

## Policy Overview

To ensure that accurate and consistent processes are applied for all fees, charges and refunds at a national level for both fee for service and VET Government funded courses as per RTO standards 2015 and VET contractual agreements per state to both students and employers.

## Objective

To ensure that all applicable fees and charges payable for courses are communicated accurately, invoiced, recorded and where applicable - refunded, according to The Instruction Company (TICRail) procedures, payment terms agreed to during enrolment, the service agreement, state funding contracts and national legislation.

## Staff Responsible

- CEO/General Manager
- Business Development
- Training Coordinator
- Administration
- Compliance Team
- Managers
- Finance

## Compliance Standards

This policy relates to the following Standards for RTO's 2015 Clauses: 5.2, 5.3, 7.3 & 8.5.  
WA VET Fees and Charges Policy 2023 V1.0 Clauses 6.6, 6.8 and 6.9.  
NSW Smart and Skilled Fee Administration Policy V3.0 Sections 2, 3, 4, 5 and 6.

## Related Policies/Templates/Documents

- P-001.6 Enrolment Policy and Procedure
- P-003.6 Record Management and Maintenance Policy
- P-054.6 Governance Policy
- P-057.6 Assessment Policy and Procedure
- F-048.6 Statement of Fees and Course Overview
- F-074.6 Financial Hardship Form

## Definitions

**Fees** payment made for education services.

**Charges** – the prices for the services.

**Student/s** refers to all persons enrolled in a course at the RTO.

**Client/s** refers to all Employers, JSA providers or similar that are paying fees on behalf of the Student/s.

**SMS** refers to Student Management System.

## Policy

### Communicating Fees, Charges and Refund Information

- It is the responsibility of TICRail to ensure all potential and enrolled students or clients are accurately provided information in relation to fees, charges, and refunds prior to and during enrolment. Communication of fees, charges and refunds may be published on the student flyer, TICRail website, communicated verbally and in writing during enrolment and/or any other form provided by TICRail. This information will include:
  - Fees associated with the course
  - Additional administration fees
  - Fees for materials and resources
  - Payment terms including when payment is due and refundable and/or non-refundable deposits; and
  - Refunds policy.

### 1. Terms of Fees

#### Fees

- Fees are detailed on a Statement of Fees (F-048.6) for all students who are funding/enrolling in their own training, students must be given a copy of the statement of fees, and the information clearly explained and advised that our refund policy can be accessed on our website.
- Where a client is paying student fees, the client will be issued with a Training Services Brief (TSB)/Training Proposal showing the fees for the program, our terms, cancellation/refund terms and conditions and advised that our refund policy can be accessed on our website. If a student leaves their employment prior to completing their course the student will revert to the provisions of a statement of fees for all remaining training where required.

#### Funded Training

- When the enrolment is processed, the agreed fees and charges will be invoiced to the student/client in line with fees and charges outlined on the application form, statement of fees & course overview and State VET Funding Contract – refer to procedure. If a student leaves their employment prior to completing their course the student fees will be reviewed in line with the relevant funding requirements.

#### Fee-for-Service (Non-State Funded Training)

- Depending on the individual agreement between TICRail and the student/client, TICRail will charge the tuition fee in respect of the course, inclusive of any associated administration and course material fees payable by the student/client.

##### 1.1. Payment of Fees

- TICRail will not accept fees greater than \$1500 before training is commenced and no more than \$1000 is held in advance at any time during training.
- Failure to pay fees will result in TICRail being compelled to withhold results, statement of attainment or certification.
- Unless otherwise specified, standard payment terms are 7 days from date of invoice.

- Receipt of fees paid are outlined in the - **payment of fees procedure**.
- If payment is made via bank transfer, notification must be sent via email to: [office@ticrail.com.au](mailto:office@ticrail.com.au)
- **Funded Students** - The payment of any fees is required as per the applicable funding requirements.

### 1.2. Client Fees

- All fees being charged to a client in respect to training services are listed on the TSB.
- Where a client has noted they will pay fees on their student's behalf, they will be held responsible for full payment.
- It is the client's responsibility to ensure that if they make arrangements with the student regarding any fees that are to be reimbursed by the employee.
- **Fee for Service Students** - It is the client's responsibility to inform TICRail in writing if the student leaves their employment including the date ceased employment.
- On receipt of this notification, TICRail will issue an invoice to the client for the course/units started/completed up until the date of notification that has not already been billed.
- Failure to notify us of the student's status will result in fees payable for all courses/units studied should the student continue their study past their employment date.
- **Funded Students** - The payment of fees is required regardless of the approval and/or receipt of any other Federal or State incentive to the employer.

### 1.3. Additional Fees

Additional fees that TICRail will communicate during enrolment and may be charged are outlined as follows:

- Re-assessment fees for students requiring additional opportunities as per **P-057.6 Training and Assessment Policy and Procedure**.
- Re-issue of a Testamur, Statement of Attainment or Record of Results.
- External agency fees associated with the Appeals Process as per **P-057.6 Assessment Policy and Procedure**.
- Recognition of Prior Learning (RPL) fees per unit (excl GST) will be negotiated depending on the training required with the relevant Manager.
- Any additional fees and charges that are guided by state funding body policies and contractual requirements.

