

PP02 Fees Charges and Refund Policy

Version Control

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Summary of Changes

| Date | Change |
|------------|--|
| 26/09/2017 | New document created to align with Condition 6 |
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1. Policy

In accordance with applicable legislation, Connect People Training is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, student services and training and assessment services.

2. Fees payable

Fees are payable upon student enrolment. Fees must be paid in full within seven days of receiving notification. We may discontinue training if the fee is not paid as required.

Fees will vary for different training programs. For a full list of current fees and charges please refer to the Connect People Training Schedule of Fees and Charges.

3. Schedule of Fees and Charges

The Managing Director is responsible for approving the Connect People Training Schedule of Fees and Charges. As a minimum the schedule of fees and charges is to include:

- the total amount of all fees including enrolment fees, course fees, administration fees, material fees and any other charges for enrolling in a training program;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by Connect People Training to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc;
- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment; and
- the Connect People Training refund policy.

4. Replacement of text and training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. Where a student has purchased a text or training workbooks and subsequently cancels his or her enrolment, Connect People Training will not refund monies for the text unless it is returned in as-new condition and a written request for a refund is received from the student. For a full list of replacement charges please refer to the Connect People Training schedule of fees and charges.

5. Giving notice of enrolment cancelation

A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. Connect People Training staff who are approached with initial notice of cancelation are to ensure the student understands their rights with regards to the refunding of tuition fees. Students shall have access to a copy of the Connect People Refund Policy, which will also be included in the student handbook. The student is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Student who may not be eligible but are requesting a refund should also be provided with the request form so the request can be properly considered by the Managing Director.

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6. Refunds

The following refund policy will apply:

| Prior notice of cancellation | Refund |
|---|--------------------|
| 7 days or more | 100% (full refund) |
| 2 – 6 days' notice | 75% |
| 1 day, on training date on non-attendance | No refund given |

Discretion may be exercised by the Managing Director in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student could be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The Managing Director may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

Note: If for any reason Connect People Training is unable to fulfil its service agreement with a student, Connect People Training will refund the student's proportion of fees paid for services not delivered.

7. Protecting fees being paid in advance

Connect People Training acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities Connect People Training may accept payment of no more than \$1000 from each individual student prior to the commencement of the course.

Following the course commencement, Connect People Training may require payment of additional fees in scheduled payments in advance from the student but only such that at any given time, the total amount required to be paid does not exceed \$1,000.

The basis for determining the amount for scheduled payment is based on the costs of the student's training and assessment which is yet to be delivered to the student and is charged upon course delivery. As Connect People Training shall not be collecting more than \$1,000 in advance fees, there is no requirement to participate in the Tuition Assurance Scheme.

8. Keeping students informed

To ensure that students are well informed of the financial considerations of their enrolment, Connect People Training undertakes to provide the following fee information to each student prior to enrolment:

- the total amount of all fees including enrolment fees, course fees, administration fees, materials fees and any other charges;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by Connect People Training to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment and the options available to students who are deemed not yet competent on completion of training and assessment; and
- the Connect People Training refund policy.

9. Student complaints about fees or refunds

Students who are unhappy with arrangements for the collection and refunding of tuition fees are entitled to lodge feedback with Connect People Training.

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