

## FEES AND CHARGES POLICY

November 2023

### PURPOSE

MiTraining is committed to being fair and transparent when dealing with students, prospective students and other stakeholders regarding fees charged, protection of fees and payment requirements prior to enrolment.

This policy ensures that students are provided with relevant fee information and that fee information and protection systems are established, implemented and readily accessible to MiTraining students.

This policy should be read in conjunction with the Annual Fee Schedule and Refund Policy.

### SCOPE

This policy relates to fees and charges for all accredited and non-accredited qualifications and courses on MiTraining's scope of delivery.

### FEES AND CHARGES

Unless otherwise specified, course fees are inclusive of:

- Tuition and assessment
- Provision of online course materials
- Online delivery supported by access to a qualified, industry relevant trainer (accredited courses only)
- Access to the MiTraining Learning Management System (LMS)
- Ongoing service and support from MiTraining administrative staff
- Issuance of original certificates including a Statement of Attainment, Record of Results and Testamur to eligible students (accredited courses only)

Optional or recommended reading materials or textbooks are not included in course fees and are an additional cost to the student.

#### Assessment

Assessments for accredited courses may require students to access certain equipment to complete required tasks. This may include a video recording device (such as a smart phone), stationery, internet access and the ability to engage with their colleagues and peers. The cost to access these items will be at the student's expense, however most students are able to access these materials without incurring any personal cost.

Students completing assessment in an accredited course are allowed up to three attempts at each task. Students who exceed three attempts and do not achieve competency may be charged a re-enrolment fee to re-enrol in the unit that they did not achieve competency in to continue in the course. Where a student requires additional/alternative assessment to achieve competency,

MiTraining reserves the right to charge an additional fee. Re-enrolment fees are listed in the Annual Fee Schedule.

### **Goods and services that do not incur a separate fee**

MiTraining does not charge additional fees for goods and services that are considered the responsibility of the RTO such as:

- a) Fees for costs associated with records archiving
- b) The purchase or depreciation of equipment or general infrastructure
- c) IT support
- d) Access to general learning and personal support services
- e) Separate fees for negotiating training plans with students

### **Certificate Issuance**

Applicable certification will only be issued to students once all course fees are paid in full.

### **Certificate Reissuance**

An additional fee will apply where a qualification testamur or academic transcript is reissued (copy provided).

## **ANNUAL FEE SCHEDULE**

MiTraining publishes an Annual Fee Schedule on the MiTraining website that provides detailed pricing structures for each course of study and other educational services.

## **FEE PROTECTION**

In accordance with regulatory standards, MiTraining can accept a maximum payment of \$1,500 in advance of training being delivered. Course fees exceeding \$1,500 are to be paid by the student via an agreed payment plan. This process is designed to protect and safeguard student fees.

These requirements do not apply where an employer engages MiTraining to provide training and/or assessment to members of its staff through a negotiated commercial transaction. In this instance, full fees may be invoiced for payment or negotiated at the time of enrolment.

## **CONCESSIONS**

Holders of Health Care Cards and other acceptable concession cards are entitled to a 10% discount on the total course fees for accredited courses.

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

RPL is a comprehensive assessment pathway that considers a prospective student's existing skills and knowledge through the collection of evidence.

Fees for RPL services are listed in the Annual Fee Schedule. No fees apply to credit transfers.

## PAYMENT METHODS

### Non-accredited Short Courses / Micro Courses

Fees payable for Short Courses / Micro Courses must be paid in full prior to course commencement.

Payment can be made by credit card (Mastercard or Visa only) via the MiTraining website.

### Qualifications

By completing and submitting an Enrolment Confirmation Form, the student is agreeing to pay fees for their training and assessment as per the Enrolment Agreement.

MiTraining reserves the right of refusal to provide services where fees, and any other additional charges associated with the provision of training and assessment services are unpaid despite being advised of the Fees and Charges Policy and Payment Agreement prior to enrolment.

Please note that non-payment of fees and charges may result in the cancellation of an enrolment and referral to external debt recovery agencies.

Payment can be made by scheduled instalments processed through MiTraining's payment debit service.

For corporate clients, payment on invoice can be organised by prior arrangement.

### Payment Plans

Interest free payment plans are available through MiTraining's payment debit service for accredited qualifications. This option allows students to arrange payment of their nominated course fees through weekly or fortnightly direct debit payments from a bank account or credit card (Mastercard or Visa only).

A \$200 deposit payment is required to commence a payment plan. The nominated deposit must be paid in advance of course commencement and all remaining payments must be made according to the agreed schedule.

When a student cancels or withdraws from a course, their payment plan will not cease until all fees are recovered.

## POLICY REVIEW

This policy will be periodically reviewed in accordance with the Continuous Improvement Policy to identify areas for improvement.

## POLICY PUBLICATION

Policies and procedures applicable to prospective and enrolled students, MiTraining staff and contractors are (where appropriate):

- Included in the student induction or staff orientation
- Available on the website
- Available on the student administration/management system or internal electronic system
- Available by request

## NOTES

<i>Related Policies/Procedures:</i>	<i>Certificate Issuance Policy Enrolment Policy Recognition of Prior Learning Policy Refund Policy</i>
<i>Related Documents/Forms:</i>	<i>Annual Fee Schedule</i>
<i>Related Legislation:</i>	<i>National Vocational Education and Training Regulator Act 2011 Standards for Registered Training Organisations (RTOs) 2015</i>
<i>Approved By:</i>	<i>Chief Executive Officer</i>
<i>Date of Next Review:</i>	<i>30/11/2024</i>