



## Fees, Charges and Refunds Policy

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Responsible Officer	General Manager
Approved by	CEO Applied Training Solutions
Review by	Compliance and Operations Manager
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### **REVIEW AND REVISION**

The policy and procedure will be revised annually or, amended following continuous improvement strategies implemented by ATS

[appliedtraining.edu.au](http://appliedtraining.edu.au)

## **PURPOSE**

This policy and procedure provides all prospective and current students with information regarding the fees and charges associated with courses delivered by Applied Training Solutions. It also includes details regarding the eligibility for refunds, and the policy and process related to the issuing of refunds.

## **SCOPE**

This policy and procedure covers all courses provided by Applied Training Solutions (ATS) and is applied consistently to all fee-paying and government subsidised students of ATS.

## **POLICY – GENERAL PRINCIPLES**

This policy is available to all prospective students of Applied Training Solutions (ATS) via the ATS website and upon request, prior to course application and enrolment. Upon entering into an enrolment agreement with ATS, the student acknowledges and agrees to the details described in this policy. The Student Acceptance Agreement provided on the enrolment form is taken to be an acceptance of all fees and charges associated with the student's enrolment.

Course fees are set by Applied Training Solutions and are reviewed on an annual basis. The course fees may vary, depending on market conditions, availability of Government subsidies, or the mode of delivery for any course. For example: the fees for online study will differ to the fees for classroom-based or onsite training. In another example, the fees for a government subsidised student may vary from a full-fee-paying student. In all cases, the applicable fees for each course will be made available to every prospective student prior to the acceptance of any application for enrolment.

Non-government subsidised students will receive a Statement of Fees / Quotation at the time of enrolment which outlines the total course fees, payment terms and schedule of incidental fees. This Statement/Quotation provides clear and concise information to the student about applicable fees and charges and provide options for payment

The information provided to each student includes:

- The total amount of all fees including course fees, co-contribution fees (if applicable), administration fees, resource fees and any other charges.
- Payment terms, including the timing and amount of fees to be paid.
- Any additional services such as criminal history checks which may be a pre-requisite for Applied Training Solutions placement and employment in certain occupations.

Organisations and other clients seeking to enter into a service delivery agreement with Applied Training Solutions will be notified of the fees and charges associated with the agreement through information and proposals provided to them, prior to commencement of the agreement.

Unless otherwise specified, course fees include the cost of all structured training and assessment resources. Optional textbooks and resources recommended but not required for completion of the course are not included in the course fees and may incur additional cost to the student if the student chooses to purchase such resource(s).

Course fees are not transferable to any other person, without the express approval of the General Manager.

Applied Training Solutions acknowledges that it has a responsibility to protect fees paid by students. We will not accept payments over \$1,500 in advance, from any individual student, prior to the commencement of the course.

Certification documentation will not be issued to students until all outstanding fees are paid.

## **INCIDENTAL FEES AND CHARGES**

A schedule of *Incidental Fees and Charges* is published on the ATS website. Incidental fees and charges can include:

- Course deferral or transfer fees
- Third and subsequent assessment submission attempts
- A request for the issuing of replacement certification documents

NB: It is the student's responsibility to update Applied Training Solutions of any change in address or contact details. Where documents or a certificate is sent to a past address due to the student failing to update Applied Training Solutions and the document becomes lost in the mail, the reissuing fee will apply.

- Replacement or additional copies of printed learner guides or other resources

## **WITHDRAWAL FROM COURSE OR ABANDONED ENROLMENT**

If a student withdraws from a course or is deemed to have abandoned their enrolment, the total course fees as per the Enrolment Agreement is applied and becomes payable in full. In some circumstances a student seeking to withdraw from a course may apply for consideration of exceptional circumstances.

For more information, please refer to:

- ATS Refund Policy (below)
- Abandoned Course Policy

## **TERMS AND METHODS OF PAYMENT**

Course Fees are to be paid within (14) days of receipt of an invoice, unless the payee has elected to pay according to a direct debit payment schedule which has been approved by Applied Training Solutions.

Applied Training Solutions accepts the following methods of payment: Credit card; Direct debit or EFT transfer.

## **CREDIT CARD PAYMENTS**

Credit card payments cannot be made over the phone. Students who wish to pay via Credit Card must complete the Ezidebit form provided in the Enrolment Pack, and mail it back to Applied Training Solutions.

## **DIRECT DEBIT PAYMENTS**

Where a student has indicated that fees are to be paid by direct debit, they must complete and submit a Direct Debit Request Form. It is the payee's responsibility to ensure that Applied Training Solutions receives an accurate and completed Direct Debit Request Form.

Where a Direct Debit Request Form has not been provided, the payee will be issued with an invoice which is to be paid within fourteen (14) days.

Direct Debit Request forms must indicate payment terms according to one of the approved direct debit payment schedules provided on the Ezidebit form

Where a direct debit payment is declined due to insufficient funds or some other reason, Applied Training Solutions will contact the payee to make alternative arrangements for payment.

Applied Training Solutions reserves the right to refuse a payee the option to pay by direct debit where there have been two (2) or more payment defaults, during a direct debit term.

