

PURPOSE

This policy ensures that all fees and charges payable for training services rendered by Tubal are invoiced, collected and refunded (where applicable) in accordance with the Standards for Registered Training Organisations (RTOs) 2015. With subsidised traineeships, this policy should be read in conjunction with the Department of Training and Workforce Development's (DTWD) VET Fees and Charges Policy 2020.

COMPLIANCE

This policy relates to the Standards for RTOs 2015: 3.5, 4.1, 5.1, 5.2, 5.3, 7.3, 8.5. DTWD's VET Fees and Charges Policy 2020.

RELATED POLICIES AND FORMS

- P-049 Payment Agreement Policy (Traineeship)
- P-050 Payment Agreement Policy (Fee-For-Service)
- F-041 Payment Plan Agreement Form

SCOPE

This policy is made available to all Tubal staff and clients for information and direction and can be accessed and downloaded from the Tubal website. This policy outlines fees and charges in relation to the following categories of training conducted by Tubal:

- State Government subsidised traineeship
- Fee-For-Service training, and non-funded traineeship

RESPONSIBILITIES

Tubal staff are responsible for informing the correct fees and charges as per Tubal marketing material, or as displayed via the indicative fees (traineeship) on the Tubal website. All students and/or clients will be advised in a clear manner what fees are due, and how and when they are due prior to enrolment, and changes to course fees if and when any agreed changes to the original training plan have been made.

Where applicable, Tubal team will ensure the documented indicative fees are in line with the current DTWD's VET Fees and Charges Policy for publicly funded trainees, and in line with Contractual Agreements for Fee-For-Service participants.

Training fees will be provided within P-048 Payment Agreement Policy (Traineeship) / P-050 Payment Agreement Policy (Fee-For-Service) to the paying party prior to any commencement of training. If the trainee is funded, all parties will also receive a copy of the Enrolment Fee Schedule which provides a cost breakdown of all the units, in accordance with DTWD's VET Fees and Charges Policy, and a revised copy will be provided if and when any fees have been adjusted.

STATE GOVERNMENT SUBSIDISED TRAINEESHIP

DTWD's VET Fees and Charges Policy 2020 requires Tubal Pty Ltd to collect tuition fees for students undertaking publicly funded Vocational Education and Training (VET) in Western Australia in accordance with the provisions of the Vocational Education and Training Act 1996, Vocational Education and Training (Colleges) Regulations 1996 and/or, where appropriate, as specified in our contractual arrangements.

FEES AND CHARGES

As per DTWD's VET Fees and Charges Policy 2020, enrolment into Government subsidised training is not complete until a payment arrangement has been made with Tubal Pty Ltd, deferred payment arrangements have been made, or fees and charges have been waived (whichever is applicable). Enrolment fees are based on rates set by the Department of Training and Workforce Development. The nominal hour rate set by DTWD for 2020 is:

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Category of enrolment	Fee rate per nominal hour
Diploma level qualifications, and Existing Workers	\$5.79
Non-concession Traineeships (up to Certificate IV level)	\$3.25
Concession Traineeships (up to Certificate IV level)	\$0.97
Targeted Fee Relief Courses, non-concession Traineeships (up to Certificate IV level)	\$1.62
Targeted Fee Relief Courses, concession Traineeships (up to Certificate IV level)	\$0.48

The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as Student service and resource fees.

For targeted fee relief courses:

- course fees have been capped at \$400 for concession trainees and youth (aged between 15 and 24)
- course fees have been capped at \$1,200 for non-concession trainees

For secondary school-aged persons not enrolled at school, the maximum course fees chargeable in 2020 is \$420.

The training fee for each student will vary, dependant on:

- the qualification they are enrolled in,
- the timeframe they intend to study (i.e., units commenced in subsequent years),
- any concession entitlements, and
- the schedule set out by DTWD’s VET Fees and Charges Policy – the Department reserves the right to change funded training fees at their discretion.

CONCESSIONS

The following students are entitled to the concession rate on course fees:

- a) Persons and dependants of persons holding:
 - i) A Pensioner Concession Card.
 - ii) A Repatriation Health Benefits Card issued by the Department of Veterans’ Affairs.
 - iii) A Health Care Card.
- b) Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY.
- c) Persons and dependants of persons in receipt of the Youth Allowance.
- d) Persons and dependants of persons who are inmates of a custodial institution.
- e) Secondary school-aged (15 to 17-year-old) persons, not enrolled at school.

In 2020, these students will be born on or after 1 July 2002 and must be at least 15 years of age.

 - i) Capped rate will still apply for trainees who have turned 18 years of age, as the entire calendar year (until 31/12/2020) gets classified as secondary school age.

