



FEES, CHARGES AND REFUNDS POLICY



Allara
LEARNING

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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)

Total Fees –Total fees include enrolment, course, co-contribution fees (if applicable) as well as fees for RPL (if applicable), materials and any other charges.

Recognition of prior learning (RPL) - RPL is an assessment process that considers the individual's formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes or competency outcomes for a specific unit of training.

1.3. 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 courses and/or training programs.

1.4. Policy

1.4.1. In accordance with the VET Quality Framework and Standards of Registered Training Organisations 2015, Allara will ensure that;

- i. fees paid by participants and clients in advance of course commencement are protected, and
- ii. a fair and reasonable refund policy is provided to all participants

1.4.2. In accordance with state or territory regulatory body contracts and policy, Allara will ensure that;

- i. fees and charges for subsidised training meet the requirements of the individual state or territory policy
- ii. information pertaining to fees and charges is included in all marketing and promotional materials
- iii. reference to the provisions of subsidised training where applicable is included in all marketing and promotional materials

2. Fee Information

2.1. Provision of information

- 2.1.1. Allara provides participants and clients with information relating to fees, charges and refunds prior to enrolment
- 2.1.2. Prior to enrolment of a participant into an Allara course and/or training program whether subsidised or fee for service, Allara provides the following fee information to each participant, client and/or Stakeholder:
 - iv. the total amount of all fees including;
 - a. course and enrolment fees and/or fees for RPL (if applicable),
 - b. materials fees, and
 - c. any other charges
 - ii. payment terms, including;
 - a. the timing of payments, and
 - b. the amount of fees to be paid for each payment, and
 - c. any non-refundable deposit/enrolment fee
 - iii. 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
 - iv. the fees and charges for additional services, including such items as;
 - a. issuance of a replacement qualification testamur, and
 - b. the options available to participants who are deemed not yet competent on completion of training and assessment
 - v. access to this Fees, Charges and Refunds policy via the Allara website www.Allaralearning.com.au

3. Payment of enrolment or course fees

3.1. Enrolment fee

- 3.1.1. An initial enrolment fee may apply to your course. This and other mandatory fees will be invoiced and are payable, prior to the commencement of your course.
- 3.1.2. Allara may accept payment of no more than \$1,500 from each individual participant prior to the commencement of the course for payment of;
- i. enrolment fees,
 - ii. tuition fees,
 - iii. materials fees, and
 - iv. any other fee component that is a mandatory payment for the course
- 3.1.3. Following course commencement, Allara may require payment of additional fees as per published course fees and charges

3.2. Concession or Exemption

- 3.2.1. Participants who receive a Government Benefit (i.e. Pension or Allowance);
- i. may be exempt from paying the enrolment fee, or
 - ii. may receive concession rates
- 3.2.2. Participants claiming an exemption must provide proof that they are receiving benefits

Note: See concessions and Exemptions for further details of proof of entitlement

3.3. Payment of the fee

- 3.3.1. Enrolment fees may be payable by either;
- i. the participant, or
 - ii. a relevant employer, or
 - iii. another stakeholder,
- as applicable for the course or training product

3.4. Collection of Fees

- 3.4.1. Following enrolment, Allara will issue an invoice for the course fees payable (after taking into consideration applicable subsidies or concessions)
- 3.4.2. Fees must be paid in full within 14 days of the invoice date by direct deposit or transfer in accordance with the payment details set out in the invoice

3.5. Overdue Fees

3.5.1. If invoiced fees have not been paid in full by the due date, Allara will follow up payment with the payee by:

- i. Contact made at 30 days past the due date; records of contact file noted in the student management system (Job Ready RTO)
- ii. Contact made at 60 days past the due date; records of contact file noted in the student management system (Job Ready RTO)
- iii. Contact made at 90 days past the due date; records of contact file noted in the student management system (Job Ready RTO)
- iv. If as a result of the above, Allara reaches the conclusion that payment of the fees is unlikely, Allara will then advise the payee of the consequence of non-payment of fees as set out under paragraph 3.6 of this policy
- v. Allara will retain records of the emails and conversations following up payment of fees in the student management system (Job Ready RTO)

3.6. Non-payment of fees

3.6.1. If the fees remain unpaid after being followed up, Allara may withdraw access to the course or refuse certification of the training provided

3.6.2. If Allara chooses to exercise clause 3.6.1, Allara will do so by providing written notice to the relevant parties of the training contract.

