

Policy Name:	COURSE FEES
Policy No.	E1.0
Issued:	20 March 2023
Reviewed:	

Purpose

To inform prospective and current learners of the financial terms and conditions that will apply to a course of study undertaken with HITsa.

Areas Affected

All courses including qualifications, short courses and skill sets

Definitions

Fees – collective term for student contributions and course enrolment fees

General

HITsa sets fees that are fair and equitable in relation to market pricing and follow appropriate government legislation and The Standards for RTOs (2015).

HITsa reserves the right to review and adjust fees at its discretion. Updated fees will be applied to prospective enrolments and/or future annual contributions of current students.

- Prepaid course fees will not be adjusted
- Course fees paid by or invoiced to current students prior to the date of change will not be adjusted
- Outstanding course fees being paid by instalments will not be adjusted
- Annual student contributions for proceeding years will be adjusted

The Executive Officer is responsible for approving course fees.

HITsa publishes accurate information on student fees for prospective and current students and clients on its website.

Unless otherwise specified, course fees include the cost of all compulsory training and assessment materials, including course reading materials and certification. Any costs that may be incurred by HITsa but were not disclosed in the schedule of fees provided to the student or client will not be oncharged.

Additional costs that are not considered course fees may include application for work clearances or licenses. The learner will be responsible for the cost of such work obligations. These requirements will be communicated to the learner prior to enrolment.

Fees, payment terms and conditions are clearly stated on the Letter of Offer for students and in the service agreement for clients. Payment by cash or cheque are not accepted. Payment must be made by EFTPOS, direct bank transfer or credit card.

Some courses may be eligible for government funding or access to student loans. Where this is the case, students will be notified and provided with the relevant rules and procedures.

Processes are in place for managing student grievances, disputes and administrative errors in relation to student fees and refunds.

In accordance with The Standards for RTOs (2015), HITsa will not collect more than \$1,500 of any course fee prior to the commencement of a course. Where a course cost is greater than \$1,500, the payment of fees will be scheduled throughout the duration of the course. The timing of instalments will be advised to the learner in the Letter of Offer for students and in the service agreement for clients.

An Invoice will be created for all fees payable. The Invoice will be forwarded electronically to the learner, employer, employment service provider or client responsible for payment. Payment terms are clearly presented on the Invoice.

In accordance with RTO Standard 3.3, AQF Certification documentation will only be issued to a learner provided that all agreed fees owing to the RTO have been paid. This is advised on Invoices and enrolment application forms.

Unless prior arrangements have been made, course fees must be paid prior to the commencement of training. Only upon full payment is a position in an upcoming course confirmed. This is clearly communicated to learners and other parties on Invoices.

Learners will not be admitted to class if fees remain outstanding and no payment arrangements have been agreed with HITsa. Further, if deferred payment is approved and the learner does not make payment by the agreed due date, they will not be able to continue their course until the debt is resolved.

Learners will not be accepted into further courses with HITsa until outstanding fees are paid in full or other repayment arrangements approved by the Executive Officer of HITsa.

Students have a variety of options for payment of their fees including credit card and direct deposit on invoice.

Credit Accounts

Any client (employer, Job Service Provider or other party) must complete a credit account application to request deferred payment of fees. The Executive Officer is responsible for approving credit accounts, upon the recommendation of the Finance Manager.

If the credit application is refused, fees must be paid prior to the commencement of training.

Credit accounts are not available for individuals. Individuals may request payment of their training fees by instalments.

Government Subsidised Training

Some courses offered by HITsa may be subsidised by the State or Federal Government. The value of the subsidy, any financial obligation of the learner and any eligibility criteria will be clearly communicated in all advertising and HITsa's website. This will provide the learner with clear and up-to-date information to assist in their enrolment decision making.

Subsidised training opportunities will vary over time. Qualifications funded by the SA Government are listed on the State's Subsidised Training List (STL) - <https://providers.skills.sa.gov.au/subsidised-training-list>

Payment by Instalments

A student, or third party on behalf of the student, may request payment by instalments for accredited qualifications with a course fee of **\$500** or more.

The request must be made at time of enrolment on the appropriate form – Request to Pay Course Fees by Instalments

A Business Manager or Executive Officer will consider the request. This decision will be made and communicated to the student within 3 days of receipt.

