fees | * Students are aware of all course fees |
| 2.4 | Sales and Administration Team | 1. Where Government funding is available for a course offered by MST, prospective students must be required to complete an eligibility assessment prior to enrolment. This is conducted prior to course commencement at the enrolment information session. Students must 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 ‘***Student File Checklist***’, electronic financial management system (MYOB), and Student Records Management Database VETtrak. | * Students are aware of all course fees |
| 2.5 | Sales and Administration Team | 1. Courses fee inclusions are:  * 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. * Learning materials for each student * Stationery items such as pens and paper * Issuance of the Certificate or Statement of Attainment * Issuance of the Competency Card (where applicable) | * Students are aware of what the course fees cover |

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| **Payment of Fees** | | | |
| **#** | **Who** | **Actions** | **Outcome** |
| 3.1 | Administration Team | 1. Students are advised upon booking that their booking is not confirmed until its paid in full, once the booking has been paid it must 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. | * Students are aware that their booking won’t be confirmed until its paid in full |
| 3.2 | Sales and Administration Team | 1. 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:  |  |  | | --- | --- | | **Course** | **Total Cost** | | TLILIC0023 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** | | TLILIC0018 Licence to operate a non-slewing mobile crane (greater than 3 tonnes capacity) | $1,900.00 | | Amount payable prior to course commencement: | $1,500.00 | | Amount payable on day 2 of scheduled course: | $400.00 |  |  |  |  | | --- | --- | --- | | **Course** | **Total Cost** | **Minimum weekly payment amounts** | | RII30820 Certificate III in Civil Construction Plant Operations\*: | $8,500 | $170 per week over a maximum 50 weeks | | **\*To be issued with your statement of attainment or you must meet the below payment threshold:** | | | | Civil Foundations Block: | | $400.00 | | Plant Operations Block: | | $3700.00 | | Traffic Management Block: | | $400.00 | | Civil Planning Block: | | $1000.00 | | Civil Resources Block: | | $1000.00 | | Civil Equipment Block: | | $1000.00 | | Civil Plans and Specs: | | $1000.00 |  |  |  |  | | --- | --- | --- | | **Course** | **Total Cost** | | | CPC30720 Certificate III in Rigging | $8,500 | | | **\*Blocks of training must be paid before commencement:** | | | | Enrolment and Safety Block | | $600.00 | | Rigging Estimating Block: | | $600.00 | | Working at heights: | | $500.00 | | Boom lift: | | $600.00 | | Scissor lift: | | $600.00 | | Confined spaces | | $500.00 | | Dogging: | | $1500.00 | | Rigging: | | $1500.00 | | Intermediate Rigging: | | $1500.00 | | Forklift | | $600.00 | | * MST must not accept payment of more than $1,500 for individual students prior to course commencement. |
| 3.3 | COO | 1. If a student makes payment that exceeds $1,500 the student must be contacted to advise that we must refund them. Refund form must be completed by the student and the refund must be processed accordingly. | * MST must not accept payment of more than $1,500 for individual students prior to course commencement. |
| 3.4 | COO | 1. For fees and charges which are invoiced to an employer (for any training program), the full amount must be invoiced at the time of enrolment, and will need to be paid in full unless the client holds a 30-day account. | * Corporate clients are aware that they have to pay the invoice before course commencement unless they hold a 30-day account |
| 3.5 | Sales and Administration Team | 1. Students can pay via bank transfer, EFT, Credit Card, Cash or CHQ. 2. **Credit Card** – Students can call and verbally give MST the credit card over the phone or they can come into the office and pay 3. **EFT/Cash** – Students can come into the office and pay cash or EFT 4. **Bank Transfer** – Students can transfer money directly to MST, our banking details are on the booking letter or invoice 5. **CHQ** – If a student pays via CHQ the payment won’t be recorded until the CHQ has been cleared | * Students have a range of payment options and are aware of how they can make payment. |
| 3.6 | Sales and Administration Team | 1. 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 ***EN2.1 Payment Plan Procedure***). | * Students are directed to the ***EN2.2 Payment Plan Procedure*** if they want to make a payment plan |
| 3.7 | Administration Team | 1. 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. | * Student receives a receipt via email |
| 3.8 | COO | 1. Where an employer is paying for a student’s course an invoice must be sent to the client outlining the total fees and payment terms via email | * Employers will receive an invoice via email and will need to pay the invoice as per the payment terms |
| 3.9 | Students | 1. 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 | * Students are aware to receive their SOA they must have paid for their course in full |