## **REFUND POLICY**

Notwithstanding a student's rights under Australian consumer law, refunds are generally not available unless:

- ATS is unable to deliver a course for which a student has paid fees; or
- The student has paid to ATS an amount greater than the course fee(s) as advertised at the time of enrolment.

Where a student has paid to ATS an amount greater than the course fee(s) as advertised at the time of enrolment, ATS will refund to the student the amount which is the difference between the advertised course fee and the amount paid by the student.

Circumstances in which a refund may not be paid include:

- Failure to review and consider all information presented on the ATS website and enrolment documentation prior to acceptance of the enrolment application
- Change of mind or Incorrect course choice
- Change of circumstances including employment
- Unwillingness or inability to comply with the requirements of an enrolled course
- Academic misconduct
- Failure to meet the refund conditions described below

Course fees paid by a student will be refunded if Applied Training Solutions cancels or postpones the course commencement by more than four weeks, unless alternative arrangements can be made which are acceptable to the student. Such arrangements may include transfer of enrolment to an alternative course.

Before submitting an application for enrolment, prospective students are advised to review and consider all information provided on the ATS website, including the various policies and procedures, course details and entry requirements, and the Student Handbook.

Where a request for a refund is granted, such refund will also require cancellation of any Statements of Attainment, Qualifications or other documentation issued. Where any printed documentation has been issued, for example the Construction Industry White Card, the student will be required to return the documentation to ATS, before the refund can be finalised. Where any external license or ticket is issued (e.g. Forklift) the relevant regulator will also be notified of the cancellation of the relevant documentation.

ATS provides a ten (10) day cooling off period, where a student has enrolled into a course but has not yet commenced. The cooling off period is deemed to be waived if the student commences their course and/or submits assessment material for that course.

The prospective student acknowledges and agrees to this refund policy and the below conditions on signing the Application for Enrolment Form: These Conditions are:

- Full refund of course fees paid by the student, if the student terminates their enrolment agreement during the cooling off period and returns all materials in good condition.
- If a student terminates the enrolment after the cooling off period and not later than 7 business days prior to commencement of their course, there student may request a refund of 50% of the course fees paid by the student for that enrolment.
- If the student's circumstances related to serious illness or physical incapacity, they may request a refund, but only for the part of the course that the student hasn't engaged,
- For clarity, if the student suffers an illness or injury which is likely to prevent them from participating in their course for a period of 24 months following the scheduled completion date of their enrolled course(s) they will be entitled to request a refund of fees on the following conditions: a) that a medical certificate is supplied describing the illness or injury and explaining it is likely to prevent completion of the course during that period. (b) that they authorise their medical practitioner to supply such further information as ATS might reasonably require to consider the application for the refund. (c) that the refund is to be calculated on a pro-rata basis for the unused portion of their course.
- Students who seek to withdraw from a course and wish to request a refund or a reduction in their course fees, must apply to Applied Training Solutions in writing, within fourteen (14) days of the circumstances requiring a withdrawal becoming known to the student. The refund request must outline the details and reason for their request and include all supporting documentation. The request must be made using Applied Training Solutions' *Request for Withdrawal Form*. Any student who has not completed a *Request for Withdrawal Form* is not eligible for consideration of a refund or reduction in fees
- The outcome of the refund application will be provided in writing to the student's registered email address within 14 days of receipt of the *Request for Withdrawal* outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.
- A refund will only be paid directly to the student or to the person/organisation who made payment.
- In the unlikely event of Applied Training Solutions ceasing to operate, students will be issued with a Statement of Attainment for all successfully completed units and will receive a refund for any incomplete units.

## SMART AND SKILLED NSW

Eligible and approved Smart & Skilled NSW students receive a Notice of Enrolment (NoE) by email once the Commitment ID has been generated and an Eligibility Enquiry Report (EER) has been sent. Payment details are provided on an invoice, sent following the NoE.

For Smart & Skilled NSW students, an Eligibility Enquiry Report (EER) is provided during the enrolment process. This report is completed by the Student Support team. The course fees are calculated using the State Training Services Provider Calculator.

The Student Support Team will determine, in consultation with the student's employer, if an Industry Award applies, requiring the employer to pay the Apprentice/Trainee's fees on their behalf. In this case, Applied Training Solutions will invoice the student's employer directly for the applicable fees.

No additional course fees are charged to students where Applied Training Solutions enters into a Third-Party Agreement during the delivery of the training.

Course Fees are adjusted to reflect any approved Recognition of Prior Learning (RPL) or Credit Transfers (CT). If RPL or CT is applied and approved after a student has paid their fees, Applied Training Solutions will issue the appropriate refund.

If a Smart & Skilled NSW student completes a qualification at a lower level than the fees paid, Applied Training Solutions will refund the difference in fees, if any.

If for any reason Applied Training Solutions is unable to complete the training, it will refund fees paid in an amount proportional to the amount of undelivered training. The certificate or statement of attainment (if applicable) will be issued within 28 days of the notification of discontinuance or completion.