



## **AMA SKILLS TRAINING FEES, CHARGES and REFUND Policy & Procedure**

### **Purpose**

The VET Quality Framework and Conditions of Registration require that RTOs protect fees paid in advance and have a fair and reasonable refund policy.

We are committed to providing a fair and transparent policy and procedure when dealing with students and prospective students in regards to fees charged, protection of fees and refunds where warranted.

### **Scope**

This applies to all students enrolled with AMA Skills Training.

### **Payment of Enrolment Fees**

An initial non-refundable enrolment fee of \$50 applies to all courses. This fee is payable in advance before the course commences.

Those students who receive a Government Benefit (i.e. Pension or Allowance) may be exempt from paying this fee or may receive concession rates. Students claiming an exemption must provide proof that they are receiving benefits (e.g. Health Benefits Card, Health Care Card, and Pension Concession Card).

### **Financial Standards**

1. In the case of student funded courses, AMA Skills Training has measures in place to ensure that students receive a refund of fees for services not provided, including services not provided as a result of the financial failure of AMA Skills Training.
2. AMA Skills Training will adopt a refund policy that is fair and equitable both to the student and AMA Skills Training.
3. AMA Skills Training will ensure that the contractual and financial relationship between the student and AMA Skills Training is fully and properly documented and that copies of the documentation are made available to the student. Documentation will include: the rights and responsibilities of the student, cost of training, payment arrangements, refund conditions and any matters that place obligations on the student.
4. In the case where the employer is funding the cost of training, information of such funding will be provided to the trainee at the discretion of the employer only.

## **Course Fees**

AMA Skills Training will charge a nominal fee per course enrolled. An initial course fee must be paid in advance of the course start date.

We provide the following fee information to each client before enrolment:

- a) the total amount of all fees including course fees, enrolment fees, materials fees and any other charges;
- b) payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/enrolment fee;
- c) the nature of the guarantee given by the **NVR registered training organisation** to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- d) the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
- e) the organisation's refund policy.

## **Payments – Course Fees**

Generally AMA Skills Training requires upfront payment of course fees in line with Standard 7, Clause 7.3:

Where an RTO is not collecting more than \$1500 in prepaid fees from any learner, this could be demonstrated through marketing and enrolment material that includes fee schedules that, collectively, show the RTO does not require more than \$1500 to be prepaid for any course. In this case, no further evidence will be required.

In line with our values on equity and access, students may approach AMA Skills Training if they have circumstances that warrant an alternative payment structure being agreed. A payment plan may be warranted with several progress payments.

## **Refund of Fees**

### **Employer sponsored courses and traineeships:**

Enrolment fee may be refunded under the following circumstances:

1. If a trainee leaves employer more than seven (7) days prior to the commencement of the course, full enrolment fee will be refunded (the commencement date will be the first scheduled structured training session date booked by the trainer/assessor).
2. If a trainee leaves employer less than seven (7) seven days prior to commencement of the course 20% of enrolment fee will be forfeited and 80% of enrolment fee will be refunded (the commencement date will be the first scheduled structured training session date booked by the trainer/assessor).
3. If an employee is unable to commence training the employer will be given the option to enroll a substitute employee.
4. No refunds will be granted from the date of the commencement of the course.

## **Refund of Fees**

### **Student Funded Courses (not traineeships)**

Course fees may be refunded or reallocated under the following circumstances:

1. If AMA Skills Training cancels the course for whatever reason, the student will receive a full refund (or pro-rata adjusted refund). AMA Skills Training may also offer the student a transfer to another course, this choice is for the student to make.
2. If a refund is requested more than 14 days before course commences, a full refund, less the enrolment fee will be provided (the commencement date will be the first scheduled structured training session date booked by the trainer).
3. If a refund is requested between 14 days of course commencement and the day of commencement, 50% of the initial course fee will be refunded, less the enrolment fee (the commencement date will be the first scheduled structured training session date booked by the trainer).
4. If a place is not offered in the course, the student will receive a full refund including the enrolment fee.
5. If the student wishes to change their enrolment into another course at AMA Skills Training the course fees paid will be transferred to new course.
6. If a student applies for RPL and the application is unsuccessful, there will be no refund.

### **No Refund**

1. If a student applies for RPL and the application is unsuccessful, there will be no refund.
2. Once training has commenced in the course no refund is available, unless compelling circumstances prevail i.e. extreme personal hardship or medical circumstances which warrant non completion of course. In these cases, the student may wish to return to training at a later date, this will also be approved by AMA Skills Training (the student must return within 1 year of enrolment date to complete course).
3. The student fails to comply with terms and conditions of enrolment which include college policies and procedures as provided in the Code of Practice and the Student Information Booklet.
4. The student provides false or misleading information.

### **How to apply for refund**

Requests for refund must be made in writing using the applicable form - the Request for Refund (form RfR).

**Note:** Refunds due to the student will be paid within 2 weeks of receiving written application on the appropriate form available from the Training Manager or on AMA Skills Training's website.

### **Fees Protection**

AMA Skills Training warrants that it maintains appropriate retained funds in its bank account to enable continuance through to completion of the training and/or assessment once the student has commenced study in their chosen qualification or course

Fees Charges and Refund Policy	Form RF	Modified 21/12/2016
Version 2.0	Page 3 of 4	Review 21/12/2017

**Policy developed by:-**

Signature: .....

Date: .....

Print name: .....

**Checked and confirmed by:-**

Signature: .....

Date: .....

Print name: .....

Comments: .....

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