



ACCESS
Recognised Training

OP005 Fees, Charges and Refunds - Domestic Students

Access Recognised Training
RTO# 88203

Policy Title:	OP005 Fees, Charges and Refunds
Version Number:	3.0
Approved By:	Mark Field
Position:	Managing Director
Effective Date:	1st February 2025
Change History:	<p>V1. New policy designed to support best practice business operations and align to the <i>Standards for Registered Training Organisations (RTOs) 2015</i></p> <p>V2. Minor change to reference new ACT Government funding program (TIFA)</p> <p>V2.1 Update to include Public health emergency declaration procedure</p>
Associated Documents:	<p><i>Standards for Registered Training Organisations (RTOs) 2015, Standard 7: Clause 7.3</i></p> <p>Skills Canberra Training Initiative Funding Agreement</p> <p>ACT Standards Compliance Guide for Skilled Capital</p>

POLICY STATEMENT

Access Recognised Training (ART) is committed to protecting the financial interests of students while not unduly impacting our ability to provide quality services for our students and clients. Our policy is based on the requirements as outlined in Clause 7.3 of the *Standards for Registered Training Organisations (RTOs) 2015*.

Our fees and refund policy are clearly outlined on our website and are also in the Student Handbook which is on the website and presented to students prior to commencement of training/assessment activities.

PROCESS

Traineeships, Apprenticeships and Skilled Capital Tuition Fees

- The ACT Government provides a contribution towards the cost of training for eligible students. The amount of subsidy for each qualification is different, depending on level of skills needs and the total costs to deliver the training;
- The tuition fee is the difference between the government subsidy and the total cost of the qualification set by the RTO;
- Tuition fees will be invoiced upon enrolment and periodically thereafter, depending on the qualification type and funded training initiative;
- All tuition fee invoices will be issued to the employer, in accordance with the obligations outlined in modern awards for employers of trainees and apprentices;
- Tuition fees are charged either per unit of competency or for the full qualification, as outlined in the Fees and Charges Schedule (available at <https://www.accessrt.edu.au/fees-and-charges>). For tuition fees charged per unit of competency, a minimum of three units will be invoiced at a time;
- ART reserves the right to amend student tuition fees at any time in the event changes to government funding occur and they are applied retrospectively. If a tuition fee amendment occurs, ART will maintain documented evidence of the change at the individual student level and update the student's record in our Student Management System accordingly.
- ART fees and charges are published on <https://www.accessrt.edu.au/fees-and-charges> for each training course and training initiative;
- ART tuition fees for each qualification per delivery mode are also published on the ACT Qualifications register;
- ART may choose to withhold training services where there is non-payment of tuition fees;
- ART may choose to withhold certification until full payment of student tuition fees has been received;
- ART reserves the right to take legal action to recover unpaid tuition fees from students or their employers.

Fee Concessions

Australian Apprentices and Skilled Capital students who hold a current Health Care Card or Pension Card, or can prove genuine hardship, are eligible for a concession from the tuition fee. Students concession eligibility is determined at pre-assessment and/or enrolment and include the evidence from the student (trainee, apprentice or skilled capital participant).

Examples of evidence required for fee concession can include, but is not limited to:

- Health Care Card or Pension Card
- Eviction notice
- One-on-one discussion with the Managing Director or his representative outlining student's financial circumstances
- Bank notice indicating financial position
- Repossession notice of essential items e.g motor vehicle
- Pending disconnection notice of essential services
- Letter of support from Medical Doctor indicating inability to work for an extended period
- Letter from registered charitable organisation outlining the Apprentices inability to provide for basic necessities.

Full Fee Paying Students

- Fee for Service course fees and charges are agreed to prior to the commencement of training and will be listed in full on the ART website;
- ART may choose to cease or withhold training services where there is non-payment of tuition fees;
- Tuition fees will not be refunded when the cancellation takes place after the commencement of training services by ART; and
- ART reserves the right to withhold certification until full payment of student tuition fees has been received.

Original Certificate Reprint Charge

On request ACCESS will reprint original certificates/testamurs for \$25.00. Please call our administration team on 02 5100 4985 between 10am - 3pm Monday-Friday to order a certificate reprint.

Refund Policy

After we have processed your enrolment, we are unable to arrange refunds (where applicable) except in the following circumstances:

- Course cancelled by ART;
- Learners provide at least one week's notice prior to commencement of training (face-to-face delivery mode only);
- A learner mistakenly enrolls into a course and seeks to withdraw and re-enrol into the correct course*;
- Learner is unable to commence course/qualification due to illness/accident (face-to-face delivery mode only); and
- Overpayment of fee or duplicate enrolments.

*A course cancellation charge of \$25.00 applies. This will be deducted from your initial course payment.