

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 our 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.

Other fees apply as follows (GST included):

Item	Price
Workshop fee (1 day, per student)	\$99
Re-issue of Certificate fee	\$55
Re-issue Statement of Attainment fee	\$55
Unit assessment re-enrolment fee (per unit)	No charge
Printing of course materials (plus any postage fee)	\$25 per unit
RPL Application (once-off administration fee)	\$299
Urgent assessment (per unit)	\$15
Service Refund (once-off administration fee)	\$99
Course extension	\$1 per day
Assist with the Regulator application	\$199
Course Transfer Fee (Change of person/student)	\$59

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 delivers 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. Please email admin@connectskillsinstitute.edu.au for information.

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

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 course extension fee at \$1 per day for however many days the student requires to complete the course. An extension can be created by the student via the Student Portal.

Course Transfer Fee (Change of person/student)

In the event a student enrolls and has not yet started any unit assessment (not including LLN) they can transfer the course into another person's name within 30 days from enrolment, granted they pay this fee.

Fees and Charges

Connect Skills Institute offers pay upfront or a payment plan options. Payments are processed at our office, website or through electronic channels. Students can contact 1300 206 632 or start a Livechat on our website to discuss all account related matters.

Connect Skills Institute takes a maximum amount of \$1,500 up-front for individual students (unless payment is arranged through a payment plan).

For more information regarding fees, please refer to the Student Fees Policy on our website.

Fee Payment Options

- Visa, Mastercard, American Express debit or credit card
- Paypal
- Bank Transfer (EFT) – Please contact us before making a transfer and we will create an invoice for you. Please send through a screenshot of your receipt to admin@connectskillinstitute.edu.au after making payment via EFT.

Account Name: Connect Skills Institute Pty Ltd

Bank: Bank of Queensland

BSB: 123-638

Account: 22561258

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

Payment Plans

Openpay



Pay for your online course in instalments (as per Openpay T&Cs). Weekly or fortnightly options are available over 2-6 months.

[Please click here see our Openpay page for more information.](#)

Zip



Pay for your online course in instalments (as per Zip T&Cs). Weekly, fortnightly or monthly options are available.

[Please click here see our Zip page for more information.](#)

Outstanding Fees

Connect Skills Institute 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.

If payments are not made according to any payment plan that a student has agreed to, then Connect Skills Institute may find it necessary to suspend training until payment is received.

Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

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 cancelation

Learners who cancel their enrolment and who are eligible for a refund are to give written notice. If a student wishes to let their course expire, they can let Connect Skills Institute Pty Ltd staff know, however they are not required to give written notice to Connect Skills Institute.

Connect Skills Institute Pty Ltd staff who are approached with initial notice of cancelation are to ensure the learner understands their rights with regards to the refunding of tuition fees.

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