

Fees, Charges, Refunds and Financial Hardship Policies, Procedures and Processes

Policy Statement

Aspire Performance Training (Aspire) will advise individual learners or the nominated payer (being the responsible person, the employer, or the business entity) prior to enrolment of:

- the fees applicable to the training and/or assessment to be undertaken
- the organisation's cancellation and refund policy
- the nature of the organisation's guarantee should it not be able to deliver the training outlined in the agreement with the learner

This Policy should be read in conjunction with Aspire's procedures and processes, website, course outlines and flyers, links to specific Government websites (where accessing training which is in part or full funded by Government), and any proposal forms.

Aspire seeks to achieve a position which is transparent, accessible and reflects procedural fairness.

Scope

These arrangements cover fees, charges, refunds and severe financial hardship for training and courses offered by Aspire to individual learners and employers/business entities. The arrangements include and articulate the treatment relating to fee for service activity and Government funded programs.

Purpose

To ensure that individual learners and business entities are provided with an appropriate level of information around the respective responsibilities and options for fees, charges, refunds, and severe financial hardship arrangements when entering into an agreement with Aspire.

Fees, Charges and Refunds

These can be classified into two broad and distinct categories:

- **Fee for Service** – Fees are determined and charged by Aspire at their full discretion. Aspire endeavours to offer reasonable, market appropriate pricing and value to our clients maintaining a quality training service ensuring that the required delivery and compliance standards are met and exceeded.
- **WA Government Funded Training** – Primarily training that is subsidised or funded by the WA State government through traineeship contracts via the Department of Training and Workforce Development (DTWD). It is a contractual requirement that Aspire comply with the DTWD's VET Fees and Charges Policy and associated Business Rules. The DTWD Fees and Charges Policy documents can be found at <https://www.dtwd.wa.gov.au/vet-jswg> and should be read in association with the relevant sections of this document. It should be noted that the DTWD's VET Fees and Charges Policy and associated Business Rules are updated annually but can be subject to change through the calendar year without notice.

The following general process arrangements apply:

- **Group based delivery** – Aspire will provide the client with a proposal in writing setting out the scope of the service, inclusions, timeline, training arrangements and costs.
- **Individual learners** – course and training details are set out through course flyers. Where the course value is greater than \$1,500.00, Aspire will confirm the qualification, cost, and responsible party for invoicing. As a requirement of Aspires registration as a Registered Training Organisation (refer to Standard 7.3 of the Standards for RTO's 2015), Aspire is required to implement a process or strategy that will ensure that fees collected in advance from individual learners are suitably protected. Aspire has chosen to meet this requirement by accepting no more than \$1,500.00 upfront from each individual learner, which is the stipulated threshold pre-paid fee amount. This requirement does not apply when the fees of a learner are paid by a third party, for example, the learner's employer. Where the total fee exceeds \$1,500.00 individual learners will be asked to agree a payment plan see APT F&C 003 'Payment Plan Authorisation'.
- **Online** – course/training details are set out through online flyers. Clients enrol online through the service portal making such payments as are required at the time of enrolment/booking. Arrangements will be made for individual learners to follow the arrangements detailed above where the total individual learner fee exceeds \$1,500.00.

Aspire will always endeavour to advise the client in writing the nature of any additional fees before they are incurred.

Payment of Fees and Charges

Payment is expected at the time of booking or enrolment or in accordance with the developed and agreed proposal.

Payment of fees can be made by credit card or direct debit at the time of enrolment, booking or on receipt of an invoice.

Credit card payments can be made over the phone, by calling (08) 6460 0965 and quoting your invoice number, or when enrolling online.

Fee for Service Refunds

Aspire is committed to fair and transparent refund processes.

To be eligible for consideration for full or partial refund notification of withdrawal/cancellation must be formalised in writing and a refund requested using the Form *APT F&C 004 'Request for Refund'*.

A request for a refund must be lodged within two (2) weeks of the properly notified withdrawal/cancellation date.

- For withdrawal/cancellations received with less than five (5) days or no notice or where clients fail to attend training the course fee will be forfeited in full.
- Withdrawals/cancellations received within five (5) and twenty-one (21) working days of training start date will be charged 50% of the course fee.
- Withdrawals/cancellations received twenty-one (21) or more working days before training start date will be refunded in full, provided the above process has been followed.

