

## Student Fees Policy

### Purpose

The purpose of this policy is to present information relating to Connect Skills Institute Pty Ltd charging fees for services provided to learners undertaking training and assessment that leads to a nationally recognised outcome.

### Policy Outline

Fees are charges generally for items such as course materials, training and assessment services. 'Other fees' are additional charges that may apply under specific circumstances.

### Policy Detail

#### Fees payable

Fees are payable when a learner has received a confirmation of enrolment. The initial fee payment must be made prior to commencing training or within 5 days of receiving an invoice from Connect Skills Institute Pty Ltd. Connect Skills Institute Pty Ltd may discontinue training if fees are not paid in accordance with the agreed fee schedule. The current fees and charges for Connect Skills Institute Pty Ltd are published within the current schedule of fees and charges.

#### Schedule of Fees and Charges

The Chief Executive officer is responsible for approving Connect Skills Institute Pty Ltd Schedule of Fees and Charges. The schedule of fees and charges is to include the following information:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;
- 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 Connect Skills Institute Pty Ltd to honour its commitment to deliver services and complete the training and/or assessment once the learner has commenced study;

- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing learners, group bookings etc;
- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to learners who are deemed not yet competent on completion of training and assessment;
- and the Connect Skills Institute Pty Ltd Refund policy. Please refer to the Student Refund Policy for more information.

### ‘Other Fees’

These ‘other fees’ are to be clearly specified in Connect Skills Institute Pty Ltd Student Handbook under Fees and Charges. It is to be made clear if these services will include GST. All miscellaneous charges are to be based on a cost recovery basis and are not intended to be a source of profit.

Item	Price
Workshop fee (1 day)	\$99
Re-issue of Certificate fee	No charge
Re-issue Statement of Attainment fee	No charge
Unit assessment re-enrolment fee (per unit)	No charge
Printing of Certificate of Registration course materials	\$25
Printing of Agents Representative course materials	\$25
Printing of Certificate IV (real estate) course materials	\$50
RPL Application (once-off administration fee)	\$100
Urgent assessment (per unit)	\$15
Service Refund (once-off administration fee)	No charge
Course extension (additional 1 year)	\$99

#### **Workshop fee (1 day)**

If a student wishes to attend additional workshops, or make up for a missed workshop they may do so at a \$99 fee per day for however many days the student requires.

#### **Unit re-assessment**

There are no fees to be re-assessed.

#### **Printing of course materials**

Connect Skills Institute will deliver course materials to its students electronically to reduce paper and toner waste.

This option is for students who want their course material(s) to be printed out and professionally bound for a workshop. Please email [admin@connectskillsinstitute.edu.au](mailto:admin@connectskillsinstitute.edu.au) with your name, course and workshop date to have materials ready for the day.

### **RPL Application (once-off administration fee)**

Paid when a student does RPL.

If a learner applies for RPL assessment but doesn't undertake or complete the course with Connect Skills Institute they will still need to pay this fee.

### **Urgent assessment (per unit)**

If students need a quick processing of assessment, Connect Skills will process assessments within 4 business days or \$15 per unit (instead of the standard 21 business day turnaround).

### **Course extension (additional 1 year)**

Connect Skills Institute allows students to request extra time to complete courses/units into which they have enrolled.

If a student does not finish their course before the 12-month expiry they will need to pay a re-enrolment fee for another 12 month extension.

### **Payment Plan**

After making the initial payment, the student agrees to making the allotted payments starting from the date of this purchase. In the event of five consecutive failed payments, access to my course will be locked until further payment is made. A certificate or statement of attainment will not be issued until successful completion of assessments and all course fees have been paid in full.

### **Payment Retry Rules**

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Payment Plan uses a set of *Retry Rules* to control the schedule and behaviour of each retry attempt in the event of a failed payment.

Each retry rule defines the:

- **Interval:** Amount of wait time between the time of failed payment and retry attempt.
- **Customer Email:** Email to send the customer about failed payment (optional – to avoid emailing customer about all failed payments). This email is sent when the payment attempt fails, not when it is retried.

#### Default Retry Rules

Payment plan applies five (5) default retry rules to retry failed payments over 7 days by default.

#### *Retry Rule 0:*

- **Interval:** Waits 12 hours between failed payment and first retry attempt.
- **Customer Email:** No email is sent to the student.

#### *Retry Rule 1:*

- **Interval:** Subscriptions waits another 12 hours between failed payment and retry attempt.
- **Customer Email:** *Customer Payment Retry* is sent to the customer (if enabled) to notify of failed payment and scheduled retry attempt.

