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## PP037 Fees, Charges and Refund Policy

### **Purpose**

To maintain systems which ensure all applicants are fully informed of fees and charges incurred upon enrolment and the circumstances in which a refund may be applied.

### **Tuition Fees**

Tuition fees are charged for the provision of training and are determined by EmployEase. Students who are eligible for funding under the Skills First Program (VIC) / Innovation & Skills (SA) will be charged an amount calculated in accordance with the relevant contract and guidelines about Fees.

Funded students in Victoria who, prior to the commencement of training, hold a current Health Care Card, Pensioner Concession Card or Veteran's Gold Care will be charged 20% of the standard tuition fee in accordance with the current Guidelines about Fees. Where a prospective student cannot produce proof of concession prior to the commencement of training reasonable judgement will be applied.

### **Fee Protection**

EmployEase has learner fee protection measures as required by ASQA in clause 7.3 of the Standards for Registered Training Organisations 2015. EmployEase holds an unconditional financial guarantee from the HSBC Bank, for the total amount of prepaid fees held in excess of the \$1,500 prepaid threshold per learner, for services to be provided by EmployEase to those learners.

### **RPL Fees**

RPL assessments are charged per unit of competency.

### **Credit Transfers**

Course fees may be reduced where credit has been allocated for units of competency (or equivalent) that have already been deemed competent by another RTO. Reductions are calculated at the time of the credit transfer approval

### **Other Fees**

Service and amenities/material fees may be charged to cover the cost of items such as graduation, study support, student welfare, tea, coffee, lunches, photocopies, handouts, student handbooks, workbooks, lanyards, police checks, uniforms etc.

Whilst all course materials and textbooks are provided by EmployEase at cost price, students have the option of purchasing equivalent resources elsewhere.

### **Certificates**

Replacement Certificates or Statements of Attainment are available at a cost of \$33 (incl. GST) each. Certificates and Statements of Attainment are not released to students with outstanding accounts. Payment plan **do not** apply to Qualifications and Skill Sets if the course fee is \$299 or less.

### Consequences for Missed Payments

Students with subsidised fees - Students who do not pay the initial enrolment fee prior to the course commencement will not be able to attend the course.

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Fee for Service Students who have signed a Payment Plan must maintain payments as agreed in the plan. The following consequences apply when payments are missed:

- Where three fortnightly payments are missed the student's enrolment will be suspended until the payments are made up. This means student assessments will not be marked, and students are not to attend class from the date of the suspension
- Students will be notified in writing and must contact the Quality Manager and Admin within 48 hours of receiving the notification to arrange a plan for bringing their fees up to date.
- Where the debt has been referred to a debt collector, and the student defaults on the arrangement in place with the debt collector (ARMA), the student's enrolment will be withdrawn.
- Once students have set up a new payment plan and provided proof of payments they can resume back in the course. Regular proof of payments is then required.
- Students will be liable for all costs incurred to EmployEase during this process. This may include additional charges for suspended students who return to study. These charges may encompass:
  - Fees related to the delivery of additional classes.
  - Costs associated with assessment marking and scheduling of missed practical assessments.
  - Expenses related to arrangements for missed work placements.

### **Payment Plan Agreement**

Payment Plan Agreements continues after course withdrawal. Students on a payment agreement who withdraw from a course within 28 days from the Course Start Date are eligible for early termination of the payment agreement. Terminations are calculated in accordance with the terms above.

### **Payment Terms**

Whilst EmployEase requires course fees to be paid prior to course commencement, it retains the right to offer fortnightly payments in cases of financial hardship.

Payment Plan Agreements are available to students who may be financially disadvantaged. Contract information is provided at time of enrolment.

Payment Plan is available via a third party, Debit Success Pty Ltd. The exact fees and charges for a Payment Plan will be set out in your contract. Examples of fees and charges that apply under the contract include:

- A non-refundable, one-off administration fee of \$12.00 (payable with your first instalment)
- 4.4%\* surcharge for each direct debit (based on amount of payment plan)
- A reversal fee of \$14.95 for each failed direct debit

NOTE: Discounts and/or Payment Plans do not apply to Qualifications and Skill Sets if the course fee is \$300 or less.

Course fee option for 'HLTSS00064 Infection Control Skill Set'

Option 1: Payment in full on enrolment (10% Discount) \$421

Option 2: Payment of deposit on enrolment \$160

2nd Payment prior to placement \$160

3rd Payment prior to certificate issue \$160

### **Concession Rates**

Concession rates apply only to Certificate IV level courses and below. To be eligible for the concession rate an individual must be eligible for a government subsidised training place and at

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course commencement, must hold a current and valid Commonwealth Health Care Card, Pensioner Concession Card or Veteran's Gold Card.

### **Fee for Service**

Fee for service rates apply to those applicants who do not meet the eligibility criteria for government funding.

### **Initial Holding Deposit – HLT54115 Diploma of Nursing**

Candidates who progress to the panel interview stage are required to pay a holding deposit of \$250.00. The holding deposit is refundable if the candidate is not offered a position in the course. However, the holding deposit is non-refundable if the student chooses not to accept the position following receipt of a Letter of Offer or withdraws their application prior to a Letter of Offer being made. Payment Plan Agreement Payment Plan Agreement continues after course withdrawal. Students on a payment agreement who withdraw from a course within 28 days from the Course Start Date are eligible for early termination of the payment agreement. Terminations are calculated in accordance with the terms above. Fee Protection EmployEase holds an unconditional financial guarantee (Bank Guarantee) from the HSBC bank, for the total amount of prepaid fees held by using excess of the \$1,500 prepaid threshold per learner for services to be provided by EmployEase to those learners

### **Cancellation of a Course**

Should a course be cancelled by EmployEase prior to commencement, all fees paid will be automatically refunded, unless the student chooses to transfer to another EmployEase course. No additional costs will be incurred. Should EmployEase cancel a course after course commencement, every reasonable step will be taken to support students to complete their training with another EmployEase group without financial disadvantage. Discretion may be applied as deemed reasonable by EmployEase.

