

Policy and Procedure:

Fees and Charges

Objective:

AIF's Fees and Charges Policy and Procedure provides applicants with accurate, timely and relevant information in relation to all fees and charges related to their course of interest, including, but not limited to:

- tuition, student services and all training amenity fees and additional expenses
- subsidies provided through funded training places to eligible candidates.

Effective Date:

30 June 2021

Definitions:

Additional expenses, which are also referred to as incidental expenses, refers to equipment or items that become the physical property of the individual and that are not consumed during the course.

Applicant means a prospective AIF student or interested party.

ASQA stands for the Australian Skills Quality Authority, which is the national VET Regulator.

Prepaid fees means fees collected before the relevant services have been provided. These include payments made at any time before, during or after the learner enrolls.

RTO means Registered Training Organisation, commonly known as a Training Provider or Provider and has the meaning given as defined in the NVR Act 2011.

Student means an enrolled person who has agreed to use the services provided by AIF and has accepted a contracted traineeship training place.

Tuition means any training and assessment and support service delivered by AIF.

VET means vocational education and training

Responsibilities and Accountabilities:

This version of the policy and procedure and any amendments to related documents, have been authorised by AIF's Chief Executive Officer (CEO). The Head of Finance is responsible for ensuring this policy and procedure is implemented at all times across AIF and ensuring that all staff are fully trained in its operation.

AIF's Compliance Officer is also responsible for ensuring this policy and procedure and related documents are maintained and up to date through an annual revision, as well as through any ongoing quality activities including audits and feedback.

In accordance with the AIF Code of Conduct, any breach of this policy is dealt with seriously and may result in disciplinary action including termination of employment, depending on the severity of the breach.

Where Team Members consider that significant departures from the principles of this Policy have occurred, they are obligated to report it immediately to their Line Manager or iExec Team Member. Failure to do so constitutes a breach of this policy & AIF Code of Conduct.

Policy:

AIF is committed to ensuring that no student is disadvantaged. This Fees and Charges policy and procedure ensures the following principles are adhered to by all staff responsible for the pre-enrolment, application and enrolment of student:

transparency – all fees and charges are transparent and students have access to the necessary information to make informed decisions regarding their training

accessibility – equitable access to publicly funded training or fee supported training (where eligible)

procedural fairness – fair and just procedures for the administration of all fees and charges, including protection for students whereby AIF ceases to provide a course of study in which a student is enrolled.

AIF adheres to all regulatory and statutory requirements about fees and charges, or any subsequent relevant directions in regard to the imposition and collection of tuition fees and other fees for fee-for-service training, together with financial and accountability requirements with regards to student fees.

Fees and Charges Information

AIF is committed to providing students, both prospective and actual, with clear and accurate information regarding fees and charges in relation to their enrolment. AIF is equally committed to ensuring consumer protection laws are adhered in the application of this Policy and Procedure, including student rights to a refund, depending on the circumstances (in line with its related Variation to Enrolment Policy and Procedure).

All applicants are advised of all fees and charges through the Course Flyer and in turn an individualised New Deal (agreement with each Student as part of their application and enrolment).

Procedure:

Fee Determination

Each of The Institute's training programs has its own Schedule of Fees and Charges. Courses are determined based on program duration, delivery method, training and assessment requirements and commercial viability.

Course tuition fees are determined by the Head of Finance and approved by the National Executive Team (NExT) and reviewed annually. These fees and charges are published as the 'full rack' rate in AIF's marketing collateral.

All inbound Students receive an individualised New Deal, which as a minimum, outlines:

the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program, customised to their circumstances timing and amount of fees to be paid and any non-refundable deposit/administration fee the nature of the guarantee given by AIF to honour its commitment to deliver services and complete the training and/or assessment once the Student has commenced study.

Materials Fee

All students studying a qualification receive a Premium Pack of material, including WorkBooks; AIF polos and stationery. Any items covered under this Schedule become the property of the student.

Should a Student wish to purchase any additional items, additional fees are charged, as specified in the Schedule of Incidental Fees. This Schedule is always supplied to the Student as part of AIF's pre-enrolment process by the Careers Team.

Fee Concessions

AIF tests for eligibility for a concession rate through its Online Enrolment Form. Where relevant, AIF offers concessions to applicants who are eligible for a concession rate under a state subsidised place (refer below to funded program sections). This is usually for Students who:

- hold a health care card, or
- hold a pensioner concession card, or
- hold a Veteran Affairs card.