#### *Retry Rule 2:*

- **Interval:** Subscriptions waits another 24 hours between failed payment and retry attempt.
- **Customer Email:** No email is sent to the student.

#### *Retry Rule 3:*

- **Interval:** Subscriptions waits 48 hours between failed payment and retry attempt.
- **Customer Email:** *Customer Payment Retry* is sent to the student to notify of failed payment and scheduled retry attempt.

#### *Retry Rule 4:*

- **Interval:** Subscriptions waits 72 hours between failed payment and retry attempt.
- **Customer Email:** *Customer Payment Retry* is sent to the student to notify of failed payment and scheduled retry attempt.

After the fifth retry is processed, the renewal order is marked *Failed* and the student is sent the *Customer Renewal Invoice* email.

## Fee Statement

Students enrolling for a Certificate IV in Property Services (Real Estate) course are required to sign a fee statement. Your fee statement lists your course, unit enrolment, total fees due, payment terms and schedule of fees.

## Fee Payment Options

Payments are processed at our office, website or through electronic channels.

Payment can be made via MasterCard, Visa, Amex, direct deposit, cheque, Wechat/Alipay.

Payments manually processed are subject to a surcharge of 1.8%.  
WeChat pay or Alipay using ¥ yuan (surcharge of 1.32%).

Account Name: Connect Skills Institute Pty Ltd

Bank: Bank of Queensland

BSB: 124-001

Account: 22561258

NB: Description for payment to be invoice number and student/client name for allocation of payment

Students can contact 1300 206 632 or message the Livechat found on the website to discuss all account related matters.

## Outstanding Fees

Connect Skills Institute Pty Ltd will contact the student should an account for tuition fees be more than 7 days overdue.

If payment of tuition fees is not settled in this instance, penalties may apply until all outstanding monies have been repaid. Penalties can include (but are not limited to) suspension of training, cancellation of training and/or the student's qualification certificate being withheld.

Should there be extenuating circumstances as to why a student is unable to pay their fees on the prescribed date, then this must be put in writing to Connect Skills Institute Pty Ltd.

Students have the right to appeal decisions as per the Complaints & Appeals Policy found on our website.

## Concession Fees

Concessions are available for:

- Health Care Card issued by the Commonwealth
- Pensioner's Concession Card
- Veteran's Gold Card
- An alternative card or concession eligibility approved by the Minister

Concessions also apply to a dependent spouse or dependent child of a card holder.

Concession is 10% off the total course fee. Please email or message for more information.

## Giving notice of enrolment cancellation

A learner who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. Connect Skills Institute Pty Ltd staff who are approached with initial notice of cancellation are to ensure the learner understands their rights with regards to the refunding of tuition fees. The learner is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

Learners who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Learners' who may not be eligible but are requesting a refund should also be provided with the Refund Request Form so the request can be properly considered by the Chief Executive Officer.

## Limiting fees being paid in advance

Connect Skills Institute Pty Ltd acknowledges that it has a responsibility under the Standards for Registered Training Organisations to limit the fees paid by learners in advance of their training and assessment services being delivered. To meet our responsibilities Connect Skills Institute Pty Ltd may accept payment of no more than \$1,500 from each learner prior to the commencement of the course. This requirement only applies when the payment for the fees are being made directly by an individual that falls under the protection of Australian Consumer Law. By this, we generally mean the learner or the learner's family member. This

requirement is not applicable where the fees are being paid by the learner's employer or a funding authority. This is an entity to entity transaction and does not require the limiting of fees paid in advance.

Following the course commencement, Connect Skills Institute Pty Ltd may require payments of additional fees in scheduled payments in advance from the learner but only such that at any given time, the amount required to be paid in advance is consistent with the portion of training being delivered.

### Payment of GST

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course.

ATO reference:

<http://law.ato.gov.au/atolaw/view.htm?docid=GST/GSTR20031/NAT/ATO/00001>

Where a learner is enrolled in a course which is offering units of competency or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course. Please refer to Connect Skills Institute Pty Ltd schedule of fees and charges for details of what GST is and is not applied to.

### Learner complaints about fees

Learners who are unhappy with Connect Skills Institute Pty Ltd arrangements for the collection of tuition fees are entitled to lodge a complaint. This should occur in accordance with Connect Skills Institute Pty Ltd Complaints & Appeals Policy.

### Approval Authority

This document is approved by the Executive Management as indicated with the electronic control copy maintained within the Quality Management System and as such all hard copies need to be verified.

### Documents Referenced

- Complaints & Appeals Policy

- Student Refund Policy
- Section 38-85 GSTR 2003/1 Goods and Services Tax