Aspire will arrange a full refund without the need for an application where:

- a course, qualification or unit is cancelled or re-scheduled by Aspire to a time unsuitable to the learner.
- a learner is not given a place by Aspire due to maximum number of places being reached.

Where fees have been paid/will be paid by an employer and the learner leaves that place of employment, no credit or refund will be available to either the learner or the employer. Fees paid for a particular individual's training is non-transferable unless authorised by Aspire. Resource fees are non-refundable.

Compassionate/Compelling Refund

Compassionate and Compelling refunds will only be considered if learners withdraw for reasons of personal circumstances beyond their control, for example, serious injury or disability. In all cases relevant documentary evidence will be required.

Requests for refunds Form *APT F&C 04 'Request for Refund'* must be lodged within two weeks of the withdrawal/cancellation date. Aspire will refund course fees at the accountable officer's absolute discretion.

Other Fees and Charges

Aspire reserves the right to charge for any additional services or resources not covered by the course, resource fees or written agreement.

Listed below are examples of some of these additional services which may be charged where not specifically covered by the initial agreement:

- Replacement of award/ qualification/ academic record - \$50.00
- Licence application and administration e.g., DMIRS for CPD Elective training
- Application for work experience placement post training
- Late cancellation of scheduled training or training appointments
- Non-attendance at scheduled training or training appointments
- Determination of suitability for Fee for Service RPL
- Re-marking of an assessment after three attempts - \$25.00 per attempt
- Extension – your first extension (3 months) is complimentary however additional extensions incur a \$250.00 fee each
- Credit card surcharges are currently 1.4%
- Additional units of competence outside a qualifications packaging rules are charged at \$300.00 per unit
- Hard copy of qualification binder - \$385.00, or per unit cost - \$165.00
- Additional Trainer support (up to 2 hrs) - \$250.00

WA Government Funded Fees, Charges and Refunds (including Traineeships)

For WA Government Funded training, course fees and any additional fees must be charged in accordance with the DTWD VET Fees and Charges Policy 2023 and associated Business Rules *DTWD* <https://www.dtwd.wa.gov.au/vet-jswa>. These policies and procedures should be read in conjunction with DTWD VET Fees and Charges Policy 2023.

The DTWD VET Fees and Charges Policy 2023 only applies to the units of competency that are commenced in that same calendar year. For example, Unit of Competency's commenced in 2023 are charged as per the fees set out in the 2023 DTWD VET fees and charges policy. Units of Competency commenced in 2024 cannot be charged under the 2023 policy but must follow the 2024 DTWD VET Fees and Charges Policy.

As a requirement of Aspires registration as an RTO (refer to Standard 7.3 of the Standards for RTO's 2015), Aspire is required to implement a process or strategy that will ensure that fees collected in advance from individual learners are suitably protected. Aspire has chosen to meet this requirement by accepting no more than \$1,500.00 upfront from each individual learner, which is the stipulated threshold pre-paid fee amount. This requirement does not apply when the fees of a learner are paid by a third party, for example, the learner's employer.

Payment options :

- Pay the full amount of fees and charges (if less than \$1,500.00)
- Present a signed authority from an employer to invoice that employer for the learner's fees and charges

Payment options only available for trainees responsible for the payment of their qualification.

Aspire reserves the right to charge for any additional services or goods not covered by the course or resource fees.

Trainees must notify Aspire Performance Training of any Credit Transfers they wish to apply for within two weeks of the trainee (if under 18, parent or legal guardian) signing the training plan. Failure to comply may result in a \$250 fee per unit amended.

Detailed below are examples of some of these services:

- Replacement of award/ qualification/ academic record - \$50.00
- Licence application and administration
- Application for work experience placement post training
- Late cancellation of scheduled training or training appointments
- Non-attendance at scheduled training or training appointments
- Determination of suitability for Fee for Service RPL
- Re-marking of an assessment after three attempts - \$25.00 per attempt
- Credit card surcharges are currently 1.4%
- Additional units of competence outside a qualifications packaging rules are charged at \$300.00 per unit
- Hard copy of qualification binder - \$385.00, or per unit cost - \$165.00

Payment of Fees and Charges

Payment of fees can be made by credit card or direct debit at the time of enrolment, booking or on receipt of an invoice.