Should EmployEase be advised to transfer continuing students to another RTO, EmployEase would seek guidance from ASQA and would, through established professional networks with ACPET, secure training places with reputable RTOs.

### **Failure to Attend Placement**

If a student cancels placement more than 8 weeks prior to the commencement of placement (student is deemed that they can't go on placement due to not satisfactory assessment outcomes or not submitting work) and the placement is cancelled, then they must pay the cancelled placement full fee.

### **Failure to Attend Mandatory Classes**

A fee of \$150 will be applicable to students who do not attend a designated mandatory class unless a medical certificate is provided.

### **Course Outline**

EmployEase is responsible for the quality of training and assessment in compliance with the Standards for RTOs 2015. For course specific information including delivery methods, course duration, locations and work placement requirements please refer to the Course Outline. Course Outlines are available on the EmployEase website at [www.employease.com.au](http://www.employease.com.au)

### **Certificates and Statements of Attainment**

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EmployEase is responsible for the issuance of AQF certification documentation. Certificates are issued to students who successfully complete all aspects of their training. Certificates and Statements of Attainment are issued within 30 business days of the final competency being recorded. Hard copies and replacement certificates and Statements of Attainment are available upon request, reprints will incur a charge of \$33.00 (incl. GST) each.

### **Complaints and Appeals**

EmployEase Complaints and Appeals Policy and Procedure is available on the EmployEase website [www.employease.com.au](http://www.employease.com.au)

Student Handbooks are available on the EmployEase website [www.employease.com.au](http://www.employease.com.au)

### **Refunds**

#### **(excluding HLT54115 Diploma of Nursing, HLTAID009 Provide cardiopulmonary resuscitation & HATAID0011 Provide first aid)**

Students who provide EmployEase with written notification of their withdrawal from a course within 4 weeks of their Course Start Date, or where EmployEase withdraws a student from the course for reasons including, but not limited to, a breach of student code of conduct, police check with disclosures, inability to complete training or for non-participation, the student will be eligible to receive a refund. Refunds are calculated as follows:

- Written notification received within a period of no less than 3 working days prior to the Course Start Date = full refund minus any *Payment Agreement contract* fees, if applicable.
- Written notification received less than 3 working days, or within 28 days of Course Start Date = full refund minus \$1,000 and any *Payment Agreement contract* fees, if applicable.
- Written notification received more than 28 days from Course Start Date = no refund

#### **Refunds – On-line Short Courses**

Students who provide EmployEase with written notification of their intention to withdraw from a short course prior to being given access to the online learning system will receive a full refund. Once access to the online learning system has been provided, no refund will be applied.

#### **Refunds- HLTAID009 Provide cardiopulmonary resuscitation & HLTAID0011 Provide first aid**

Students who provide EmployEase with written notification of their withdrawal from this course more 10 business days of the course start date may receive a refund of the course fee minus a \$15 booking fee. Students who provide EmployEase with written notification of their withdrawal from this course less than 10 business days prior to the course start date will forfeit the fee paid.

#### **Refunds - HLT54115 Diploma of Nursing**

Students who provide EmployEase with written notification of their withdrawal from a course within 4 weeks of their Course Start Date, or where they are withdrawn from the course by EmployEase for reasons including, but not limited to, a breach of student code of conduct, police check with disclosures, inability to complete training or for non-participation, they will be eligible to receive a refund.

Candidates who progress to the panel interview stage are required to pay a holding deposit of \$250.00. The holding deposit is refundable if the candidate is not offered a position in the course. However, the holding deposit is non-refundable if the candidate chooses not to accept the position following receipt of a Letter of Offer or withdraws their application prior to a Letter of Offer being made.

Refunds are calculated as follows:

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- Written notification received within a period of no less than 3 working days prior to the Course Start Date = full refund minus \$1,000 any *Payment Agreement contract* fees, if applicable.
  - Written notification received less than 3 working days, or within 28 days of Course Start Date = full refund minus \$2,200 any *Payment Agreement contract* fees, if applicable.
  - Written notification received after Course Start Date = no refund

### **Refunds – Industry Training (Employers)**

Individuals/Employers who provide EmployEase with written notification of their withdrawal from a course within 4 weeks of their Course Start Date will be eligible to receive a refund. Refunds are calculated as follows:

- Written notification received within a period of no less than 3 working days prior to the Course Start Date = full refund
- Written notification received within 3 working days of Course Start Date = Refund of 50% of the course fee.
- Written notification received on or after the Course Start Date = no refund

## **Fees, Charges and Refund Procedure**

### **Fees and Charges**

EmployEase has a comprehensive enrolment process in place to ensure that all students, prior to enrolment, are fully informed of all aspects of the training program including, but not limited to fees, charges and refunds.

Prior to enrolment each applicant:

- has fees calculated on an individual basis with a member of the enrolment team; and
- receives a Statement of Fees (including the refund policy)

Upon enrolment each applicant:

- receives an itemised Tax Invoice

EmployEase monitors the effectiveness of this process by gaining student feedback in the Training Evaluation Form.

### **Refunds**

All student withdrawals/cancellations are actioned by the Accounts Manager. This process incorporates the generation of refunds to eligible students.