RTO FEES AND CHARGES POLICY

MINING TRANSPORT AND CONSTRUCTION SERVICES PTY LTD
RTO ID 52053

STATEMENT

This policy is to ensure that the RTO collects all relevant fees and charges for students according to the payment terms agreed to during the enrolment process and in line with legislation. For public courses, the Fees and Charges structure will follow the VET Fees and Charges Policy for funded programs and the RTO Fees and Charges policy for fee-for-service courses. For corporate clients, the Fees and Charges structure must align with the service agreement.

DEFINITIONS

AQF – Australian Qualifications Framework

CEO – Chief Executive Officer

COO – Chief Operation Officer

DTWD – Department of Training and Workforce Development

NRT – Nationally Recognised Training

RPL – Recognition of Prior Learning

RTO – Registered Training Organisation:

- Mining Transport and Construction Services Pty Ltd (MTACS) (RTO 52053)

Student Management System – VETtrak

VET Fees and Charges Policy - The policy outlines the procedures governing the administration of fees and charges by registered training providers who deliver vocational education and training funded by the Western Australian Department of Training and Workforce Development (https://www.dtwd.wa.gov.au/).

SCOPE

This policy applies to all staff involved in the operation and delivery of training services to ensure the correct information regarding fees, charges and refunds is disseminated to students and clients.

It also applies to the RTO or any of the relevant contractors formally engaged by the RTO, including staff that develop or produce marketing material.

RESPONSIBILITY

The RTO CEO / COO - Training is responsible for ensuring that all Funding Contract requirements are met and approves fees and charges as required by any applicable State Funding Contracts. The CEO is responsible for approving and issuing refunds.

PROCEDURE

The COO – Training is responsible for ensuring the correct fees and charges information from the current VET Fees and Charges Policy is applied for each funded course. The CEO can request at any time to verify that documented fees are in line with current state requirements for publicly funded students and in line with Service Agreements for fee-for-service clients.

Invoices will be raised through the student management system and forwarded to the accounts department for processing.

FEE INFORMATION AT ENROLMENT

On behalf of the CEO, staff responsible for enrolments shall ensure that the following fee information is provided to each student / client prior to their enrolment:

- The total amount of all fees including course fees, administration fees, materials fees and any other charges.
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit / administration fee.
- The nature of the guarantee given by the RTO to complete training and / or assessment once the student 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 students who are deemed Not Yet Competent on completion of training and assessment.
- The organisation's refund policy.

For all courses where the VET Fees and Charges Policy is applicable, the following caveat applies:

"The student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student service and resource fees."

However, students will be advised at enrolment that the RTO does not charge any additional fees and all materials and resources required for training are provided.

PAYMENT OF FEES

Enrolment is not complete until statutory and RTO based fees and charges are paid, deferred payment arrangement have been made or fees and charges have been waived.

- Fees can be paid by EFTPOS or credit card (VISA or MasterCard). Cash payments can be organised upon request.
- An Authorisation to Invoice can be issued as required for corporate clients.
- Students can make an application on the grounds of severe financial hardship (Severe Financial Hardship Form) – CEO / COO - Training endorsement required.
- Payment can be made by instalment – students must be given a minimum of 8 weeks from the commencement of a unit to finalise payment when paying by instalments.
- Certificates and Statements of Attainment will not be issued until all fees owing are paid.

All student invoices will be raised within five (5) days of commencement of the course. Overdue invoices may be forwarded to a Debt Collection Agency for recovery. The RTO reserves the right to write off debt after an agreed timeframe has passed without successful collection of fees.

Payment plans via EziDebit can be discussed prior to enrolment, students must complete the application form. Instalments must be fortnightly unless prior approval has been sought.

Certificates and Statements of Attainment will be held by the RTO until all fees owing are paid.

PAYMENT OF FEES IN ADVANCE

The RTO will not collect fees before the commencement of a course of more than $1,500 from an individual or where the payer is a company.

Further increments will be paid during and upon completion of the course. These increments will not be greater than $1,500 in any one payment.

FUNDED TRAINING INCLUDING TRAINEESHIPS

Fees will be determined by units selected as per DTWD approved VET Fees and Charges Policy. Concession rates and fee exemptions may be applied as per this policy.

As per the DTWD VET Fees and Charges Policy, the following students are entitled to the concession rate on course fees.

- Persons and dependants of persons holding:
    - a Pensioner Concession Card;
    - a Repatriation Health Benefits Card issued by the Department of Veterans'
    - Affairs; or
    - a Health Care Card.
- Persons and dependants of persons in receipt of services from the following Commonwealth support or employment services programs:
    - Workforce Australia; or
    - ParentsNext.
- Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY.
- Persons and dependants of persons in receipt of the Youth Allowance.
- Persons and dependants of persons who are inmates of a custodial institution.
- Secondary school-aged persons, not enrolled at school.