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| **Government Funded Courses** | | | |
| **#** | **Who** | **Actions** | **Outcome** |
| 4.1 | Administration Team | 1. 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:   **RII30820 Certificate III in Civil**   |  |  |  |  | | --- | --- | --- | --- | | **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 construction dozer operations | $150 | $440 | $440 | | RIIMPO317F – Conduct roller operations | $150 | $440 | $440 | | RIIBEF201E – Plan and organise work | $150 | $150 | $150 | | RIICCM201E – Carry out measurements and calculations | $150 | $150 | $150 | | RIICCM202E – Identify, locate and protect underground services | $150 | $150 | $150 | | RIICCM203E – Read and interpret plans and specifications | $150 | $150 | $150 | | RIICCM205F – Carry out manual excavation | $150 | $150 | $150 | | RIICCM206E – Support plant operations | $150 | $150 | $150 | | RIICCM207E – Spread and compact materials manually | $150 | $150 | $150 | | RIICCM208E – Carry out basic levelling | $150 | $150 | $150 | | RIIRIS301E Apply risk management processes | $150 | $150 | $150 | | RIICOM201E – Communicate in the workplace | $150 | $150 | $150 | | RIIWHS201E – Work safely and follow WHS policies and procedures | $150 | $150 | $150 | | RIISAM201E – Handle resources and infrastructure materials and safely dispose of non-toxic materials | $150 | $150 | $150 | | RIISAM203E – Use hand and power tools | $150 | $150 | $150 | | RIISAM204E – Operate small plant and equipment | $150 | $150 | $150 | | RIIRIS301E - Apply risk management processes | $150 | $150 | $150 | | RIIWMG203E – Drain and dewater civil construction site | $150 | $150 | $150 | | RIIWHS205E – Control traffic with a stop-slow bat | $75 | $144 | $144 | | RIIWHS302E – Implement traffic management plans | $75 | $144 | $144 |   **CPC30720 Certificate III in Rigging**   |  |  |  |  | | --- | --- | --- | --- | | **Unit** | **Theory Re-Assessment** | **Practical Re-Assessment** | **Theory & Practical Re-Assessment** | | CPCCWHS2001 - Apply WHS requirements, policies and procedures in the construction industry | $150 | $150 | $150 | | CPCCCM3003 - Work safely around electrical sources, services and assets | $150 | $150 | $150 | | CPCCOM1015 – Carry out measurements and calculations | $150 | $150 | $150 | | CPCCOM1013 – Plan and organise work | $150 | $150 | $150 | | CPCCOM1014 – Conduct workplace communication | $150 | $150 | $150 | | CPCCOM2001 – Read and interpret plans and specifications | $150 | $150 | $150 | | CPCCOM1012 – Work effectively and sustainably in the construction industry | $150 | $150 | $150 | | CPCCCM2012 - Work Safely at Heights | $150 | $240 | $240 | | RIIWHS204E - Working at Heights | | TLILIC0005 - Licence to operate a boom-type elevating work platform (boom length 11 metres or more) | $150 | $476 | $476 | | RIIHAN301E – Operate elevating work platform | $150 | $240 | $240 | | CPCCCM3001 – Operate elevated work platforms up to 11 metres | | RIIWHS202E - Enter and work in confined spaces | $150 | $240 | $240 | | CPCCCLDG3001 – Licence to perform dogging | $150 | $1024 | $1024 | | RIIHAN208E - Perform Dogging | | CPCCLRG3001 – Licence to perform rigging basic level | $150 | $1024 | $1024 | | RIIHAN209E - Perform Basic Rigging | | CPCCLRG3002 - Licence to perform rigging intermediate level | $150 | $880 | $880 | | RIIHAN210D - Perform Intermediate Rigging Operations | | TLILIC0003- Licence to operate a forklift truck | $150 | $416 | $416 | | TLID2010 - Operate a forklift | | * 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. |
| 4.2 | Administration Team | 1. These fees are also displayed on the booking letter that is emailed out to every student. | * 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. |

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| **FFS Re-Assessment Fee** | | | |
| **#** | **Who** | **Actions** | **Outcome** |
| 5.1 | Administration Team | 1. If a student has been deemed NYC and they need to come back for a re-assessment there are further fees that need to paid. These fees are outlined on the website, booking letter and student handbook. | * Students are aware of any fees that are applicable to their course |
| 5.2 | Administration Team | 1. 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. | * Students are booked into their re-assessment and payment is collected by admin team. |
| 5.3 | Administration Team | The fees are outlined as below:   * Theory Re-Assessment - $150 * White Card Theory Re-Assessment - $50 * Practical Re-Assessment – 80% of the total original fee paid * Theory & Practical Re-Assessment – 80% of the total original fee paid | * Administration staff and students are aware of any applicable re-assessment fees |
| 5.4 | Administration Team | 1. Once the fees have been paid the student can undertake their re-assessment. | * Students can undertake their re-assessment |