If the concession is valid for the full enrolment period, then all eligible units commenced within that period attract the concession rate. If the concession is valid for part of the enrolment period, then only eligible units commenced prior to the expiry of the concession attract the concession rate.

SCHOOL-BASED TRAINEESHIP

Secondary school-aged students undertaking VET courses as a School-Based Traineeship (SBT) will be exempt from enrolment and resource fees. However, there may be other costs, such as uniform, textbook, PPE, tools or other equipment. Traineeship continuing beyond compulsory secondary schooling will attract fees and charges.

FEE WAIVER DUE TO FINANCIAL HARDSHIP

Tubal is committed to providing opportunities for students to participate in training that improves employment outcomes for the student. In situations where a student can demonstrate genuine financial hardship, fees could be waived in line with government stipulated requirements and this policy.

FEES FOR TRAINING COMMENCED IN 2020 AND SUBSEQUENT YEARS

The nominal hour rates on page 2 applies only for units commenced in 2020. New rates may apply for units commenced in 2021 and beyond, as per DTWD's VET Fees and charges policy gazetted unit hour fee.

Students will be invoiced in 2020 only for units commenced in 2020. Units commencing in subsequent years will be issued an invoice for that portion of the training, when fees are made available by DTWD. Units scheduled to commence in 2020 but deferred to 2021 will be required to pay the 2021 rates upon commencement of training.

PAYMENT OF FEES

Prior to the commencement of any training, establishing who will pay for the qualification will be arranged by obtaining the relevant person's signature on the P-049 Payment Agreement Policy (Traineeship). Generally, the employer will pay the course fees for a traineeship, as this arrangement is equitable to all parties and ensures the growth of workplace traineeships within the industry. In some instances, the trainee or the parent (generally if the trainee is under 18 years of age) can arrange to pay the invoice. The jobactive provider can choose to pay the Tax Invoice to support the employer or the trainee – however, the Tax Invoice will have to hold the trainee and the employer's details, as the training contract with the Apprenticeship Office only holds their information.

For a funded trainee, an invoice will be generated when training has commenced for a cluster of units, and is calculated according to DTWD's VET Fees and Charges Policy. Course fees will be due 30 days from the date of invoice unless alternative arrangements have been made, such as a payment plan. Payments can be made by Direct Deposit, or Credit Card (VISA or MasterCard). The balance of any outstanding fees must be paid in full prior to Tubal issuing a Statement of Attainment, or Certificate and Record of Results.

CANCELLATION AND REFUNDS

It is the trainee and/or the employer's responsibility to notify the Apprenticeship Office if they wish to terminate the training contract – the employer could action this directly on the WAAMS portal to be instantly processed, or by emailing the signed 'Notice to terminate a training contract' form to apprenticeshipoffice@dtwd.wa.gov.au to be manually processed by the Apprenticeship Office, or the employer actioning this through their preferred AASN (Australian Apprenticeship Support Network) provider.

When the Apprenticeship Office has officially terminated the training contract, if applicable, a refund will be established and provided. Training Fees will not apply only when the Apprenticeship Office has officially terminated the training contract prior to completion of 20% of the unit (census date) – as such, it is important to note that training fees will be payable, or if paid a refund cannot be provided, even if the traineeship gets terminated but the census date has lapsed. At Tubal Pty Ltd, census date is calculated based on 3 months for a cluster of units. As per the State funding guidelines, course fees will only apply when training has commenced for a Unit of Competency.

Tubal will refund course fees for funded trainees in accordance with DTWD's VET Fees and Charges Policy, where:

- a Unit of Competency has not commenced at the time of cancellation, and
- training has commenced for a Unit of Competency, but the census date has not lapsed

Please note that the Enrolment Fee Schedule provided to you at the commencement of the traineeship holding *"The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as Student service and resource fees"*.

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FEE-FOR-SERVICE TRAINING, AND NON-FUNDED TRAINEESHIP

Course information details are all available on the Tubal website, or can be obtained by contacting the Tubal office on 1300 488 225. This provides the client with all associated costs involved in undertaking their chosen course prior to enrolment. Prior to the commencement of any training, establishing who will pay for the qualification will be arranged by obtaining the relevant person's signature on the P-050 Payment Agreement Policy (Fee-For-Service).

For a non-funded traineeship, an invoice will be generated when the trainee has commenced training in a cluster of units, where generally the employer will pay any training fees associated with the qualification, as this arrangement is equitable to all parties and ensures the growth of workplace traineeships within the industry. Fee-for-service training fees are due 30 days from the date of invoice unless alternative arrangements have been made, such as a payment plan. Payments can be made by Direct Deposit, or Credit Card (VISA or MasterCard).