Credit card payments can be made over the phone, by calling (08) 6460 0965 and quoting your invoice number.

Concessions on Course Fees

The following learners are entitled to the concession rate on course fees:

- Persons and dependants of persons holding:
 - a Pensioner Concession Card;
 - a Repatriation Health Benefits Card issued by the Department of Veterans' Affairs; or
 - a Health Care Card.
- Persons and dependants of persons in receipt of services from the following Commonwealth support or employment services programs:
 - Workforce Australia; or
 - ParentsNext.
- Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY.
- Persons and dependants of persons in receipt of the Youth Allowance.
- Persons and dependants of persons who are inmates of a custodial institution.
- Secondary school-aged persons, not enrolled at school.

For the Workforce Australia, or the ParentsNext program, appropriate evidence of a student's eligibility for concession is a letter from the Commonwealth services provider confirming the student's participation in the program.

If the concession is valid for the full enrolment period, then all eligible units the student enrolls in within that period attract the concession rate. If the concession is valid for part of the enrolment period, then only eligible units the student enrolls in on or after the start date and prior to the expiry of the concession attract the concession rate. This does not apply to students who fall under the special arrangements for Targeted Fee Relief courses.

(Source: DTWD VET Fees and Charges 2023)

Targeted Fee Relief (Lower Fees Local Skills)

Western Australia signed a National Partnership for the JobTrainer Fund with the Commonwealth Government to provide low and fee free training to youth and jobseekers. Under the agreement, the following entitlements are available to students who enrol in a Category 5 – Targeted Fee Relief course before 31 December 2022:

- Concession students – the concession fee rates and \$400 annual fee cap for the duration of the course
- Youth – the \$400 annual fee cap for the duration of the course

Refunds of Government Funded Traineeship Course Fees

Aspire is committed to fair and transparent refund processes.

To be eligible for consideration for full or partial refund notification of withdrawal/cancellation must be formalised in writing and a refund requested using the Form *APT F&C 004 'Request for Refund'*.

Resource fees are non-refundable.

Full Refund

Withdrawals/cancellations received within one (1) and fourteen (14) working days of trainee enrolment will receive a full refund.

Aspire will arrange a full refund without the need for an application where:

- a course, qualification or unit is cancelled or re-scheduled by Aspire to a time unsuitable to the learner
- a learner is not given a place by Aspire due to maximum number of places being reached

Where fees have been paid/will be paid by an employer and the learner leaves that place of employment, no credit or refund will be available to either the learner or the employer. Fees paid for a particular individual's training is non-transferable unless authorised by Aspire. Resource fees are non-refundable.

Partial Refunds

- Trainees undertaking a course over a **twelve (12) month period** will receive a 50% refund on units not started when withdrawing or cancelling within **three months** from student enrolment.
- Trainees undertaking a course over an **eighteen (18) month period** will receive a 50% refund on units not started when withdrawing or cancelling within **four months** from student enrolment.
- Trainees undertaking a course over a **twenty-four (24) month period** will receive a 50% refund on units not started when withdrawing or cancelling within **five months** from student enrolment.

Compassionate/Compelling Refund

Compassionate and Compelling refunds will only be considered if learners withdraw for reasons of personal circumstances beyond their control, for example, serious injury or disability. In all cases relevant documentary evidence will be required.

Requests for refunds Form *APT F&C 04 'Request for Refund'* must be lodged within two weeks of the withdrawal/cancellation date. Aspire will refund course fees at the accountable officer's absolute discretion.

Resource fees are non-refundable.

Recognition of Prior Learning (RPL)

The cost per unit of competency for students wishing to RPL TAE40116 is \$300 per unit.

The cost per unit of competency for students wishing to RPL any other unit Aspire has on scope is \$250 per unit.

Severe Financial Hardship

Fee for Service Financial Hardship

Each case is handled individually, and all decisions made are at the sole discretion of the Aspires accountable officer. Resource fees are non-refundable.

Government Funded Traineeship Financial Hardship

Each case is handled individually, and all decisions made are at the sole discretion of the Aspires accountable officer within the constraints of the DTWD VET Fees and Charges Policy 2023.

Debt Collection

Should it be necessary, clients will be responsible for all costs associated with debt collection – regardless of the fee type (i.e., Fee for Service, Government funded etc). Aspire will not offer future training to any clients who are referred to our debt collection agency.