

## **FEES & REFUND POLICY 2018**

### **Policy Purpose**

Restaurant & Catering Industry Association makes every effort to ensure potential clients and students are made aware of its Fees, Charges and Refund Policy before enrolment.

### **Policy Scope**

The policy applies to fees, charges and refunds applicable to the provision of training including students undertaking training under Government Training Contracts, students and clients paying full fees.

### **Course Fees**

Course Fees are reviewed annually and adjusted based on amendments in training requirements i.e. depth and breadth, industry, nominal hours, inflation, government guidelines etc. Current fee for service costing's for certificate courses are kept and available on our website or by request.

All course fees paid are for access to learning resources, tuition and the assessment process. If a student does not successfully complete the assessment after three attempts, additional fees may apply. These fees will be negotiated on a case by case basis.

All Fees are considered fair and reasonable taking into consideration industry averages and recommended course charges, depth of knowledge and skill requirements, resource development and use, trainer fees and administrative costs.

Fees are to be paid on the first day of course / program prior to commencement, unless otherwise negotiated with the RTO. If a student chooses to pay fees in advance the fees will be held in a bank account in full until course commencement as per AQTF requirements.

### **Notification of Fees and Charges**

Fees and charges are advised to the client/student prior to or at the time of enrolment through the appropriate documentation. Payment arrangements are aligned to courses and may vary depending upon factors such as course progress, government contract guidelines etc.

Restaurant & Catering Industry Association advises its fees and charges in course promotional materials, on the Association website, in the Agreement for Training Provision and in pre-course invoices.

Students (and/or their employers) engaged in training which is funded by the State or Commonwealth Government programs, will be made aware at the time of enrolment of the funding that is provided by the Government, as well as any additional fees applicable such as Administration charges or resource costs.

Existing-workers employed under a training contract or their employer may be required to pay a fee-for-service if not eligible for government funding, or where a government contract specifies a co-contribution by the student and/or employer. A fee schedule is made available pre-enrolment and the fees invoice clearly shows the applicable charges.

Administration charges associated with students under a training contract are based on State Government funding and fees guidelines as applicable.

Tuition and enrolment fees are non-transferable to other students or other institutions.

Tuition fee payment plans will be available to any student where course fees exceed \$1000.

Students will be informed of the total cost of their course/program prior to commencing. If the student is unclear as to the total fees they need to inform the RTO prior to undertaking any training so the RTO is able to best provide for all training needs.

If there is to be any adjustments in training fees during the period the student is undertaking the course/program i.e. addition of subsequent units, packaging of qualifications, the student will be notified of the fee adjustment for consideration prior to any changes being implemented.

The training process will not be undertaken until fees have been paid unless otherwise negotiated with the RTO.

- Loss of materials may result in replacement fees
- Replacement Certificates are \$40.00 per certificate

### **Administration and material charges**

These may include but are not inclusive of an administration charge, enrolment fee, booking fee, learning resources essential for the course, items which are consumable or transformed by students during the course, text books, photocopying, re-issuing of receipts, copies of academic reports, change of enrolment, additional copies or re-issue of qualifications and academic transcripts. Additional charges may also apply including follow up charges associated with late or non-payment, overdue fees, dishonour cheque fees.

Students and clients are advised at the time of enrolment of any additional material and/or resource charges that may apply, based on their individual program.

Any equipment/property purchased either separately by the student or paid for as part of materials fees becomes the property of the student.

### **Payment arrangements**

Irrespective of the availability and receipt of government subsidies by an employer, school, or student, it is a requirement of the RTO that where tuition fees, administrative charges or other charges are applicable, these must be paid by the specified due dates on the tax invoice and paid in Australian dollars.

Payment can generally be made by EFTPOS, money order, direct bank deposit, credit card (surcharge applies), bank cheque or personal cheque (funds must be cleared before the date the student commences their course).

In instances where fees are more than \$1000, the student may be invoiced up to \$1000 for the initial payment and any subsequent payments, no more than \$1500. Students may also make an application to go on a payment plan and approval and guidelines are at the discretion of the Financial Officer and the RTO Manager.

