

<b>Name:</b>	<b>Fees and Payments Policy</b>
<b>Approved by:</b>	Jessica McLean
<b>Review by:</b>	March 2020

## SECTION 1 - INTRODUCTION

### PURPOSE

The purpose of this policy is to provide a consistent approach to the handling of payments from students which meets the ASQA Standards for Registered Training Organisations 2015 (“the Standards”) and, where applicable, state funding contracts.

### SCOPE

This policy applies to fees, charges and fee protection applicable to the provision of training including clients undertaking training under a Government Funded Training Contract or Fee-for-Service (FFS) arrangement. This policy applies to the payments of fees paid for the delivery of courses to students. Equinox Training does not accept prepaid fees in excess of the threshold prepaid fee amount as per the Standards, being \$1500.00.

### DEFINITIONS

<b>Word/Term</b>	<b>Definition</b>
Tuition fee	The Tuition Fee for the Delivery of the Training.
Materials fee	A charge to cover the cost of manuals or other materials required by the Student for a specific course.
Enrolment fee	A charge to cover the Enrolment of a student.

## SECTION 2 - POLICY

### PRINCIPLES

Equinox Training is committed to the fair and transparent application of fees and charges. Students are provided with details of all fees and charges prior to enrolment.

#### 2.1 SETTING FEES AND CHARGES – FEE-FOR-SERVICE

- 2.1.1. Equinox Training will review fees in a 12-month cycle.
- 2.1.2. Equinox Training reserves the right to adjust fees without notice.

#### 2.2 SETTING FEES AND CHARGES – FUNDED PLACES

- 2.2.1. Equinox Training will charge fees per funding policy as determined by government funding bodies.
- 2.2.2. Where required, Equinox Training will review and set fees based on market rates and conditions.
- 2.2.3. Equinox Training reserves the right to adjust fees without notice, where state governments change the scheduled hourly rate any time during the Term of the Contract within a calendar year.

## **2.3 COURSE FEE INCLUSIONS**

2.3.1. Unless specified otherwise, course fees include the cost of all compulsory training and assessment materials, including textbooks.

2.3.2. Course fees also include the issuance of one (1) copy of the relevant certificate to a student upon completion or withdrawal from their course. This includes Qualification Testamur's, Statement of Attainment, Record of Results and Statement of Attendance, and any other as required by government or other accrediting bodies.

2.3.3. Where a replacement certificate is required above this allowance, this is normally at cost to the student and is charged at \$55.00 plus GST.

## **2.4 INFORMATION ABOUT FEES AND CHARGES**

2.4.1 Equinox Training apply the following fee protection measure:

Equinox Training will not collect pre-paid fee payment of more than \$1,500.00 from each individual learner prior to the commencement of an accredited training program. Following course commencement Equinox Training may require payment of additional fees in advance from the Learner, but only such that at any given time, the total amount required to be paid which is attributable to training services yet to be delivered does not exceed \$1,500.00.

Learner fees are also protected by Equinox Training's fair and reasonable refund policy which is outlined to clients prior to enrolment. All refund information is to be made available to clients prior to enrolment through:

- Website
- Equinox Training Student Handbook
- Student Contribution Agreement

The fees, charges and refund policy are available by contacting Equinox Training directly through [admin@equinoxsg.com.au](mailto:admin@equinoxsg.com.au) or via our website.

2.4.2 Where possible fees are to be confirmed prior to enrolment and the commencement of training:

- If the total invoice amount is \$1,500.00 or under, then it is to be invoiced as a lump sum on one invoice at enrolment.
- If the total invoice amount is \$1,501.00 and above, then it is to be invoiced in three (3) instalments of 33% each. The First Invoice would be raised at enrolment, the Second Invoice would be raised after 50% course completion, and the Third Invoice after 75% course completion.

2.4.4 The information provided to each client will include:

- I. the total amount of all fees including course fees, administration fees, and materials;
- II. payment terms, including the timing and fees to be paid and any non-refunding deposit and administration fees;
- III. any fees and charges for additional services; and
- IV. details of refund arrangements.

## **2.5 TERMS AND METHODS OF PAYMENT**

Equinox Training accepts the following methods of payment:

- Direct Deposit or Bank transfer
- Credit card
- EFTPOS

Payment terms are fourteen (14) days of receipt of the Invoice unless specified otherwise in the Agreement.

## **2.6 FULL OR PART FEE CONCESSION / EXEMPTION**

A full or part-fee exemption/concession is applied in accordance with each State/Territories' funding guidelines. Fee exemption/concessions vary in each State/Territory. Fees are calculated in accordance with individual State/Territory Government Contract guidelines. Concession or exemption of fees is subject to evidence requirements.



## **2.7 RPL (RECOGNITION OF PRIOR LEARNING) FEES**

Fee on application.

## **2.8 CREDIT TRANSFER**

No fee payable

## **2.9 LATE PAYMENT**

2.9.1 Where a client is more than fourteen (14) days overdue with payments, Equinox Training reserves the right to suspend all services until payment is made to bring fees up-to-date.

2.9.2 Equinox Training may make alternative payment arrangements for clients experiencing genuine difficulty in paying their fees. Clients must advise Equinox Training, in writing to initiate this option.

2.9.3 For long term, outstanding amounts, Equinox Training may utilise the services of a debt recovery agency to ensure the collection of outstanding fees.

## **2.10 INCIDENTAL FEES**

2.10.1 Where the student does not meet assessment deadlines and timelines are excessive, Equinox Training will invoice the Client to cover the cost of re-assessment.

2.10.2 Where the Student does not meet the requirements of Vocational Placement, or does attend scheduled shifts, Equinox Training will invoice the Client to cover the cost of extra facilitation, as outlined in the Student Handbook.

## SECTION 3 - PROCEDURE



### PROCEDURE

Procedure steps		Responsibility
<b>1</b>	<b>Enrolment</b>	
1.1	Student enquiry regarding course. Fees transparently quoted to student.	Administration Officer / Business Development Officer
1.2	Student to complete Enrolment form, including Student Contribution Agreement.	Administration Officer
1.3	Confirmation of funding type/ eligibility	Administration Officer
<b>2.</b>	<b>Invoice issued</b>	
2.1	Invoice raised according to policy above and forwarded to student.	Operations Manager
<b>3.</b>	<b>Payment received</b>	
3.1	Once payment is made, payment recorded in Xero and Wise.NET.	Operations Manager
3.2	Receipt issued to payer.	Operations Manager

## SUPPORTING DOCUMENTATION

### Forms and Records Management

Form	Retention Time	Retention Location
Enrolment Form – Student Contribution Agreement	7 Years	Archived in student file (digital copy)
Xero Invoice	7 years	Xero
Xero Receipt	7 years	Xero

### Related Material

Name	Location	Document Type
Equinox Training Student Handbook	Dropbox	Handbook

## SECTION 4 – GOVERNANCE

### RESPONSIBILITY

<b>Policy Owner</b>	Equinox Services Group General Manager Quality and Compliance
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### VERSION CONTROL AND CHANGE HISTORY

Version Number	Approval Date	Approved by	Amendment
1	25/02/2019	Jessica McLean	Creation of policy