

# Service Fees, Payments and Refund Policy and Procedure



Document type	Policy and Procedure
Standards	5.3
Legislation	Competition and Consumer Act 2010 National Vocational Education and Training Regulator Act 2011 Privacy and Data Protection Act 2014
DESBT 2020-21 Policy	2.6.1 Student contribution fees 2.6.4 Free training for Year 12 graduates 2.6.6 Refund policy
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**Work Skills** has an easy 5 Step process for enrolling and notifying the customer of fees, additional charges, cancellation and refunds.

## Service/Tuition, Student Contribution Fees

Throughout the Work Skills enrolment process the prospective student/client (otherwise known as the customer) is provided information on course outlines, course costs, payment method options, delivery method, travel costs, cancellation and refunds.

As part of Work Skills, Skills Assure Supplier (SAS) agreement with the Department of Employment, Small Business and Training (DESBT) for the delivery of funded programs, we are required to charge students participating in Level II or above qualifications "Student Contribution Fees". Being \$1.60 per nominal hour. Some students may be eligible for a discount if they meet certain criteria\*.

Students are exempt from SCF only while participating in a school based Apprenticeship/Traineeship and do not incur these fees.

Student Contribution Fees will be invoiced the following month, after training /assessment has been delivered. Payment for these invoices can be made via Cheque, Money Order, Credit Card, over the phone or in person at our Norman Park office or direct deposit. We offer and recommend each Customer the option of a payment plan, a separate bank approved document which will also be sent via PleaseSign for agreement.

The Customer selects their frequency, payment amount, date of commencement and provides bank details for withdrawal of payments. If a Customer nominates to pay on completion of each unit, then they are invoiced accordingly.

(EFT) (Work Skills banking details will be included on the invoice).

**As at writing, SCF are calculated at \$1.60 per nominal hour for each Unit of Competency delivered.** Below is an example of costing and how it is calculated. The Department of Employment, Small Business and Training (DESBT) may amend the fees chargeable on an annual basis, based on CPI. If this occurs, you will be advised by us.

### **Example on how Contribution fees will be calculated for an apprentice:**

An Apprentice completing an Apprenticeship in Automotive, Certificate III Automotive Sales (Parts Interpreting) completes a unit of Competency such as "Promote Products and Services" which has a nominal hour's completion time of 20 hours. Therefore 20 Hours x \$1.60 = \$32.00.

The whole Apprenticeship has an approximate total nominal hours of 787 hours x \$1.60 = \$1,259.20. This amount however is divided by the average number of months it takes to complete the qualification. For this qualification the nominal term may be 36. Therefore, the cost would be approximately \$35 a month/\$420 per year.

The Trade Skills Assessment and Gap Training (TSAGT) Program gives eligible Queenslanders with substantial industry experience the opportunity to complete a priority trade qualification. A co-contribution fee is required by the Queensland Government's VET investment framework, in recognition that the benefits of training are shared between individuals, industry and the broader community. Gap training is set at \$1.60 per nominal hour for each unit of competency.

### **Example on how Contribution fees will be calculated for a student under the Trade Skills Assessment and Gap Training Program:**

A student completing a qualification under the Trade Skills Assessment and Gap Training Program completes a unit of competency such as "AURAEA002 Follow environmental and sustainability best practice in an automotive workplace" which has a nominal hour completion time of 25 hours. Therefore 25 Hours x \$1.60 = \$40.00. Therefore, the cost would be \$40.00 for the qualification

The program involves assessing the skills of experienced individuals who can demonstrate substantial competency in a priority trade qualification through recognition of prior learning, and providing gap training of no more than 40 per cent of the funded competencies to complete the trade qualification.

The Certificate 3 Guarantee supports eligible individuals to complete their first post-school certificate III qualification. It also supports school students to access training and Queensland's Year 12 graduates to transition to employment by providing free training in high priority qualifications. Students undertaking the Certificate III training are required to make a co-contribution to the cost of training which may vary depending on the qualification. To access concession and non-concessional rates go to:

<https://workskills.com.au/government-funding/certificate-iii-guarantee/>

### **Example on how Contribution fees will be calculated for a student under the Queensland VET Investment Certificate 3 Guarantee Program:**

A student completing a qualification such as BSB30415 Certificate III in Business Administration under the Queensland VET Investment Certificate 3 Guarantee program at \$4.15 per unit . Therefore 13 units x \$4.15 = \$53.95.

The remainder of the qualification is subsidised by the Queensland Government.

### **\*Are you partially or totally exempt from paying Student Contribution Fees?**

Work Skills as the SAS must charge 40 per cent of the student contribution fee where the participant falls into one or more of the following exemption categories:

- a) The participant was or will be **under** 17 years of age at the end of February in the year in which the SAS provides training, and the participant is not at school and has not completed year 12.
- b) The participant holds a Health Care Card or Pensioner Concession Card issued under
- c) Commonwealth law, or is the partner or a dependant of a person who holds a Health Care Card or Pensioner Concession Card and is named on the card.

- d) The participant issues the SAS with an official form under Commonwealth law confirming that the participant, his or her partner or the person of whom the participant is a dependant, is entitled to concessions under a Health Care Card or Pensioner Concession Card.
- e) The participant is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form

The SAS may apply full exemption from the student contribution fee where the participant falls into one or more of the following exemption categories:

- a) Where payment of the student contribution fee would cause extreme financial hardship, then the SAS may waive these fees.
  - i) The fee waiver process should be in place at the time of the participant's enrolment.
  - ii) For 2.6.3(a) of this Fees and Charges section, the SAS must have a reasonable internal process to manage an appeal about the outcome of an application under financial hardship.
- b) Where the Queensland Government, as represented by the departmental officer responsible for the User Choice budget, advises in writing that fees are optional. On receipt of such advice, the SAS may choose not to collect the student contribution fee. In this circumstance, any decision by the SAS not to collect fees does not create a liability for the department. The SAS may not apply for reimbursement by the department of fee revenue foregone. Refer to the User Choice 2019–2020 Qualification and Price List, as published on the department's Training website, for information on where fee exemptions are applicable.