3.6.3. Where the training contract is a registered training contract such as an Australian Apprenticeship or Traineeship, Allara will notify the relevant state or territory department prior to exercising clause 3.6.1 and 3.6.2.

3.7. Cooling off period

3.7.1. 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

3.7.2. The cooling-off period is defined to be ten (10) business days from the course commencement date

3.7.3. The first date of the cooling-off period commences the calendar day after the Agreement Date or course start date whichever is the earlier where the Agreement Date is the date the participant accepts the terms and conditions of their enrolment.

4. 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.

4.1. Australian Capital Territory

4.1.1. For subsidised training programs (Traineeships and Apprenticeships), Allara will charge an administration fee per qualification 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 on the Allara website www.Allaralearning.com.au.

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

4.2. New South Wales

4.2.1. For subsidised training programs inclusive of Traineeships and Apprenticeships, Entitlement Full Qualifications and Targeted Priority Programs, Allara will;

- i. charge a fee per qualification as required and stipulated in the NSW Smart and Skilled price fees and subsidies list,
- ii. make fees and charges payable prior to the completion of the qualification and issuance of certification, and
- iii. publish the fees on the Allara website and indicative fee schedule

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

If applying for a fee exemption or concession fee, the student must provide appropriate evidence to Allara Learning. Refer to the [Smart and Skilled Fees Administration Policy](#) for full details.

4.3. Queensland

4.3.1. 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.

4.3.2. For other subsidised program initiatives including;

- i. Certificate III Guarantee, or
- ii. Higher Level Skills programs

Allara charges are co-contribution fee per qualification charged at a per unit price. These fees are published on the Allara website www.Allaralearning.com.au.

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

For an overview of what the Certificate 3 Guarantee means for students, view the [Certificate 3 Guarantee student fact sheet \(PDF, 161KB\)](#) or [\(DOCX, 98KB\)](#).

For an overview of the Higher Level Skills program, read the [Higher Level Skills student fact sheet \(PDF, 68KB\)](#) or [\(DOCX, 97KB\)](#).

4.4. Tasmania

4.4.1. For subsidised training programs (Traineeships and Apprenticeships), Allara will charge an administration fee per qualification to the participant or employer (if applicable) upon enrolment of the participant into an Australian Apprenticeship or Traineeship. These fees are published on the Allara website www.Allaralearning.com.au.

(Subsidised Contracts are held in Tasmania by TTG)

5. Concessions and Exemptions

5.1. Eligibility for exemption or concession fees

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

- i. People in receipt of one of the following benefits:
 - Pensioner Concession
 - Veterans' Affairs Concession
 - Sickness Allowance
 - Newstart
 - ABSTUDY
 - Austudy (study allowance for fulltime participants over 25 years of age)
 - Drought Relief
 - Youth Allowance
 - Carer Pension
 - Disability Support Pension
 - Mature Age Allowance
 - Partner Allowance
 - Parenting Payment Single
 - Parenting Payment Partnered
 - Foster Care Participants
- ii. Dependents of people in receipt of any of the above benefits
- iii. Indigenous – People of Aboriginal or Torres Strait Islander descent
- iv. People who are inmates of a custodial institution
- v. People experiencing extreme financial hardship. This exemption is to be applied at the discretion of the RTO.
- vi. 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.

5.2. Exemptions

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

5.3. Concessions

- 5.3.1. 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.
- 5.3.2. Participants claiming an exemption or concession must provide proof that they are receiving benefits at the time of enrolment.