### 1.4. Overdue fee payments

- Clients/Students who are overdue in paying fees will be formally communicated with by a TICRail representative to discuss payment options and possible consequences associated with non-payment.
- Where any fee becomes overdue, this could result in the suspension and/or halting further progress of the students training.
- Long term outstanding fees may include the services of a debt recovery agency which may incur further debt recovery expenses.

## Financial Hardship

- TICRail is committed to providing opportunities for students to participate in training that improves employment outcomes for the student. In situations where a student enrolling in a government funded course can demonstrate genuine financial hardship, fees will be waived in line with government funding requirements.

## Deposits / Fees in Advance

- TICRail collects fees in advance for services which are not yet provided to students. At various intervals throughout a course and in accordance with the course's relevant payment schedule, further payment may be taken. TICRail will not accept fees greater than \$1500 before training is commenced and no more than \$1000 is held in advance at any time during training as outlined in 1.1 Payment of fees.

## 2. Refund of fees

### 2.1. Cooling off period

A cooling-off period of 12 business days prior to course commencement applies on any enrolment. During this period, the student/client can cancel the enrolment without payment or penalty.

### 2.2. State Government Funded Refunds

Due to state contractual refund obligations, this process will be managed on a state level – refer to procedure.

### 2.3. Fee-for-Service Refunds/Cancellations

- *Student* - Depending on the individual agreement between TICRail and the student, TICRail will refund the tuition fee paid in respect of the course cancellation, wholly at the discretion of the CEO of TICRail as per the below:
  - If booking cancelled more than 12 business days before course scheduled commencement – full refunded
  - If booking cancelled more than 5 business days before scheduled course commencement – 50% of costs will be refunded
  - If booking cancelled less than 5 business days before schedule course commencement – all costs will be charged
  - There is no refund for fee-for-service training after a student has commenced training.
  - Where admin fees are charged, these are non-refundable as per the agreement.
- *Client* - Depending on the individual agreement between TICRail and the Client, TICRail will charge the client, wholly at the discretion of the CEO of TICRail, the following pro rata fees:
  - If booking cancelled more than 12 business days before course scheduled commencement – no charge
  - If booking cancelled more than 5 business days before scheduled course commencement – 50% of costs will be charged
  - If booking cancelled less than 5 business days before schedule course commencement – all costs will be charged
  - There is no refund for fee-for-service training after a student has commenced a training.

## Fees, Charges and Refunds Procedure

Determining correct fees, charges and refunds		
Action / Task	Responsible	Timeline
<p><b>FFS</b> – prices determined by CEO/General Manager and Operations Managers and communicated to staff as required</p> <p><b>Funding</b> - Compliance confirms the relevant contractual requirements including correct fees from the relevant funding contract based on the qualification and characteristics of the student. These requirements are to be communicated formally to the relevant parties at the beginning of each contract.</p>	<p>CEO/General Manager Managers</p> <p>Business Development Staff Compliance Team</p>	<p>As required</p> <p>At the commencement of the VET funding Contract</p>
Communicating Fees, Charges and Refund Information		
<p><b>Prior to or during enrolment</b></p> <p>Correct fee amounts, charges and refund processes for both government funded and fee for service courses must be communicated to all potential and/or enrolled students/employers. This information must include the fees, additional fees, payment of fees, timing of payment and refund information.</p> <p>The information may be communicated by using one or more of the following approaches:</p> <ul style="list-style-type: none"> <li>▪ TICRail website and course flyers.</li> <li>▪ When selling TICRail’s product and services verbally or in writing via email or any other form.</li> <li>▪ Via a Statement of Fees/Training Services Brief/Invoice</li> </ul> <p>Managers are required to discuss financial hardship arrangements with all student enrolling in a course – refer to procedure.</p> <p><b>The student tuition fees as published are subject to change given individual circumstances at enrolment.</b></p> <p><b>Invoicing Students:</b></p> <p>During the enrolment process administration will distribute a Statement of Fees/TSB to the student/client outlining the fees and payment options including method and timing.</p> <p>Administration must ensure that State VET funding requirements for invoicing students is adhered to.</p> <p><b>Payment of Fees:</b></p> <p>Administration must ensure that all payments are administered accurately using the method notified by the student during enrolment</p>	<p>Manager Training Coordinator Administration CEO/General Manager Business Development Staff</p> <p>Administration</p> <p>Administration Training Coordinator Managers</p> <p>Administration</p>	<p>During or prior to enrolment.</p>

