
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.

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.

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.

Payment Terms

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

Payment in full prior to commencement – if course fees are paid in full prior to Course commencement a discount may be offered at the discretion of EmployEase.

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

Discount and/or Payment plan **do not** apply to Qualifications and Skill Sets if the course fee is \$299 or less.

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 - (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:

- 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 more than 28 days from 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

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.

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.

Concession

Funded students in Victoria who, prior to the commencement of training in a Certificate IV or below qualification level course (including Skill Sets), provide a current Health Care Card, Pensioner Concession Card or Veteran's Gold Care will be charged 20% of the standard tuition fee (the fee that EmployEase would have charged a non-concession government subsidised student in the same course at that time. in accordance with the current Guidelines about Fees.

The concessions provided for also apply to a dependant spouse or dependent child or a card holder. Even if a student doesn't have a concession card, Skills First students enrolled under the Asylum Seeker VET Program are entitled to a concession for training at certificate IV level or below, or in a skill set. EmployEase requires to certified proof of concession eligibility before a fee concession is applied.

Once we have checked the student is entitled to a concession as part of enrolment, it applies to all tuition fees for the program. This applies even if:

- we don't charge all fees for the program in one instance
- the card will expire before training starts
- the card will expire before the program ends.

If a student becomes eligible later

Where we don't charge all fees in one instance:

If a student gets a new concession entitlement during their training, they can bring it to us, and we will give them the concession rate for any fees we haven't charged them yet.

We will tell students about this opportunity to get a fee concession later.

Where we do charge all fees in one instance:

If a student who paid all their fees at the start of their program gets a new concession entitlement, we will choose to apply the concession to any subjects they haven't yet started. We will then re-calculate the tuition fees for those subjects and provide any refund owing to the student, and re-issue the statement of fees to reflect this change.




Protecting student privacy

The customer reference number (CRN) on Commonwealth-issued concessions is a particularly sensitive form of personal information. A CRN can't be changed if it is subject to a security breach, unlike other forms of identity evidence where a new card or document number can be issued.

To protect student privacy, EmployEase does not keep a copy of the CRN for the purpose of evidencing Skills First concession entitlement. Instead, we sight it and retain a declaration. EmployEase will only keep a copy of the CRN if we must do so for other purposes, for example when using Centrelink confirmation e-services.

Sighting and retaining evidence of concession

There are 3 options for sighting and retaining evidence of concession.

 SIGHT	 RETAIN
1. Either: <ul style="list-style-type: none"> the original card correspondence from the card issuer confirming they can start claiming their entitlement the concession card displayed on a Digital Wallet through a Centrelink Express Plus mobile app. 	A written declaration stating you've sighted the evidence showing the: <ul style="list-style-type: none"> name of your authorised delegate who sighted the evidence date the evidence was sighted concession holder's name card type.  don't keep a copy of the CRN
2. A record from Centrelink confirmation e-services	An extract showing the date it was made and card type.
3. Confirmation the student's name and concession card number match a current and valid record of a concession entitlement in the Document Verification Service (DVS). The DVS doesn't show what type of concession card the student holds or if they are a dependant, so ask the student as part of your enrolment process.	A transaction record that shows: <ul style="list-style-type: none"> the concession holder's name that their name and card number were verified to match a current and valid concession entitlement in the DVS. Also retain a record of the card type and the student's relationship to the cardholder if they're a dependant.

Skills First Aboriginal Access Fee Waiver

EmployEase does not charge a tuition fee to Skills First students who self-identify as being of Aboriginal or Torres Strait Islander descent. The Enrolment Officer retains a copy of the enrolment form on which the student self-identified as indigenous as evidence of their entitlement.