5.4. Financial Hardship

- 5.4.1. 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.
- 5.4.2. 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 General Manager.

6. Refund of Fees

6.1. Employer sponsored, traineeships and apprenticeships

6.1.1. Course fees may be refunded under the following circumstances:

- i. If a participant leaves employer and lodges a withdrawal form prior to the completion of at least 20% of the course;
 - a. a full refund of the resource fee if the course is a Diploma; or
 - b. 50% of the resource fee if the course is below Diploma level
- i. 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:
 - a. serious illness resulting in extended absence from classes;
 - b. injury or disability that prevents the participant from completing their program of study; or
 - c. other exceptional reasons at the discretion of the accountable officer

6.2. Participant Funded Courses, Not traineeships and apprenticeships

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

- i. 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
- ii. If a refund is requested within the cooling-off period a full refund, less the administration fee will be provided
- iii. If a refund is requested within 10 days after course commencement, 50% of the initial course fee will be refunded, less the administration fee
- iv. If a place is not offered in the course, the participant will receive a full refund including the administration fee
- v. If the participant wishes to change their enrolment into another course at same RTO the course fees paid will be transferred to new course
- vi. If a participant applies for RPL and the application is unsuccessful, there will be no refund.

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

6.3. Online qualifications

6.3.1. 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.

6.3.2. 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.

6.3.3. 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.

6.3.4. 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.

6.4. Short courses

6.4.1. Refunds of short course payments is applicable in the following circumstances;

- i. Notice of non-attendance for a course is provided with no less than forty-eight (48) hours
- ii. A course is cancelled by Allara
- iii. A course is rescheduled by Allara

Note: Where a course has been rescheduled by Allara, alternative course dates will be provided of which course payment may be transferred to the rescheduled date

6.4.2. Rescheduling or cancelling within forty-eight (48) hours of your course is permitted however a re-booking fee of \$30 applies

6.4.3. If you fail to attend your scheduled course, the course fee is non-refundable

6.5. Non-refundable fees

6.5.1. Fees are non-refundable if;

- i. The participant applies for RPL and the application is unsuccessful
- ii. The participant fails to comply with terms and conditions of enrolment which include, Allara policies and procedures as provided in this policy and the Participant Handbook
- iii. The participant provides false or misleading information
- iv. The participant commences training and has completed more than 20% of the course

6.5.2. Once training has commenced in the course no refund is available, unless compelling circumstances prevail including but not limited to;

- i. extreme personal hardship, or
- ii. medical circumstances which warrant non-completion of course

6.5.3. In cases as above in (7.7.2.), the participant may wish to defer their studies. Payment of fees will be held until the participant returns to studies and may be transferred to another course of study at time of re-enrolment

6.5.4. A participant that defers studies must return to studies within twelve (12) months of the commencement of the deferment period

7. Refund applications

- 7.1.1. Requests for refund must be made in writing using the applicable form - the Fee Refund Application form which can be downloaded from the Allara Learning website or may be obtained directly by contacting our administration team.
- 7.1.2. Approved refunds due to the participant will be paid within thirty (30) days of receiving written application on the appropriate form available on the Allara Learning website or by contacting administration

8. Fees Protection

- 8.1.1. 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.
- 8.1.2. As set out in paragraph for of this policy, Allara accepts payment of no more than \$1,500 from each individual participant prior to the commencement of the course for payment of;
- i. enrolment fees,
 - ii. tuition fees,
 - iii. materials fees, and
 - iv. any other fee component
- that is a mandatory payment for the qualification or course

Related documents

- Concession fee and fee exemption application form
- Refund application form
- All applicable state and territory subsidized training policies, procedures and guidelines

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| Refer to Policy Issued | Standard 5 and 7 20/01/2017 | Responsible Manager Version Control | General Manager Compliance Version 5.3 – 05/2020 |
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