<p>and during the course. As specified in the policy, TICRail must not request payment that exceeds \$1500.00 prior to commencement of training and no more than \$1000.00 during the student life cycle at any given time.</p> <p>TICRail will accept fees to be paid by using one of the following methods:</p> <ul style="list-style-type: none"> <li>▪ EFT</li> <li>▪ Direct Debit; or</li> <li>▪ Visa or MasterCard</li> </ul> <p>Complications with regards to receiving payment by the student/client should be reported to the Manager and Accounts.</p> <p><b>Receipt of payment:</b></p> <p>Receipt of payment must be in the form of receipt provided through TICRail's Accounting System. Information should include (<i>but is not limited to</i>) student name, amount and date of payment. Receipt will be provided to the company/individual making the payment.</p>	Administration Training Coordinator Managers Accounts	
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<b>Financial Hardship</b>		
<p>TICRail is committed to providing opportunities for students to participate in training that improves employment outcomes for the student. In situations where a student enrolling in a government funded course can demonstrate genuine financial hardship, fees will be waived in line with government funding requirements.</p>	Managers	During enrolment

<b>Refund of Fees</b>		
<p><b>Cooling-off period</b></p> <p>A cooling-off period of twelve (12) business days applies on any enrolment unless State legislation specifies a differing cooling-off period. During this period, the student can cancel the enrolment without payment or penalty.</p> <p><b>Fee for short course refunds:</b></p> <p>An application for refund of the course fees under any circumstances must be made in writing to TICRail which can be communicated via email to <a href="mailto:office@ticrail.com.au">office@ticrail.com.au</a></p> <p>TICRail can at its discretion move the student's enrolment into the next scheduled course if the circumstances are deemed reasonable (e.g., ill health with a verified medical certificate).</p> <p>No refund is available for students who do not attend with no prior notice.</p> <p><b>Student</b> - TICRail will refund the tuition fee paid in respect of the course cancellation, wholly at the discretion of the CEO of TICRail as per the below:</p> <ul style="list-style-type: none"> <li>▪ If booking cancelled more than 12 business days before course scheduled commencement – full refunded</li> </ul>	Operations Manager   CEO	When required    When required

<ul style="list-style-type: none"> <li>▪ If booking cancelled more than 5 business days before scheduled course commencement – 50% of costs will be refunded</li> <li>▪ If booking cancelled less than 5 business days before schedule course commencement – all costs will be charged</li> <li>▪ There is no refund for fee-for-service training after a student has commenced training.</li> <li>▪ Where admin fees are charged, these are non-refundable as per the agreement.</li> </ul> <p><b>Client</b> - Depending on the individual agreement between TICRail and the Client, TICRail will charge the client, wholly at the discretion of the CEO of TICRail, the following pro rata fees:</p> <ul style="list-style-type: none"> <li>▪ If booking cancelled more than 12 business days before course scheduled commencement – no charge</li> <li>▪ If booking cancelled more than 5 business days before scheduled course commencement – 50% of costs will be charged</li> <li>▪ If booking cancelled less than 5 business days before schedule course commencement – all costs will be charged</li> <li>▪ There is no refund for fee-for-service training after a student has commenced a training.</li> </ul> <p>A pro-rata refund of enrolment fees will be made if a training course is cancelled by TICRail for any reason.</p> <p><b>State Government Funding requirements:</b></p> <p>The Compliance Manager/Training Coordinator are responsible for ensuring all State refund requirements are current and accurate as per the VET funding contract.</p>	Compliance Manager Training Coordinator	When required
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## Document Revision History

Version Number	Author	Date	Description
3.0	Aleena Velich	11 June 2017	Full revision and rewrite Added Procedure
	Patricia Fulcher	23 June 2017	Revised and approved
	Natalie Robinson	28 June 2017	Formatted and published
3.1	Natalie Robinson	04/08/2017	Corrected title of Procedure
3.3	Hetty Coles	26/10/2017	Updated payment of fees requested by the RTO, clause 2.3.
3.4	Patricia Fulcher	20/02/2018	Included further information about Statement of Fees, Employer Fees, and Overdue Fee Payments.
	Rosemary Vasallo		Reviewed policy and provided feedback.
3.5	Dayna Jackiw	18/2/2019	References to F-005 Student Enrolment Form changed to F-005 Student Application Form.

3.6	Dayna Jackiw	03/07/2019	Amended policy title and file name (to remove '&')
3.7	Aaron Hansen	15/07/2019	Added cooling-off period information.
4.1	Rebekah Faleafaga	30/01/2020	Reviewed and updated as per current requirements.
4.2	Fiona Dunkerton	09/07/2020	Formatting and RPL information updated
4.3	Pippa Price	15/08/2020	Fees requested prior to and during training updated.
4.4	Vicki Searl	20/04/2022	Review policy and update
4.5	Vicki Searl	26/05/2023	Review and minor updates
4.6	Vicki Searl	03/11/2023	Reviewed and WA and NSW State Funding standards included in document
4.7	Vicki Searl	06/12/2023	Review to include cancellation/refund terms and conditions for students and clients
4.8	Vicki Searl	23/12/2024	Minor Change – grammar errors