The SAS must apply full exemption from the student contribution fee where the participant falls into one or more of the following exemption categories:

- a) where credit transfer/national recognition has been applied to a unit of competency/module
- b) where the participant is a school-based apprentice or trainee
- c) is undertaking a qualification as part of the Skilling Queenslanders for Work's Work Skills
- d) Traineeship program

#### **Fee-free Year 12 graduates For High priority qualifications for User Choice**

Effective from 1 January 2014, The SAS must not charge a student contribution fee to a Year 12 graduate who:

- a) commences an apprenticeship/traineeship within 12 months of completing Year 12 (that is, by the end of the calendar year following completion of Year 12), and
- b) meets the participant eligibility in 2.2.2, and; (Enters into a High priority qualifications)
- c) enrolls in a high priority qualification identified by the department.

The student contribution fee for fee-free Year 12 graduates will now be met by DESBT

#### **Free apprenticeships or traineeships For High priority qualifications for User Choice**

Effective from 1 July 2019, The SAS must not charge a student contribution fee to a student under the age of 21 who:

- a) is employed in Queensland as an apprentice or trainee under a training contract in a high priority apprenticeship and traineeship qualification on or after 1 July 2019 and be aged under 21.

All courses have information brochures available at [www.workskills.com.au](http://www.workskills.com.au).

### **Procedure**

Once a decision is made to proceed by a customer, the following steps are implemented:

1. Work Skills sends the Welcome to Work Skills email to the customer prior to enrolment providing them with the Learner Handbook which includes information on policies for refunds, complaints and appeals.

2. Work Skills sends an electronic Tuition Fee Agreement (TFA) customised to the needs of the customer. The Tuition Fee Agreement outlines all the conditions, fees, additional costs and payment methods.

The TFA is sent to the customers nominated email and is signed using the digital signature service provider [PleaseSign](#)

Please note: for "Fee for Service" customers there is a non-refundable enrolment/administration fee and this will appear on the Tuition Fee Agreement.

3. Work Skills offer each customer the option of a payment plan using a separate bank approved document which is sent via PleaseSign, applicable only to the payment of Student Contribution Fees.

The customer selects the frequency, payment amount, date of commencement and provides bank details for Direct Debit payments to be set up by Work Skills. The amount recommended is a minimum of \$9.00/week.

If a customer nominates to pay on completion of each unit, an invoice is sent with payment due within 7 days. Alternatively terms can be negotiated on a case by case basis and set out in the Tuition Fee Agreement.

If the fees outstanding reach in excess of \$300 the customer will be contacted to pay arrears and training may be suspended until:

- outstanding invoices are up to date.
- or
- a payment plan has been agreed to by both parties and has commenced according to the agreed terms.

Should the account remain in arrears for a period longer than 60 days the matter may be referred to a collection agency.

4. Once Work Skills has received the signed Tuition Fee Agreement, an invoice is sent to the customer, if and as applicable, relating to any nominated costs in the Tuition Fee Agreement such as an enrolment/administration fee for "Fee for Service" or "additional charges" such as travel cost as an example.

5. Once the Tuition Fee Agreement is signed and deposit invoices paid, (if applicable) Work Skills will contact the customer and arrange an appointment to complete the enrolment process and commence training. Work Skills provides monthly statements to all related customers ensuring all parties are aware of fees and charges paid and/or outstanding.

**Additional Charges** may be requested from the Employer/Industry (or in the case of Fee for Service applicants the individual) to cover the expenses of **travel** (flights/accommodation/car rental charges, allowances etc.) and may be applicable if located more than 100km (from Brisbane GPO).

Additional charges will be at cost and are calculated based on each individual Employer/Industry and their location.

Please ask for indication at any time. It is a Work Skills policy to ensure that **ALL** costs are kept to a minimum and you will be notified of these if applicable and before enrolment in any training or assessment, course or qualification and will form part of our Tuition Fee Agreement (TFA) which will be signed by all parties before enrolment or starting of any training that leads to a qualification or statement of attainment.

## Refunds

A monetary refund may be applicable when a student or employer (known as a customer) has paid fees in advance for any training and/or assessment (including RPL) that has not been started. Not started means units which the student has not yet enrolled in.

As part of the Skills Assure Supplier Agreement (SAS), including Certificate 3 Guarantee, and Trade Skills Assessment and Gap Training Program, Work Skills are expected to refund/partially refund whichever is applicable.

Any travel expenses incurred by Work Skills or Gap Fees paid are ineligible for a refund at any time after they have been paid.

In instances where a customer may be entitled to a refund and a refund is applicable because of, for example, the payment plan agreed to went into credit, a refund will be provided within 30 days of cancellation or completion, to the bank account nominated in the TFA. This allows time for the file to be audited, ensuring accuracy of the refund to you.

Should a course cease due to unexpected circumstances experienced by Work Skills, a refund will be provided for any incomplete unit/s enrolled in.

Associated documents relating to this policy and procedure

- Fee Free Training Eligibility Policy
- Learner Handbook
- Sign Up and Enrolment Process

### Version Control

Date	Update summary	Version
5 Dec 2019	Systematic review New template addition of compliance mapping and version control	V8.0 51219
08/07/20	Combined QLD Student Contribution Fees Policy with this P&P	V9.0 080720
20/08/20	Reviewed, updated terminology	V9.1 200820
15.09.20	Added in associated documents	V10.0 150920