For a student enrolled in a qualification under a Fee-For-Service arrangement, an invoice will be generated when the student has commenced training in a cluster of units, however, if required Tubal will support the student to pay training fees by instalment (minimum of \$50 per week) over an agreed period of time, if the employer is not willing to pay the fees. This agreement must be approved by Tubal via the F-041 Payment Plan Agreement Form.

For Fee-For-Service and Short Course participants, fee exemptions may be granted at the discretion of Tubal's Managing Director.

SHORT COURSE FEES

Short courses are run on a self-funded basis and are not government subsidised. Once the enrolment form gets processed by administration, an invoice will be generated and sent to the Paying Party prior to the short course commencing. All short course enrolments must be paid in full before attendance – your place on the course cannot be secured until payment has been received. Fees can be paid to Tubal by Direct Deposit, or Credit Card (VISA or MasterCard).

REFUNDS

Refunds for Fee-For-Service Qualifications

Tubal will provide a refund of any prepaid fees where no Units of Competency within a qualification has been commenced at the time of cancellation. However, where a student has commenced training for at least 1 Unit of Competency, but has withdrawn prior to completing the qualification, no refund will apply.

Tubal has a holistic approach with participants enrolled in a Fee-For-Service qualification, and the fees do relate to the qualification as a whole, regardless of the number of Credit Transfers the participant may receive.

Refunds and cancellations for Short Courses

If you wish to cancel your enrolment, or are unable to attend your course, you must notify Tubal in writing to admin@tubal.com.au as soon as possible:

- Cancellation or transfer request received at least 5 business days prior to the scheduled short course date will not be charged the training fee.
- Cancellation or transfer request less than 5 business days prior to scheduled course date will be invoiced the full training fee. As a courtesy, we will allow you to apply your payment to be used towards a future Short Course within one year of the cancellation date.
- 'No-shows' are subject to payment for the full amount, and training fees will not be refunded or credited towards another course.

Tubal reserves the right to cancel and/or reschedule a Short Course. Every effort will be made to reschedule all registered delegates to an alternative course at the same venue on a suitable day. If the rescheduled date or the location of the venue is not suitable, a full refund can be issued.

RECOGNITION OF PRIOR LEARNING (RPL) AND CREDIT TRANSFER

For both funded trainees and non-funded participants, RPL fees will be determined by Tubal Pty Ltd.

For funded trainees, no unit fee will apply for any Credit Transfer received, where evidence of completion can be provided, and the RTO manages to successfully validate the trainee's Academic Transcript.

For non-funded participants, RPL fees would be split into an Application Fee and a Completion Fee. Enrolment is only complete when the Application Fee has been paid in full, upon which the participant's enrolment will be activated on Tubal's Learning Management System. The onus is on the participant to provide sufficient evidence and complete the work on the LMS – if no work has been completed within one year from the enrolment date, the participant's enrolment will be cancelled, and the Application Fee will not be refunded. Upon successful completion, the Qualification will be generated only when the Completion Fee has been paid in full.

NON-PAYMENT

With any non-payment of training fees, Tubal reserves the right to place training and/or assessment on hold until an alternative arrangement has been made with the paying party.

Non-payment of training fees to Tubal will result in action to recover the debt (credit reporting agency). Tubal reserves the right to pass details of unpaid accounts to a third-party agency to pursue the collection of outstanding fees. This action may include credit checks and further legal collection processes.

ADDITIONAL FEES

OTHER COSTS

Where applicable, any additional costs associated with training will be advised to the client prior to the commencement of training. There may be other costs, such as uniform, textbook, PPE, tools or other equipment. If applicable, Tubal will issue the paying party a separate invoice for the retail cost of the textbook, which may also include postage and handling charges.

LOST CERTIFICATION

Where a student requests an award to be re-issued, a fee of \$50, plus postage and handling will be charged.

RE-ASSESSMENT FEES

All students are provided with three (3) re-assessments at no additional charge. Where the student requires additional re-assessments and the assessment requires physical or human resources, the RTO may negotiate a reasonable fee as long as the student has been provided with opportunity for additional training between the 3rd assessment attempt and re-assessment. This fee is to be negotiated and approved by the Managing Director.

Note: Where training is undertaken as part of a state funded arrangement, additional Fees and Charges are guided by state funding body's policies and contractual requirements.

FEDERAL AND STATE INCENTIVES

Payment of Tubal invoices does not relate to the employer receiving (or not receiving) Federal and/or State Incentives through their AASN provider. Training fees are payable as per the due date on Tubal's invoice, for training services provided.

FEES COLLECTED PRIOR TO COMMENCEMENT OF TRAINING

In accordance with RTO Governance and Administration, Tubal will not accept in excess of a total fees of \$1,500 from each participant prior to commencement of training – \$1,500 being the threshold prepaid fee amount.