



## FEES, CHARGES AND REFUNDS POLICY



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## 1. Overview of the fees, charges and refunds policy

### 1.1. Purpose

Allara is committed to providing a fair and transparent policy and procedure when dealing with participants, prospective participants and other Stakeholders in regards to fees charged, protection of fees and refunds where warranted.

### 1.2. Definitions

**Allara** – Allara Investments Pty Ltd, trading as Allara learning and is inclusive of; Tactical Training Group Pty Ltd, RTO provider No: 91054 (TTG) and W G learning Pty Ltd, RTO Provider No: 91178 (WGL).

**TTG** - Tactical Training Group Pty Ltd, RTO provider No: 91054 (TTG)

**WGL**– W G learning Pty Ltd, RTO Provider No: 91178 (WGL)

### 1.3. Policy

In line with the VET Quality Framework and Standards of Registered Training Organisations 2015, Allara has developed this policy to ensure that fees paid in advance are protected and a fair and reasonable refund policy is provided to all participants.

### 1.4. Scope

This policy applies to all participants of Allara Learning (Allara) who are enrolled with Tactical Training Group Pty Ltd, RTO provider No: 91054 (TTG) and W G learning Pty Ltd, RTO Provider No: 91178 (WGL) in subsidised and/or fee for service training programs.

## 2. Payment of Enrolment Fees

An initial enrolment fee may apply to your course. This fee is payable in advance before a course commences. Participants who receive a Government Benefit (i.e. Pension or Allowance) may be exempt from paying this fee, or may receive concession rates. Participants claiming an exemption must provide proof that they are receiving benefits. See concessions and Exemptions for further details of proof of entitlement.

Enrolment fees may be payable by either the participant or a relevant employer or other stakeholder as applicable for the relevant training program.

## 3. Fee Information

In the case of participant funded courses, Allara provides participants with information relating to fees, charges and refunds prior to enrolment

In the case where the employer is funding the cost of training, information of fees, charges and refunds will be provided to the participant at the discretion of the employer only

Prior to enrolment of a participant into an Allara course or training program whether subsidised or fee for service, Allara provides the following fee information to each participant and/or Stakeholder:

the total amount of all fees including course fees, enrolment fees, materials fees and/or any other charges;

payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/enrolment fee;

the nature of the guarantee given by Allara to complete the training and/or assessment once the participant 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 testamur and the options available to participants who are deemed not yet competent on completion of training and assessment, and

access to this Fees, Charges and Refunds policy

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## 4. Payments – Course Fees

Generally Allara requires upfront payment of course fees. In line with Standard 7 of the Standards for Registered Training Organisations 2015, TTG and/or WGL may accept payment of no more than \$1,500 from each individual participant prior to the commencement of the course for payment of enrolment fees, tuition fees, materials fees and any other fee component that is a mandatory payment for the course.

Following course commencement, Allara may require payment of additional fees as per published course fees and charges.

In line with our values on equity and access, participants may approach Allara if they have circumstances that warrant an alternative payment structure being agreed. A payment plan may be warranted with several progress payments.

In all cases where course fees are paid in advance of the course commencement date the statutory cooling off period of ten (10) business days applies. The cooling-off period is defined to be ten (10) business days from the Agreement Date. The first date of the cooling-off period commences the calendar day after the Agreement Date. The Agreement Date is the date the participant accepts the terms and conditions during their enrolment.

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## 5. State and Territory Specific Policies

The following summaries relate to the fees and charges payable when accessing subsidised training programs. Fees and charges payable vary in each of the States or Territories that Allara is approved to deliver subsidised training in.

### 5.1. New South Wales

For subsidised training programs inclusive of Traineeships and Apprenticeships, Entitlement Full Qualifications and Targeted Priority Programs, Allara will charge a fee per qualification as required and stipulated in the NSW Smart and Skilled price fees and subsidies list. Fees are charged and payable prior to the completion of the qualification and issuance of certification. These fees are published in Allaras indicative fee schedule.

(Subsidised Contracts are held in New South Wales by TTG and WGL)

### 5.2. Queensland

Allara will charge a fee per nominal hour for a qualification for all subsidised training programs (Traineeships and Apprenticeships) subsidised under the User Choice Program. For other subsidised program initiatives including; Certificate III Guarantee and Higher Level Skills programs Allara charges a co-contribution fee per qualification charged at a per unit price. These fees are published in Allaras indicative fee schedule.