No concession or exemption will apply to non-government subsidised training services, including fee-for-service.

Restricted Access Arrangements

The Institute offers restricted access arrangements for organisations that hold a Career Partner Agreement with AIF.

For employees of organisations whom AIF holds a Restricted Access Arrangement, a \$500 discount applies on enrolment into a course.

For members of nominated Industry bodies with whom AIF holds a Restricted Access Arrangement, a \$500 discount applies on enrolment into a course.

Variation to Fees and Charges

The course rack rate fees and charges may vary based on eligibility for Government subsidised training (refer to Application and Enrolment policy and procedure), potential scholarships as well as seasonal campaign offers and promotions (refer to Marketing policy and procedure).

Amounts are subject to change at any time for forthcoming courses and will never change once a price is set for an individual Student, as confirmed in the New Deal.

Applicants are provided with their fees and charges, which specifies any variations within their New Deal. Where relevant, rebates are outlined with the condition of payment in full prior to the original course's end date. If any tuition balance is still outstanding upon completion of the course(s), or, a Student wishes to defer their course(s), this rebate incentive is forfeited.

Recognition of Prior Learning (RPL) Fees

RPL applicants are advised that this service will incur a \$200 per unit assessment fee as part of the application – specifically on the RPL/CT Application Form. Payment is due at the time of acceptance of the RPL application and must be received in full prior to AIF issuing any certification documentation to the Student (refer to RPL/Credit Transfer policy and procedure). The RPL fees are specified in the Schedule of Incidental Fees, which is issued to all inbounding Students..

Credit Transfer Fees

There is no cost associated with credit transfer services.

Student Services Fees

AIF has a range of in-house student support strategies and resources in place (refer to Student Support and Progression policy and procedure). There is no cost associated with accessing these support services. However, should a Student be

referred to an external expert agency for assistance, a fee may be incurred – this is specified on AIF’s Student Support List and is always pointed out to the Student as part of the referral.

Credit Rating Determination of each AIF Inbounding Student

All inbounding Students enrolling into a full qualification receive a copy of an Equifax Credit Note. In turn, the Student is required to sign the Credit Note, for the purposes of approving AIF to share data with Equifax. Should the Student default on their agreed payments and AIF cannot recover the monies through a formal debt collection agency, AIF may advise Equifax to formally list the default on the individual's credit file at the discretion of the Head of Finance.

Payment Terms & Consequences for Failure to pay Course/Enrolment Fees

AIF offers payment arrangements for its Students, with no more than \$1,500 collected as an up-front payment at any time, with the balance negotiated with the individual Student.

AIF has developed several online calculators for all staff to use to ensure it does not exceed taking any more than \$1,500 fees in advance from an inbounding Student. These online calculators provide opportunity for variable factors such as, but not limited to:

- Course start date
- Course end date
- Total investment
- Percentage of course delivered.

The calculators ensure that staff may determine what fees can be collected at any given point in time, depending on the individual Student’s circumstance and situation. These calculators also form part of being able to accurately inform an inbounding Student of their payment schedule prior to enrolling.

To assist Students in the payment of their fees, financial arrangements are offered by way of a payment plan contract. When entering into a payment plan, the Student pays in instalments over a period of time, typically 12 months.

AIF’s Support Specialist, within the Administration team, raises and issues invoices, combined with the receipt of the initial deposit and issuance of a receipt. monitors the timeliness of all Student fee payments. If a Student falls behind on payments, they are asked to rectify their financial status. If they are more than one week behind with payments at any time during the program, they are generally not permitted to sit their assessments and if overdue more than two weeks, they may be suspended and not able to continue the course until their financial position is rectified.

If a Student continues to default on their payment plan during the course or program (in effect not fulfilling their obligations under the Enrolment Agreement) then AIF may ask for full payment, before final assessment and/or ask that a guarantor is provided.

If a Student defaults on payment they will be liable for costs and disbursements incurred in pursuing the debt.

Replacement of Text and Training Workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of the replacement, as specified in the Schedule of Incidental Fees. Where a Student has purchased a text or training work booklets and subsequently cancels his or her enrolment, AIF will not refund monies for the text unless a written request for a refund is received and approved in accordance with AIF's Refund policy and procedure.