## **Non-payment of Fees**

If a student/employer fails to pay all fees and charges by the due date the student/employer is deemed to be an RTO debtor. Late fee payment may incur a penalty fee of 5% of the total amount payable. Failure to pay the debt within 14 days of the original due date may result in any or all of the following, until the full amount is paid:

- a) Suspension of the student from further study in the course
- b) Loss of access to the RTO's resources, computer systems or online course
- c) Loss of access to enrolment record information and academic transcripts
- d) Inability to graduate
- e) Termination of the enrolment
- f) Report a breach of a Training Contract (students under a training contract)

## **Debt Recovery**

Fair and adequate recovery procedures are in place to manage the collection and recovery of monies.

## **REFUNDS**

### **Refund based on RTO course deferment or cancellation**

The RTO reserves the right to defer or cancel a course, change course start dates, or change course curriculum/programs at any time. In the case where the RTO cancels a course prior to its commencement date all monies paid will be transferred as payment for the same course at a later date or will be refunded within 10 working days.

Where the RTO cancels a course before its expected end date, the balance of fees paid for that portion of the course not yet delivered will be refunded within 10 working days.

In the case of a course start date being deferred, and the new date is unacceptable to the student, all monies paid to the RTO will be refunded within 10 working days of notice of the rescheduling.

### **Refund based on External Studies related to their Course of Study**

Refunds are issued if the student is required to conduct studies outside of the prescribed course or qualification that they have enrolled. Restaurant & Catering Industry Association will be required to receive a certified copy of the certificate or statement of attainment and the receipt of payment for such a course. Restaurant & Catering Industry Association notifies each student of such units which may require external study prior to enrolment.

### **Refunds for Courses and Qualifications**

Fees held are fully refundable until up to 4 days prior to course roll out unless materials have been provided, or work has been carried out at request of the student. In this case an administration fee will be charged to cover these costs.

Any fees that have been paid for a course or qualification that a student has commenced is non-refundable except under circumstances of financial hardship or extenuating circumstances. These situations will be considered in good faith and may allow a partial refund to the

participant. Refunds in this instance will then be calculated on a price per unit by dividing the total number of units with the course fee.

A cancelling student may complete the course/program at a later date within the training package time frame, rules and regulations and guidelines, and the AQTF. This information will be supplied upon request of the student. If in the event that there have been qualification training package changes in the time lapsed, and/or the student needs new materials they may be subject to materials fees and an administration fee.

### **Refunds for Face to Face Short Courses**

After receipt of your registration and Restaurant & Catering Industry Association confirmation of the training, following charges apply if you cancel your attendance for face to face short courses:

- **Cancellations** received in writing by Restaurant & Catering Industry Association seventy-two (72) hours prior to the course commencing will pay fifteen (15) per-cent of the course fee;
- **Cancellations** received in writing by Restaurant & Catering Industry Association forty-eight (48) hours prior to the course commencing will pay twenty-five (25) per-cent of the course fee;
- **Cancellations** received in writing by Restaurant & Catering Industry Association twenty-four (24) hours prior and/or on the same day as the course commencing will pay fifty (50) per-cent of the course fee;
- It is the student's responsibility to advise the RTO if any exemptions, credit transfers or Recognition for Prior Learning need to be applied to the prescribed course of enrolment;
- In the event that a student fails to declare and provide evidence that they have completed part of the course prior to the day of the course, no refund will be issued;
- If you fail to attend on the registered date of the course due to illness, Restaurant & Catering Industry Association will schedule a new date for a course offering the same subject matter upon submission of a medical certificate. A cancellation charge will not be levied in this case.

### **Requests for Refund of Fees**

Application for a refund of tuition fees in accordance with this Refund Policy and Schedule must be made in writing, stating reasons and relevant details and supported by appropriate documentation where appropriate. This must be submitted to the RTO's Operations Manager. The RTO will pay the approved refund amount within 4 weeks of receiving the written request. Payments of any outstanding debts to the RTO must be made before a refund will be processed.

### **Approvals**

All refunds must be approved by the RTO Operations Manager and the Restaurant & Catering Industry Association CEO. Exemptions to the refund conditions may occur where the student has extenuating or compassionate grounds as determined by the RTO Operations Manager or Restaurant & Catering Industry Association CEO.

## **Payment of Refund**

Approved refunds are paid directly to the student or the person who made the payment. All refunds are made in Australian dollars, paid directly into the nominated bank account.

The RTO will provide the student and/or employer with a letter detailing the outcome of the refund application, calculation and payment of the refund.

## **Appealing Refund Decisions**

Students are referred to the RTO's Grievance Policy and Procedure available from the Restaurant & Catering Industry Association website if they wish to appeal the implementation of the Refund Policy.

This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection law.