

# RTO Fee Policy

Version: 3.1  
Issued: 4/7/2017  
Doc #: RTOPOL08  
Authorised by: RTO Manager

## 1. Purpose

This policy applies to fees collected from clients for all training delivered through Mentor Human Resources P/L (MHR) of accredited and non-accredited courses. Clients being, company bookings and public individuals (students).

## 2. Compliance Referencing

Standards for RTOs 2015; Standard 7

## 3. Scope

All nationally recognised training on our Scope of Registration and non-accredited training.

## 4. Procedure

- Students/clients are advised via a written quote of all fees required for the course prior to enrolment. This includes the enrolment fee, resources and any additional costs relating to the delivery of training (catering, accommodation, travel, etc). The written quote also contains information relating to payment terms. At this point, a student's eligibility for funded enrolment is determined and this is factored into the quote accompanied by the approximate amount the Victorian Government may contribute under the Victorian Training Guarantee (VTG) Fund.
- When collecting fees from individuals, MHR does not collect prepaid fees of more than \$1500.00. Invoices have the option to be paid off under negotiated agreement.
- In order for a student to be invoiced, a completed Enrolment Form must be completed accompanied with copies of selected identification, any noted concession and Skills Victoria Funding Eligibility Form (where applicable).
- Victorian Training Guarantee Funded Students only: Concession card holders are to be charged at 20% of the course fee plus textbooks. Please refer to the Concession Fee Process.
- Fees to be paid by a third party – please refer to the Job Seeker Referral Process.
- Students can obtain a copy of MHR's Refund Policy via the website or by contacting a member of the Training Department.
- All fees must be paid in full before a student receives their Certificate or Statement of Attainment.

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- For one-off certificate or statement of attainment replacement requests, no fee will be charged. For group or large quantity replacements, a fee may be charged at the RTO Manager's discretion and this will be advised to the client prior to reprinting.
- A \$11.00 (includes GST) charge may apply for the reprint of Training Cards.

## 5. Fee Schedule

MHR's fee schedule can be found within the RTO Student Fees document. This is an internal document, not for disclosure to clients or third parties.

Fee rates can also be found on the website per course and per nominal hour.

## 6. Related Documents

Concession Fee Process  
Refund Policy  
Job Seeker Referral Process  
RTO Enrolment Procedure  
RTO Pre-Enrolment Information Handbook  
RTO Student Fees  
Indicative Fees  
[www.mentorhr.com.au](http://www.mentorhr.com.au)