

1. Purpose

This policy applies to fees collected from clients for all training delivered through Mentor Human Resources Pty Ltd (Mentor) of accredited and non-accredited courses. Clients refers to both company bookings and public individuals (students).

This Procedure applies to all nationally recognised training on our Scope of Registration and non-accredited training.

2. Policy Statement

Mentor will request payment either before the commencement of the course or issue an itemised invoice.

- Invoices will clearly state rates charged for each qualification and where a concession applies, the invoice will clearly state the reduced rate.
- Invoices are required to pay within thirty (30) days of receipt of invoice. Mentor will maintain records of all student tuition fees in its accounting system MYOB.
- Mentor will report, in full, the actual Tuition Fee charged.

3. Compliance Referencing

Standards for RTOs 2015; Standards 5, 6 and 7
Skills First Guidelines about Fees

4. Procedure

4.1. Notification of Fees and Charges

Students/clients are informed 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). At this point, a student's eligibility for funded enrolment is determined in accordance with the appropriate funding contract and this is factored into the information provided to the student.

Accredited training is GST-free however, GST will be incurred on other expenses such as Training Resources and Enrolment Fees.

When collecting fees from individuals, Mentor does not collect prepaid fees of more than \$1500.00. Invoices have the option to be paid off under negotiated agreement and terms.

For a student to be invoiced, an Enrolment Form must be completed accompanied with copies of selected identification, any noted concession and Skills Victoria Funding Eligibility Form (where applicable).

The student has rights as a consumer, including but not limited to any statutory cooling-off period if one applies.

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.

Students can obtain a copy of the Fees and Refunds 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.

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 Mentor's discretion and this will be advised to the client prior to reprinting and reissue.

A \$10 charge may apply for the reprint of Training Cards.

4.2. Fee Schedule

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

Our Indicative Course Fees can also be found on the website per course and per nominal hour.

4.3. RPL Fees

Recognition of Prior Learning (RPL) fee is determined subject to the time involved in assessing the RPL. The RPL fee will not exceed \$100 per unit of competency.

4.4. Credit Transfer

There is no additional charge for Credit Transfer.

5. Refund Procedure

For a student to receive a refund for fees collected, a Request to Withdraw from Training form must be completed and submitted to Mentor.

If the student has commenced training, but has not completed the course agreed to, the decision will be made by the Manager on the percentage of the fees which will be refunded. A full refund will not be granted.

If the student has not commenced the training, the following processes will be followed:

- Full qualifications: A full refund will be provided to the student
- Public courses: When a person does not attend a confirmed attendance, an invoice for \$55.00 (inc GST) can be issued at the Manager's discretion to cover costs associated with venue hire, catering and material printing.

Any textbooks purchased from Mentor associated with the training may be returned for a full refund if they are in a new condition and training has not commenced.

Company Group Bookings:

- Requests for course cancellations must be received in writing.
- 10% administration fee will apply to withdrawals received fifteen days or more before the course commencement date.
- 25% administration fee will apply to cancellations received less than fifteen days before the course commencement date.
- Full booking fee is payable for cancellations received on or after the commencement date of a course.

Refunds will be considered on a pro-rata basis for participants who fall ill or are injured to the extent that they can no longer undertake the course, providing a supporting Medical Certificate is supplied to us.

In the instance that Mentor closes and must discontinue training, students who have paid in full will be informed directly by management regarding their eligibility for a refund.

In all other cases, refunds are at the discretion of management and may be negotiated on an individual case-by-case basis.

Should a course be cancelled by Mentor, a full refund will be provided for fees collected.

If a student abandons their studies with no contact made with trainer, management will make three separate, documented attempts to contact the student to confirm their intentions to complete the qualification. If all three attempts are unsuccessful, the student is withdrawn, and is no longer eligible for a refund of fees paid to date.

In the unlikely event that Mentor does not start a student's course on the scheduled date or is unable to deliver a course in full for any reason, the student will be offered a refund of 100% of tuition fees paid for that part of the course which Mentor has not delivered. The refund will be paid to the student directly. Mentor may arrange for another course, or part of a course, to be provided to students, at no extra cost to the student, as an alternative to

refunding course money. Where the student agrees to this arrangement, Mentor will not be liable to refund the money owed for the original enrolment.

6. Related Documents

RTO Enrolment Procedure

Student Pre-Enrolment Information

RTO Fees and Refunds Policy

Student Withdrawal Procedure

Request to Withdraw from Training Form