

ACCREDITED COURSES FEES, CHARGES and REFUND POLICY

Policy

This policy applies to administration fees, charges and refunds applicable to the provision of accredited training including students undertaking training under government training contracts, under government subsidised schemes and students and clients paying full fees. Apex HR will ensure that fees, charges and refunds are collected and administered in accordance with the provisions of applicable legislative and contractual requirements and the policy is made available to all current and prospective students on the Apex HR's website.

Notification of Fees and Charges

Students

Fees and charges are advised to all Apex HR students and prospective students prior to, or at the time of enrolment through the enrolment documentation. Student fees will be payable on day of enrolment or commencement of training.

Apex HR may collect up to \$1,500 in prepaid fees from a learner without needing to take any action to protect these fees. Course fees that exceed the threshold must implement a payment plan.

The payment plan will consist of three instalments:

- Instalment One:** \$1,500 at payable
- Instalment Two:** \$1,000, or sixty percent of remaining balance (which ever is the lesser amount) three months after commencement
- Instalment Three:** remaining balance on completion

If Apex HR is unable to provide services for which the learner has prepaid, the learner will:

- Be placed into an equivalent course such that:
 - The new location is suitable to the learner; and
 - The learner receives the full services for which they have prepaid at no additional cost to the learner or
- Be paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.

Apex HR advertises its fees and charges in course promotional materials, on its website and in the payment schedule on the enrolment documentation.

All tuition, administration, resource and material fees associated with the students under a training contract and/or accessing government subsidised training are based on State Government funding and fees guidelines as applicable.

Access to subsidised training varies from one State or Territory to another under State and Federal requirements simulating the individual's and training program's (qualification/skill set) eligibility. Fee for services costs apply where no subsidy or part subsidy and/or concession is available.

Document Number: POL002	Version: 7	Version Date: 01/02/19	Page 1 of 8
Review Date: 01/02/20	Created by: Operations Manager	Approved by: General Manager	

Students (and/or their employers) engaged in training which is funded by the State or Commonwealth Government programs are made aware of the funding that is provided by the Government, as well as any additional fees applicable, such as resource costs.

Tuition and enrolment fees are non-transferable to other students or other institutions.

Administration and Materials Charges

Fees and charges may include an administration fee, enrolment fee, booking fee, material fee for learning resources essential for the course, uniforms or garments mandatory in some work placement programs, PPE required in some training programs, photocopying, re-issuing of receipts, copies of academic reports, additional copies or re-issue of qualifications, late marking or assessment re-sit fees. Additional charges may also apply including follow up charges associated with late or non-payment, overdue fees and dishonour cheque fees.

All students will be advised of any additional material and/or resources charges that may apply, based on their individual enrolment, prior to enrolment.

Payment arrangements

Payment from students can be made by the following methods:

- **Online (Credit Card)** – Using our secure internet payment gateway
- **Cheque** –
 - Payable to
“Apex Human Resources Pty Ltd”
 - Forwarded to: Apex HR,
PO Box 202
Chadstone Centre
CHADSTONE VIC 3148
- **Invoice** – Invoices may be charged to you or your organisation.
- **Electronic Funds Transfer (EFT)** – By transferring funds directly to the following bank account:
Bank Name: Westpac
Account Name: Apex Human Resources Pty Ltd
BSB Number: 033341
Account Number: 344048

Upon receipt of student payment an Authorised RTO Delegate will record the payment in the ‘Student Management System’.

Employers

This section applies to workplace based training arrangements, including traineeships.

Invoicing

All participants will be covered by a signed Enrolment Form and Training Services Agreement referencing the Apex HR’s Fees, Charges and Refund policy.

Document Number: POL002	Version: 7	Version Date: 01/02/19	Page 2 of 8
Review Date: 01/02/20	Created by: Operations Manager	Approved by: General Manager	

All fees and charges are developed and executed as per the requirements of Apex HR’s state government agreements and the registering body requirements.

Employers and participants will be communicated all fee information in writing prior to the completion of the enrolment process.

Employers will be made aware of Apex HR’s Fees, Charges and Refund policy via the Training Services Agreement and the Fees, Charges and Refund policy located on the Apex HR website under Student Information and Documentation.