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| **Continuing Fees** | | | |
| **#** | **Who** | **Actions** | **Outcome** |
| 6.1 | Administration Team | 1. 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. | * Students are aware of any fees that are applicable to their course |
| 6.2 | Administration Team | 1. 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. | * Students are aware of any fees and are booked into their course. |
| 6.3 | Administration Team | 1. The fees are outlined as below:  * 80% of original course fee | * Administration staff and students are aware of any applicable continuing fees |

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| **Card Reprint Fees** | | | |
| **#** | **Who** | **Actions** | **Outcome** |
| 6.4 | Administration Team | 1. If a student has lost their competency card and would like a replacement, MST can send them out a new card for a fee of $30. These fees apply to fee for service clients and Government funded clients. | * Students are aware of any fees that are applicable to their course |
| 6.5 | Administration Team | 1. Once the fee has been paid the Administration Officer must mail out their competency card according to the ***CO 1.1 Issuing Awards Procedure*** | * Students receive their competency card via Australia Post |

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| **Certificate Reprint Fees** | | | |
| **#** | **Who** | **Actions** | **Outcome** |
| 7.1 | Administration Team | 1. If a student has lost their certificate and would like a replacement, MST can send them out a new certificate for a fee of $30. These fees apply to fee for service clients and Government funded clients. | * Students are aware of any fees that are applicable to their course |
| 7.2 | Senior Administration Officer | 1. Once the fee has been paid the Senior Administration Officer must mail out their certificate according to the ***CO 1.1 Issuing Awards Procedure*** | * Students receive their certificate via Australia Post |

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| **Refund** | | | |
| **#** | **Who** | **Actions** | **Outcome** |
| 8.1 | COO Administration Staff/Sales Team | 1. Any student wishing to apply for a refund can either contact MST via phone or send MST an email. | * Students can apply for a refund |
| 8.2 | Administration Team | 1. The administration team must advise the student to complete the refund application form on the website, or a soft copy version can be emailed to the student ***EN 2.1.2 Refund Form***. | * Students are aware of how to submit a refund application form |
| 8.3 | COO | 1. 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 ***EN 2.1.2 Refund Form*** they are to email this to [info@multiskills.com.au](mailto:info@multiskills.com.au). Refund forms can also be hand delivered by students to the office. | * COO is to receive all refund application forms |
| 8.4 | COO | 1. Once a refund form has been submitted it must be forwarded to the COO. The COO must determine if the refund will be approved. | * COO is to receive all refund application forms |
| 8.5 | COO | 1. Once the refund has been approved the payment must be either transferred to the students back account or credited back to their credit card. The payment must be made 2-3 days after the initial application has been received. | * COO will approve all refunds and process the payment |
| 8.6 | COO | 1. COO must advise the student via email that the refund has been processed | * Students are aware that the refund has been processed |

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| **Outline of Refund Arrangements** | | | |
| **#** | **Who** | **Actions** | **Outcome** |
| 9.1 | COO | |  |  | | --- | --- | | **Outline of Refund Arrangements** | | | 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 | | The RTO is unable to continue to deliver the course as agreed. | Full refund or alternative placement in a course relevant to original enrolment |  |  |  | | --- | --- | | **Outline of Refund Arrangements (Courses)** | | | Cancellation by student/client with more than 5 business days’ notice | Full refund or alternative placement in a course relevant to original enrolment. | | Cancellation by student/client with less than 5 business days’ notice | No refund\* | | Non-attendance to course without prior notification | No refund\* | | Withdrawal after course commencement | No refund\* |  |  |  | | --- | --- | | **Outline of Refund Arrangements (Full Qualification)** | | | Withdrawal prior to agreed start date | Full refund | | Withdrawal after course commencement | Partial refund (Any blocks of training that haven’t been commenced will be refunded in full) | | * Administration team are aware of the refund arrangements |
| 9.2 | COO | 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, 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. | * COO to determine if a refund is to be approved |

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| **Cooling Off Period** | | | |
| **#** | **Who** | **Actions** | **Outcome** |
| 10.1 | COO | 1. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. 2. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing 3. MultiSkills Training do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our learners who have enrolled into a program with us 4. If you would like to apply for a refund please see clause 9.1 of this procedure. | * Administration team are aware of the refund arrangements |

SUPPORTING DOCUMENTATION

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| Document Code | Document Name | Document Type |
| EN 2 | Fees and Refund Policy | Policy |
| EN 2.1.2 | Refund Form | Form |