For the Workforce Australia or the ParentsNext program, appropriate evidence of a student's eligibility for concession is a letter from the Commonwealth services provider confirming the student's participation in the program.

For publicly funded students by DTWD, an itemised enrolment invoice of receipt will be provided for any Unit of Competency (UoC) they are enrolled in, the invoice and Statement of Fees includes:

- Personal details
- Course details
- Concession status (where appropriate)
- Jobs and Skills WA Category
- Enrolment Date
- A list of UoC specifying census date, Nominal hours, UoC Fee, recourses and other fees where applicable
- Additional itemised fees
- Total invoice amount

FEE FOR SERVICE (NON-STATE FUNDED TRAINING)

Depending on the individual agreement between the RTO and the student, the RTO may charge a tuition fee in respect of the course, inclusive of any associated administration and course materials fees payable by the student / client.

RECOGNITION OF PRIOR LEARNING (RPL) FEES

RPL fees will be charged at the same rate as the fee for nominal hours outlined in the current VET Fees and Charges Policy document. A $150.00 non-refundable application fee will apply for a full qualification.

ADDITIONAL FEES

Additional fees that may be charged are outlined below.

Where training is undertaken as part of a state funded arrangement, all Fees and Charges are guided by state funding body policies and contractual requirements.

RE-ASSESSMENT

All students are provided with a minimum of three theory reassessments and two practical reassessments at no additional charge.

CHARGES FOR SPECIFIC SERVICES

Replacement of (hardcopy) Statement of Attainment - $30

Replacement of (hardcopy) Certificate and Academic Record - $50

WALLET CARD FEES

Where a student requests a wallet card which is not included as part of the course then a fee of $30 is to be charged.

CANCELLATION, WITHDRAWAL AND REFUNDS

JOBS AND SKILLS DTWD (FUNDED)

Refunds are processed in line with Clause 6.8 of the DTWD VET Fees and Charges Policy.

Formal written notification is required. Students are eligible for a refund of tuition fees and or resource fees under the following circumstances:

- A full refund will be provided if a unit is cancelled or re-scheduled to a time unsuitable to the student or a student is not given a place due to the maximum number of places being reached.
- Students who lodge a written withdrawal before 20% of the way between the commencement and completion dates for the unit will be eligible for a full refund of the course fee and 50% of the resource fee.
- If a student can produce reasonable documentary evidence of serious illness, injury or disability or other exceptional circumstances preventing the student from completing the course, the RTO may approve a pro rata refund.

Students who withdraw from their course without notifying the RTO in writing may not be eligible for a refund.

FEE FOR SERVICE (NON-FUNDED)

- Formal written notification of withdrawal is required. A full refund will be provided if a unit of competency, qualification or training is cancelled or re-scheduled to a time unsuitable for the student.
- A full refund will be provided prior to unit of competency commencement – the withdrawal request must be submitted 7 days prior to commencement of the unit.

- A partial refund of 50% will be provided for withdrawal within 7 days of unit of competence commencement. A $50.00 administration fee will apply.
- Outside of the above, individual circumstances will be considered by the RTO on a case-by-case basis to determine refund suitability (supporting documentary evidence must be provided).

WAIVING OF CHARGES (FEE WAIVER)

The RTO is committed to providing opportunities for students to participate in training that improves employment outcomes for the student. In situation where a student can demonstrate genuine severe financial hardship, fees will be waived in line with government funding requirements. The CEO may approve to waive all fees and charges for students that are assessed as being in severe financial hardship. This process is as follows:

- The student is required to complete the Severe Financial Hardship Form.
- The student is required to provide a concession card and supporting evidence (e.g. letter from JobSeeker Provider confirming period of unemployment).
- The RTO will conduct evidence-based discussion of financial incomings and outgoings which is documented. Consideration will include duration of unemployment, exceptional circumstances and the likelihood the situation is unlikely to change in the next 12 months. Evidence must be retained.
- The RTO must sight, copy and retain financial documentation and any other evidence which is securely retained by training administration for audit purposes.
- The CEO / COO – Training will review and approve, or decline waive of fees and charges.
- Details of a student's enrolment, records where a fee waiver has been granted and documented reasons for the decision will remain in the student's file.
- The Financial Hardship Form and the appropriate necessary evidence must be retained for audit purposes.

COURSE CANCELLATION

The RTO reserves the right to cancel a course due to unforeseen circumstances. Should this occur, any fees paid will be refunded in full. In such cases, the RTO's liability will be limited to the amount of fees already paid.

In the case that the RTO closes or ceases to deliver any part of the training product the student has enrolled in, any fees paid will be refunded in full.

ENDORSEMENT / REVISION NOTES

Approved by COO - Training

Name: Jegath Jisangar

Approved Date: 25/06/2025