Participants will be made aware of Apex HR’s Fees, Charges and Refund policy via the Participant Handbook and the Fees, Charges and Refund policy located on the Apex HR website under Student Information and Documentation.

The person responsible for payment for participants will be captured as part of the Apex HR enrolment process. Under a traineeship/apprenticeship arrangement, the participant’s employer may pay these fees.

Concessions may apply as per State government regulations; evidence demonstrating minimum concession requirements (usually a Health Care Card) or evidence of financial hardship for each individual student will be required to access a reduced enrolment fee or to be exempt from an enrolment fee. A copy of evidence must be retained on the students file. Refer to the Apex HR’s Concessions Policy for fee structure and concessions that may apply.

All fees and charges for the delivery of training and assessment services must be approved by the Managing Director prior to their publication, quotation to clients or tender submission.

Credits / Adjustment Notes

Credit of enrolment fees that have been invoiced, but not paid:

- i. Apex HR will provide an adjustment note to credit invoiced enrolment fees where participants are eligible for State government funding and where payment has not been received and training has not commenced at the time of cancellation of enrolment.
- ii. Where a student has commenced a unit of competency, but withdrawn prior to completion, no credit will apply.

Credit of Fee For Service or Employer contribution fees that have been invoiced, but not paid:

- i. Apex HR will provide an adjustment note to credit invoiced FFS or Employer contribution fees where payment has not been received and training has not commenced at the time of cancellation of enrolment.
- ii. Where a participant has commenced a unit of competency, but withdrawn prior to completion, no credit will apply, nor will any additional fees apply.

Where a participant withdraws from training, an adjustment note will only be raised where that participant has not commenced training.

Refunds

Document Number: POL002	Version: 7	Version Date: 01/02/19	Page 3 of 8
Review Date: 01/02/20	Created by: Operations Manager	Approved by: General Manager	

Course deferment or cancellation

Apex HR reserves the right to defer or cancel a course, change course start dates, or change course curriculum/programs at any time. In the case where Apex HR cancels a course prior to its commencement date, a full refund will be given.

A pro-rata refund of student fees will be paid in the event of a mid-course cancellation. This will be calculated on the proportion of training not provided or scheduled. (In these circumstances, refunds will not be paid for students who have missed scheduled training sessions or where the cancellation date is after the final proposed assessment date.)

Refund based on student request

A full refund of student fees (less an administration fee) will be paid if a student cancels more than 5 ordinary business days prior to the commencement of training.

Student fees are non-refundable after the commencement of training.

Apex HR cannot accept responsibility for change to work commitments or personal circumstances as grounds for refund once the course has commenced.

Fees for training resources (where applicable) and all other additional fees are non-refundable.

Refund requests must be in writing, signed and dated by the student, and delivered to Apex HR in person, by email or letter.

Refunds for Traineeships

If a Traineeship is ceased for any reason within the first four (4) weeks from the scheduled commencement date of training, a full refund of tuition fees will be made less an administration fee.

Missed payments

Students/Trainees who do not make instalment payments by the due date will be excluded from attendance and have their enrolment suspended for the lesser of one week or until the missed instalment payment is made. If the missed instalment payment has not been made at the end of the one week suspension the student will have their enrolment cancelled.

Cancellation of Training by the Employer

If training sessions are cancelled by the client more than three (3) times without at least three (3) days written notice to Apex HR, Apex HR reserves the right to charge a session cancellation fee of \$250 per participant and a minimum of \$200 each and every subsequent time.

Document Number: POL002	Version: 7	Version Date: 01/02/19	Page 4 of 8
Review Date: 01/02/20	Created by: Operations Manager	Approved by: General Manager	

If a training session is cancelled with less than one (1) day’s notice, Apex HR reserves the right to charge for any and all travel expenses that have been booked if they cannot be varied and can be justified by Apex HR.

Additional Fees

Apex HR reserves the right to charge for reprints of transcripts, certificates and retrieval of information from archives at a rate of \$50 (inc GST) per certificate.

Short Course Fees

Short course fees are invoiced and payable upon enrolment. A certificate of participation will be issued for delivery of a short course which is not an assessable nationally qualified unit.

A full refund will be issued if the course is cancelled by Apex HR.