(Subsidised Contracts are held in Queensland by TTG and WGL)

### 5.3. Western Australia

For subsidised training programs (Traineeships and Apprenticeships), Allara will charge a fee per nominal hour in relation to each unit of competency in the qualification the participant is enrolled in. The fee applicable is from the start date of the unit in which the publicly subsidised student is enrolled, irrespective of the date of enrolment or duration of the course.

Statement of course costs and tax invoices are issued at time of enrolment to the participant and employer (if applicable). At commencement of each calendar year, a revised Statement of course costs is issued and payments received are reconciled against the invoice. Invoices are itemised per unit with each unit charged at the nominal hour rate applicable for the year of unit commencement. These fees are published in Allara's indicative fee schedule.

(Subsidised Contracts are held in Western Australia by TTG)

### 5.4. Tasmania

For subsidised training programs (Traineeships and Apprenticeships), Allara will charge a fee per qualification. These fees are published in Allaras indicative fee schedule.

(Subsidised Contracts are held in Tasmania by TTG)

### 5.5. Australian Capital Territory

For subsidised training programs (Traineeships and Apprenticeships), Allara will charge an administration fee to the client/participant upon enrolment of the participant into an Australian Apprenticeship. The Directorate sets the fees payable per Australian Apprenticeship. These fees are published in Allaras indicative fee schedule.

(Subsidised Contracts are held in Australian Capital Territory by WGL)

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## 6. Concessions and Exemptions

Participants may be exempt from or eligible for concession course fees if they fit into one of the following categories:

1. People in receipt of one of the following benefits:

Pensioner Concession	Youth Allowance
Veterans' Affairs Concession	Carer Pension
Sickness Allowance	Disability Support Pension
Newstart	Mature Age Allowance
ABSTUDY	Partner Allowance
Austudy (study allowance for fulltime participants over 25 years of age)	Parenting Payment Single
Drought Relief	Parenting Payment Partnered
	Foster Care Participants
2. Dependents of people in receipt of any of the above benefits
3. Indigenous – People of Aboriginal or Torres Strait Islander descent
4. People who are inmates of a custodial institution
5. People experiencing extreme financial hardship:
  - This exemption is to be applied at the discretion of the RTO.
6. People enrolled in one of the following fee-exempt, publicly funded programs:
  - Courses designed to provide foundation skills or to prepare participants for further study
  - Courses delivered specifically for Aboriginal and Torres Strait Islander peoples
  - Australian Apprenticeship Access Program
  - Adult Migrants English Program (AMEP)
  - Women's Access Programs
  - VET in Schools Programs for enrolled school participants
  - Literacy and numeracy courses
  - Certificate I in General Education for Adults.

### 6.1. Exemptions

To be eligible for an exemption from the Enrolment Fee you must meet one of the eligibility criteria listed in the fees, charges and refund policy. You must be receiving the relevant entitlement at time of enrolment

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or no later than the date of the first participation in training. No other grounds will be recognized.

### **6.2. Concessions**

To be eligible for a Concession fee you must meet one of the criteria listed in the fees, charges and refund policy and be receiving the entitlement at time of enrolment or no later than the date of the first participation in training.

Participants claiming an exemption or concession must provide proof that they are receiving benefits at the time of enrollment.

### **6.3. Financial Hardship**

Participants experiencing extreme financial hardship may apply to have fees and charges waived. The decision to waive fees will be at the discretion of the National Business Manager.

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## 7. Refund of Fees - Employer sponsored, traineeships and apprenticeships

Course fees may be refunded under the following circumstances:

1. If a participant leaves employer and lodges a withdrawal form prior to the completion of at least 20% of the course;
  - a full refund of the resource fee if the course is a Diploma; or
  - 50% of the resource fee if the course is below Diploma level
2. Pro rata refund of fees and charges may be made at any time during the course delivery if participant withdraws for reasons of personal circumstances beyond their control including but not limited to:
  - serious illness resulting in extended absence from classes;
  - injury or disability that prevents the participant from completing their program of study; or
  - other exceptional reasons at the discretion of the accountable officer

## 8. Refund of Fees - Participant Funded Courses, Not traineeships and apprenticeships

Course fees may be refunded or reallocated under the following circumstances:

- If the RTO cancels the course for whatever reason, the participant will receive a full refund (or pro-rata adjusted refund), Allara may also offer the participant a transfer to another course, this choice is for the participant to make
- If a refund is requested within the cooling-off period a full refund, less the administration fee will be provided
- If a refund is requested within 10 days after course commencement, 50% of the initial course fee will be refunded, less the administration fee
- If a place is not offered in the course, the participant will receive a full refund including the administration fee
- If the participant wishes to change their enrolment into another course at same RTO the course fees paid will be transferred to new course
- If a participant applies for RPL and the application is unsuccessful, there will be no refund.