The terms of repayment will be agreed between the student and HITsa as documented on the request form.

A deposit of at least 25% of the total course fee is required up front to confirm enrolment.

Deposit transfer direct to HITsa's bank account is the preferred method of payment for instalments. The reference for each deposit must include the student's party record ID from JobReady.

Payment by instalment will not attract interest or any other charges if paid by each due date.

Fees must be paid in full before HITsa will issue certificates.

Overdue instalments will incur interest at the rate of 10% per annum from the date the instalment becomes overdue through to the date it is paid.

Students will not be permitted to attend class if any instalments are overdue.

HITsa may demand full payment of total course fees owing if two or more instalments become overdue during the period of the instalment plan. The two late instalments do not have to be consecutive.

In the case of loan default, the student will be liable for all debt collection and legal fees incurred by HITsa in relation to recovery of the debt. The amount collected will include any interest calculated on overdue instalments.

Other Fees

Certificates and Parchments – As standard practice, HITsa will issue certificates and parchments electronically (PDF format) to the learner and to the client responsible for paying the learner's course fees. Paper copies can be provided upon request at a cost of \$20.00 (inc GST) per document.

Electronic re-prints of certificates can be provided upon request at no additional charge provided the course was completed prior to December 2016. Earlier results will incur a charge of \$20.00 (inc GST) per certificate.

Academic Transcripts – electronic copies can be provided at no cost to the learner or client responsible for paying the learner's course fees.

Recognition of Prior Learning (RPL) – will be charged at the rate of \$50.00 (inc GST if applicable) per unit of training. This fee is payable prior to the commencement of the RPL process, and is not refundable if recognition is not granted.

Credit Transfer – There is no additional charge for credit transfer

Fee concessions and exemptions

Fee exemptions may apply on the grounds of financial hardship or other reasons. Exemption applications are to be made in writing and sent to Executive Officer (info@hitsa.com.au). After reviewing the application, the Executive Officer may elect to:

- Waive fees (partial or total at the Executive Officer's discretion)
- Negotiate a payment plan with the student
- Defer requirement for payment of fees to a negotiated date

Refunds

When a booking is made, a position in the class is set aside for the enrolling student. If the student does not attend, depending on whether / when the absence is notified, the opportunity to offer this position to an alternative student may not be possible. As such, there is no automatic entitlement to a refund / credit of fees paid / invoiced due to a student's non attendance at training.

This policy is communicated to clients using the following methods –

1. As a documented term of the credit account application
2. On the confirmation of enrolment email
3. As a message in the "absence notification" email sent to Employment Service Providers as soon as practicable after the commencement of training
4. As a reminder on email notifications advising Job Actives and Employers of unnotified absences on the day of training

There are circumstances where a refund can be provided without escalation to HITsa management –

1. A class / course is cancelled by HITsa and an enrolled student cannot attend the rescheduled class
2. A student accepts an offer into a higher-level course with HITsa

There are circumstances where a refund will not be approved –

1. When a student is withdrawn / removed from a course due to unacceptable behaviour
2. When a student pays a deposit to secure a position in the course and does not complete their enrolment or contact HITsa to reschedule to a later date.
3. When a student fails to complete a course or attend scheduled training and is uncontactable.
4. When a student is absent and does not communicate their inability to attend prior to the start of the training
5. When a student arrives for training too late to join the class without valid reason and/or without contacting HITsa beforehand

Business Managers and the Executive Officer have delegated authority to apply discretion to a refund request that would not normally be paid. The unique circumstances of each request will be considered when applying Manager discretion.

If a payment has been made online, only the course fee will be refunded. Administration fees for online payments are non-refundable.

Should a student be booked into a certificate course and wishes to defer their study, they will have a 6-month period to recommence study from the date deferred. If the student does not re-engage, their enrolment will be cancelled.

Finance will process refunds. Evidence of Manager approval is required for Finance to process any request for refund. The transaction will be processed within 14 days of Finance receiving the approved request.

The RTO CoOrdinator will communicate the outcome of a request for refund to the party to which the refund is owed.

END

Date	Version	Amendment(s)
20.03.23		Original Document – Replaces HITP0028/14, HITP0048/11, HITP0024/14