Written applications for refunds and transfers will be accepted within two clear working days before the course is due to start. A \$50 handling fee will apply.

A 50% refund will apply if a participant cancels within 24 hours before the course commences.

No refunds or transfers will be valid once the course commences.

Request for refund

Students who want to make a change to their enrolment (defer, cancel or withdraw) and that are eligible for a refund will be provided with a Refund Application Form (also available from our website).

Students will be refunded in line with their terms and conditions of enrolment and this policy.

Refund requests must be in writing, signed and dated by the student, and delivered to Apex HR in person, by email or letter.

All students and clients have the right to take action under Australia’s consumer protection laws.

*Cooling-off

Important Notice to the Consumer

Students have a right to cancel this agreement within 10 business days from the date they complete and sign their enrolment documentation.

Document Number: POL002	Version: 7	Version Date: 01/02/19	Page 5 of 8
Review Date: 01/02/20	Created by: Operations Manager	Approved by: General Manager	

Cooling-off Period

Students have 10 business days to change their mind and cancel the intended training. Any payment made will be fully refunded if a student changes their mind within the cooling off period.

When does the cooling-off period begin?

The cooling-off period begins on the first business day after the enrolment documentation was completed and signed. A student may terminate their intended training verbally in person or via phone or in writing via email or letter. The termination date is when the student notifies Apex HR administration staff.

Related Documents:

- Concession Fee Eligibility Process
- Training Services Agreement
- Participant Handbook
- Enrolment Form

Document Number: POL002	Version: 7	Version Date: 01/02/19	Page 6 of 8
Review Date: 01/02/20	Created by: Operations Manager	Approved by: General Manager	

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2019 STATEMENT OF FEES As at 1 February 2019

HOSPITALITY PROGRAM DETAILS			TUITION FEES – CLASSROOM / WORKPLACE BASED TRAINING						ONLINE TRAINING	MATERIALS FEES
Qualification Code	Qualification Title	Scheduled Nominal Hours (dependent on unit selection)	Concession Tuition Fee	Hourly Concession Rate	Skills First Funded Tuition Fee	Hourly Skills First Funded Tuition Rate	Government Contribution to Training	Full Tuition Fee	Tuition Fee	Materials Fee incl. GST
SIT30716	Certificate III in Hospitality (traineeship only)	335 380	\$114 \$155	\$0.34	\$570 \$773	\$8.50	\$2,847.50 \$3,230.00	\$3,540 \$4,003		\$100

BUSINESS PROGRAM DETAILS			TUITION FEES – CLASSROOM / WORKPLACE BASED TRAINING						ONLINE TRAINING	MATERIALS FEES
Qualification Code	Qualification Title	Scheduled Nominal Hours (dependent on unit selection)	Concession Tuition Fee	Hourly Concession Rate	Skills First Funded Tuition Fee	Hourly Skills First Funded Tuition Rate	Government Contribution to Training	Full Tuition Fee	Tuition Fee	Materials Fee incl. GST
BSB42015	Certificate IV in Leadership and Management	545	\$600 \$624	\$0.88	\$3,000 \$3,120	\$6.50	\$3,445 \$3,542	\$6,445 \$6,662	N/A	\$100
BSB51915	Diploma of Leadership and Management	700	Nil	Nil	\$2,850	\$3.00	\$2,100	\$4,950	N/A	\$150
BSB51615	Diploma of Quality Auditing	360	Nil	Nil	\$700	\$6.00	\$2,100	\$2,800	\$1,200	\$150

FEES AND CHARGES POLICY

AGENTS REPRESENTATIVE COURSE PROGRAM DETAILS		TUITION FEES – CLASSROOM BASED TRAINING						ONLINE TRAINING	MATERIALS FEES
COURSE	Scheduled Nominal Hours (dependent on unit selection)	Tuition Fee	Hourly Concessi on Rate	VTG Funded Tuition Fee	Hourly VTG Funded Tuition Rate	Government Contribution to Training	Full Tuition Fee	Tuition Fee	Materials Fee incl. GST
Agents Representative Course	N/A	N/A	N/A	N/A	N/A	N/A	\$750	\$450	N/A

Tuition fees are indicative only and subject to change given individual circumstances at enrolment.