In all circumstances a change of enrolment details form (marking withdrawal) and other relevant documentary evidence (for example, medical certificate) is required.

## 9. Refunds Western Australia

### 9.1. Full refunds

Students who withdraw are entitled to a full refund of the applicable course fee, resource fee and other fees where:

- a unit is cancelled or re-scheduled to a time unsuitable to the student; or
- a student is not given a place due to maximum number of places being reached.

A full refund of fees can be approved at any time during delivery if a class is cancelled because of declining student numbers, no available lecturer, or due to other circumstances caused by the RTO.

### 9.2. Part refunds

Allara sets a census/withdrawal date for each unit at no less than 20% of the duration for that unit. Students who withdraw for reasons other than those outlined in section 9.1 and who lodge a withdrawal form before the census/withdrawal date for a unit will be eligible for a full refund of the course fee for the unit; and

- a full refund of the resource fee if the course is a Diploma, Advanced Diploma, or Certificate IV course included in the VET FEE-HELP Certificate IV trial in Western Australia; or
- 50% of the resource fee if the course is below Diploma level and not included in the Certificate IV VET FEE-HELP trial in Western Australia

## 10. Refunds for online qualifications

Please refer to the full terms and conditions of refunds and course cancellations provided in the Student Agreement and Terms and Conditions of Enrolment Document on the Allara website. If a student wishes to terminate their course before completion they must do this in writing using the appropriate form to Allara.

If the student has paid the full course fee upfront, they will be entitled to a refund of the course fee less an administration fee of \$300, provided Allara receives this cancellation request within the cooling-off period.

If the student has elected to pay the course by direct debit/recurring payments, Allara will cancel their direct debit, not refunding any monies paid by direct debit before the course cancellation, including the course deposit, provided Allara receives this cancellation request within the cooling-off period.

The cooling-off period is defined to be ten (10) business days from the Agreement Date. The first date of the cooling-off period commences the calendar day after the Agreement Date. The Agreement Date is the date the student accepts the Terms and Conditions of the above mentioned document during their enrolment online.

## 11. Refunds for short courses

- If you fail to attend your scheduled course, the course fee is non-refundable.
- Cancellation of a course requires a minimum of 48 hours' notice for a refund.
- Rescheduling or cancelling within 48 hours of your course is permitted however a re-booking fee of \$30 applies
- You will be provided a full refund or offered an alternative course date should Allara cancel a short course

## 12. No Refund

- If a participant applies for RPL and the application is unsuccessful, there will be no refund.
- Once training has commenced in the course no refund is available, unless compelling circumstances prevail i.e. extreme personal hardship or medical circumstances which warrant non completion of course. In these cases, the participant may wish to return to college at a later date, this will also be approved by RTO (the participant must return within 1 year of enrolment date to complete course)
- The participant fails to comply with terms and conditions of enrolment which include, college policies and procedures as provided in this Code of Practice and the Participant Handbook
- The participant provides false or misleading information

## 13. How to apply for refund

Requests for refund must be made in writing using the applicable form - the Fee Refund Application form. Approved refunds due to the participant will be paid within 30 days of receiving written application on the appropriate form available from National Business Manager.

## 14. Fees Protection

Allara warrants that it maintains appropriate retained funds in its bank account to enable continuance through to completion of the training and/or assessment once the participant has commenced study in their chosen qualification or course.

As set out in paragraph for of this policy, TTG and/or WGL accept payment of no more than \$1,500 from each individual participant prior to the commencement of the course for payment of enrolment fees, tuition fees, materials fees and any other fee component that is a mandatory payment for the course.

<b>Refer to</b>	Standard 5 and 7	<b>Responsible Manager</b>	General Manager Compliance
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