

Training Management (T/A Traxion Training) is entitled to charge fees for services provided to students undertaking training and assessment that leads to a nationally recognised outcome. These charges are generally for items such as course materials, text books, student services and training and assessment services.

Fees payable

Fees are payable when a student has received a confirmation of enrolment. The initial fee payment must be made prior to commencing training or within 7 days of receiving an invoice from Training Management whichever occurs first. Training Management may discontinue training if fees are not paid in accordance with the agreed fee schedule. The current fees and charges for Training Management are published on course materials available on the Traxion Training website. Fees can be paid via EFT or alternatively by Visa or MasterCard (without additional cost).

Training programs incorporating government subsidies, Apprenticeships / Traineeships will differ and all information is found separately at: <http://www.traxiontraining.com.au/funding/>

Schedule of Fees and Charges

The CEO is responsible for approving Training Management Schedule of Fees and Charges. The schedule of fees and charges includes the following information:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by Training Management to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc;
- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment; and
- the fees and charges for government subsidised programs where these differ to standard programs
- Training Management refund policy

In addition to course fees, where a participant is not working within the industry sector of the selected course, the following additional fees may apply subject to the Vocational Placement Requirements of the program or employer.

Police check:	\$54.60
Bluecard:	\$81.40
Yellow card:	\$83.20

Student Services provide full information prior to enrolment as each placement is unique and these services are provided by government departments and the fees are subject to change.

Giving notice of enrolment cancelation

A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. Training Management staff who are approached with initial notice of cancelation are to ensure the student understands their rights with regards to the refunding of tuition fees. The student will also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Students' who may not be eligible but are requesting a refund should also be provided with the Refund Request Form so the request can be properly considered by the Chief Executive Officer.

Refunds – Non Apprenticeship / Traineeship Students

The following refund policy will apply:

- Students who give notice to cancel their enrolment prior to the receipt of training materials and before the completion of their training induction session will be entitled to a full refund of fees paid (as these milestones confirm training has commenced)
- Students who cancel after training commencement of the course may choose to defer however, a \$250 re-enrolment fee will apply
- Students who cancel their enrolment after their training program has commenced (ie after their materials have been received and their induction has been completed) will not be entitled to a refund of fees and this includes students who may abandon the training without RTO notification.

Refunds – Apprenticeship / Traineeship Students

For students participating in an Apprenticeship or Traineeship programs where a student contribution has been paid by the student, employer, or a third party the following refund policy will apply:

- Full refund for enrolment cancellations prior to training commencement

- Students who cancel their enrolment after their training program has commenced (ie after their materials have been received and their induction has been completed) will be entitled to a pro-rata refund based on commenced or completed units of competency. This will apply from the date that the student advises that they will not be continuing
- Employers that have incurred additional charges beyond the student contribution may apply for a refund at the discretion of the CEO

A Statement of Attainment will be issued for any units completed prior to withdrawing or deferment.

In both circumstances above, discretion may be exercised by the Chief Executive Officer, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student will be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. Chief Executive Officer may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

Our Guarantee to Clients

If for any reason Training Management is unable to fulfil its service agreement with a student, Training Management must issue a full refund for any services not provided. The basis for determining “services not provided” is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is terminated.

Fee Protection Measures

Training Management adheres to the National VET Regulator’s Fee Protection requirements by holding current membership of the ACPET Tuition Assurance Scheme approved by its VET Regulator which, if the RTO is unable to provide services for which the student has prepaid, must ensure the student will be placed into an equivalent course such that is geographically close to where the student had been enrolled, and that the student receives the full services for which they have prepaid at no additional cost to the learner or if an equivalent course cannot be found, the student is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.

Payment of GST

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for ‘professional or trade course’ is a GST-free education course.

ATO reference: <http://law.ato.gov.au/atolaw/view.htm?docid=GST/GSTR20031/NAT/ATO/00001>

Where a student is enrolled in a course which is offering units of competency or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course. Please refer to Training Management schedule of fees and charges for details of what GST is and is not applied to.

Miscellaneous Charges

Training Management will levy some miscellaneous charges for services. These may include:

- Re-issuing a certificate after it has been initially issued to a student - \$50 including GST
- Replacing issued learning materials which the student has lost or damaged - \$100 including GST

All learning materials and certificates are dispatched with tracking in place.

These miscellaneous charges are clearly specified in Training Management Schedule of Fees and Charges. It is to be made clear if these services will include GST. All miscellaneous charges are to be based on a cost recovery basis and are not intended to be a source of profit.

Student complaints about fees or refunds

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

References

Student Handbook
Refund Record – Form 8.1