

Policy

AIT is entitled to charge fees for services provided to learners undertaking training and assessment that leads to a nationally recognised outcome. These charges are generally for items such as course materials, text books, learner services and training and assessment services.

Fees and charges are set in accordance with the Vocational Education and Training Act 1996 and the Vocational Education and Training Regulations 1996 within the guidelines of the Department of Training and Workforce Development (VET fees and charges policy). AIT will charge trainees and apprentices a compulsory Tuition Fee which aligns to the current DTWD Fees and Charges policy. These fees apply to each year of a Traineeship or Apprenticeship.

AIT supplies a quality training product subsidised by the Department of Training and workforce Development (DTWD) and as a requirement of that funding AIT like all other RTO's is required to charge a compulsory Administration /resource Fee.

AIT provides quality industry specific training and assessment materials to learners and in particular circumstances industry endorsed textbook(s). There are equity groups who are entitled to receive concession rates on course fees. The details of these concessions are found in the policy document and on AIT's website.

Learners who are not undertaking training and/or assessment under a traineeship or apprenticeship arrangement are known as fee for service learners, these learners will be charged a fee for their training which will be payable in instalments throughout the duration of their training.

AIT will ensure that all fees paid to AIT for the delivery of training and assessment will follow the conditions of registration as per the VET Quality Framework. Any monies received or refunded will be accurately recorded and properly administered to maintain a quality service for clients.

The following fee and refund information will be provided to each client:

- The total amount of all fees including course fees, administration fees, resource fees and any other charges.
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fees.
- The nature of the guarantee given by AIT to complete the 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 certificate and the options available to students who are deemed not yet competent on completion of training and assessment.
- The AIT refund policy.

AIT will only issue one copy of your Qualification or Statement of Attainment. If additional original to be re-issued for whatever reason, AIT will charge a fee (GST Inclusive). Once AIT has received payment the Qualification or Statement of Attainment will be posted to the learner's nominated address.

Some learners will have the option of obtaining an additional qualification during their training period. Completion of an additional qualification will incur an additional fee. Fee details are provided to the learner in the Elective List associated with the initial qualification they are undertaking.

Procedure - Administration and Resource/Material Fees

Information on fees is provided in the Learner Handbook, and the Enrolment Contract. Information is also verbally communicated to Learners and Employers during induction. The Training Administration will invoice learners for administration & material/resource fees on a twice yearly. All invoices for training fees are to be emailed or mailed with an accompanying letter.

AIT will accept fee payment of no more the \$1,500 from each individual learner prior to the commencement of the course.

AIT will ensure that after commencement, payment of any required additional fees which are to be paid in advance from the student at any given time, the total amount required to be paid which is attributable to costs yet to be incurred on behalf of the student for tuition or other services yet to be delivered to the student does not exceed \$1,500.

Should a learner notify AIT of their withdrawal from training prior to training commencing, a full refund of fees will be issued to the learner.

Learners and employers must advise AIT in writing of withdrawal in order to ensure they are eligible for refunds.

Requests for refunds must be lodged within two weeks of the official withdrawal date. Learners requiring a refund or exemption from fees are required to contact the Senior Training Administration Officer to request this.

Full Refunds

Trainees who withdraw are entitled to a full refund of fees and charges where:

- a course /qualification or unit is cancelled or re-scheduled to a time unsuitable to the student.
- a student is not given a place due to maximum number of places being reached.

The Registered Group and Training Services Manager can approve a full refund of fees at any time during delivery if a class is cancelled because of declining numbers, no available lecturer or due to other circumstances caused by the RTO.

Part refunds

Learners who withdraw for reasons other than those outlined above and who lodge a withdrawal form prior to, or within 5 weeks of commencing (no less than 20%) the unit of competency, or their program of study, or before 25% of the delivery has been concluded will be eligible for a full refund of their course fee and 50% of the resource fee paid.

Pro- rata refunds

The Registered Group and Training Services Manager can approve a pro rata refund fees and charges at any time during the course of delivery if trainees withdraw for reasons of personal circumstances beyond their control.

For example:

- Serious illness resulting in extended absence from classes.
- Injury or disability that prevents the student from completing their program of study or
- Other exceptional reasons at the discretion of the RTO.
- The Registered Group and Training Services Manager will research any changes to fees applicable to Learners and disseminate this information to all relevant staff.

Training Administration will save copies of invoices sent to Learner's in regard to payments within their electronic files.

Procedure - Fee for Service Delivery

Fee for service (FFS) costs are to be negotiated with the Registered Group and Training Services Manager and the employer prior to the commencement of training. A contract detailing the FFS arrangements will be generated by Training Administration and signed at induction to gain acknowledgement of this arrangement.

The Training Administration will ensure that records of all FFS arrangements that are negotiated are filed within the learners' hard copy and electronic folder. They will keep records of all fees to be paid as part of FFS arrangement and arrange for invoices to be sent to the relevant employer when required.

Should a Learner cancel, a refund will be made in circumstances as detailed within the FFS contract for that Learner.

There may be other exceptional circumstances where refunds may apply such as, but not limited to, extended hospitalisation (supported by a medical certificate), in this situation a refund is at the discretion of the Registered Group and Training Services Manager. If a refund is granted a copy of the proof of exemption will be stored in the learner's file.

Procedure - Additional Fees

Once a request has been made for a reprint of a Certificate or Statement of Attainment, Training Administration will create an invoice and send it to the learner.

Once the invoice has been paid Training Administration will have the certificate or statement of attainment re-printed and signed by the Group CEO, it will then be mailed to the learners requested address.

Responsibilities

The Training Administration is responsible for creating and issuing invoices for administration, resource and material and FFS fees.

They are responsible for generating letters to be sent with invoices in relation to administration and FFS payments and for scanning and filing of copies in learners' respective electronic files, along with the maintenance of records in relation to due dates for administration and FFS payments.

The relevant AIT Training Staff member is responsible for receiving the exemption advice from the learner. They are also responsible for notifying Training administration. Training Administration is responsible for cancelling any outstanding invoices and making a note on the learner's electronic file to ensure no further invoices are issued. The Registered Group and Training Services Manager is responsible for the negotiating FFS fees and the decisions to allow refunds and to oversee the entire learner fee and refund policy and procedure process.

Training Administration is responsible for creating and issuing all additional invoices. They are also responsible for ensuring these invoices have been paid prior to re-issuing certificates or statements of attainment or issuing additional qualification certificates.

Related documentation and resources

- DTWD Fees and Charges Policy