Re-Assessments

At the discretion of the General Manager, AIF charges fees for re-assessments should a Student be deemed not yet competent as follows:

F2F Students – a re-assessment completed more than 14 days but no greater than 6 months following the last session of the F2F enrolled course incurs a fee of \$100 per re-assessment

F2F Students - where a re-assessment/s is requested within the period that is between 6 months and 12 months after the last session of the F2F enrolled course, the Student may be required to re-sit the entire program (a decision as to whether they re-sit individual sessions, courses or the entire program is at the discretion of the Coach) and the following fees and charges apply:

\$300 administration fee per application, plus

the difference between the original program payment and the current full rack rate

F2F Students - where a re-assessment session/s is requested more than 12 months after the last session of the enrolled F2F course, the Students must re-enrol and pay full fees

eCampus Students - during the designated term or approved extension of an eLearning Course, if a Student is deemed 'Not Satisfactory' for an assessment during a F2F intensive/workshop, no charge will apply if they sit the next available F2F intensive/workshop. Outside of these timeframes, the fees are \$250 for attendance at a two-day F2F intensive/workshop or \$150 for attendance at an assessment day.

Deferment

There is an administrative fee of \$300 for a deferment which is payable at the time of the deferral application. This payment does not form part of the Student's payment plan.

Should a Student not re-commence their training within 6 months of the end date of the program in which they were originally enrolled, the program will be cancelled and the Student will be subject to paying a full program fee should they wish to re-enrol.

Re-issuance of Certification Documentation

Where a Student has lost or misplaced an issued certificate or Statement of Attainment, AIF will apply a fee of \$25.00 to reprint/reissue the certification documentation. Information relating to the reissuance of certificates can be found in the Student Handbook.

Issue of Payment Invoices

AIF will raise invoices at the agreed milestones in the student's New Deal. Invoices are compliant with ATO requirements and contain the:

- invoice number
- invoice date
- the payment amount
- brief description of service provided, and
- name of person/organisation responsible for payment.

The majority of student fees are paid via a direct debit, through a third party provider called EzyPay. The EzyPay system is connected to aXcelerate, AIF's student management system via an API and automatically receipts payment against the Students Finance ledger. In the instance where payments have failed, they are followed by an AIF Collections Officer within AIF's Finance team.

Receipts are issued if credit card or cash payment is received or upon request.

Hardship

If an applicant or enrolled student is experiencing financial hardship, AIF will endeavour to make alternative arrangements including putting a payment plan in place.

In the first instance, the applicant or enrolled student must request an alternative arrangement by speaking to their Career Guru. The Career Guru will in turn present the student's circumstances to the Training Team Leader, who has the discretion to approve any amendments to AIF's standard fee payment terms and conditions, with an amended New Deal prepared and issued through AIF's Finance team within 10 working days of the agreement.

Should the arrangement not be satisfactory, the individual is advised to consider lodging an appeal of the decision through AIF's Complaints and Appeals policy and procedure.

Refunds

AIF has a separate policy and procedure, which describes the circumstances in which a refund may be available to students (refer to AIF's Refund policy and procedure for more information).

Publication:

This policy and procedure is made available to persons seeking to enrol with AIF by publication on AIF's website (www.fitness.edu.au). A summary may also be found in the Student Handbook.

Related documents:

- Online Enrolment Form
- Self-Enrolment Form
- Equifax Credit Note
- Student Handbook
- Course Flyer
- Confirmation of Enrolment Template
- New Deal Template
- Variation to Enrolment Application Form
- Complaints Form
- Recognition of Prior Learning/Credit Transfer Application Form

Associated Policies and Procedures:

- Marketing policy and procedure
- Application and Enrolment policy and procedure
- Access and Equity policy and procedure
- Variation to Enrolment policy and procedure
- Commitment to Meeting all Legislative and Regulatory Requirements policy and procedure
- Complaints and Appeals policy and procedure
- Student Records Management policy and procedure
- Refunds policy and procedure
- Financial Management policy and procedure
- Recognition of Prior Learning/Credit Transfer policy and procedure

Amendments:

Version	Date	Descriptor
V4	30 June 21	Updated to reflect 2021/22 fees and charges

Authorised by:**Title:** Head of Compliance and Training**Date Authorised:** 30 June 2021