

FEES AND CHARGES

Policy Statement

This document provides a consistent set of principles under which REIWA Training protects and informs the learner's rights as a consumer. The policy outlines compliance requirements to meet Clause 5.3 of the Standards for Registered Training Organisations (RTOs) 2015.

SCOPE

This policy and associated schedules cover:

- a) all relevant fee information including:
 - fees that must be paid to the RTO; and
 - payment terms and conditions including deposits and refunds;
- b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- c) the learner's right to obtain a refund for services not provided by the RTO in the event the:
 - arrangement is terminated early; or
 - the RTO fails to provide the agreed services.

LEGISLATION

REIWA Training is committed to maintaining effective financial management processes for fees and charges, refunds, and transfers in accordance with legislative and regulatory requirements, which include:

- Standards for Registered Training Organisations 2015
- GST (Goods and Services) Act 1999
- Competition and Consumer Act 2010
- Fair Trading Act 2010

FEE DETERMINATION

A schedule of fees and charges will be issued at 1st July each financial year to reflect changes that occur as a result of implementation of the REIWA Training budget for that financial year. Other changes may be introduced from time to time to support the operational needs of REIWA Training.

Fees for entry to all accredited and non-accredited training courses will be reviewed during the REIWA budget process for implementation at the beginning of the following financial year, typically 1 July.

Fees will be approved by REIWA Council prior to implementation.

REGISTRATION COURSES

Fees and charges for our sales and property management registration courses must be paid in full before enrolment can be finalised. The course fee includes access to all relevant resources, support and assessment (including resubmission).

The course must be completed within four months of commencing for distance learning students and from the class commencement date for classroom students. A resource fee to cover the cost of a printed manual will be applied for all classroom enrolments, and if requested by distance learning students.

The fees and charges schedule can be viewed [here](#).

REFUNDS

Enrolment into a registration course commences as soon as the enrolment is processed and the student is provided access to the online eLearning portal (LMS), even if they have not yet accessed the LMS.

Our Student Selection and Enrolment Policy outlines the guidelines we use to assess the applicant's language, literacy and numeracy skill levels to ensure they have adequate skills and abilities to meet the requirements of their desired training program. Part of this requirement includes participation in a pre-requisite unit. Should a student find that the course is not what they were expecting, or beyond their level of comprehension, they will have the opportunity to withdraw from the course (within one month of enrolment). If access to parts 2-5 of the course has not yet occurred and classroom has not yet been attended then the student may be eligible for a refund, minus an enrolment fee.

REIWA Training does not engage in telemarketing or door-to-door sales therefore a statutory cooling off period is not applicable.

In the event that a person changes their mind after enrolling in a course a refund or transfer may be available as per the refund schedule which can be viewed [here](#).

DIPLOMA COURSE

Fees and charges for our diploma course are payable through instalment payments that can be paid by credit card, debit account or member invoice. An enrolment fee must be paid before you will be provided access to the course.

The course fee includes access to classes, webinars, all relevant resources, support and assessment (including resubmission). The course must be completed within 24 months from commencement.

Payments for the diploma course are taken in monthly instalments. This ensures that we are not taking fees in advance, as per the guidelines outlined in Clause 7.3 of the Standards. We are therefore not required to implement a learner fee protection arrangement.

Full payment for the course is finalised after 9 months, during which time the student will have had access to all learning resources and assessments, as well as all tutorials, webinars and support sessions as these are facilitated every six months.

The fees and charges schedule can be viewed [here](#).

REFUNDS

Enrolment into a diploma course commences as soon as the enrolment is processed and the student is provided access to the online eLearning portal (LMS), even if they have not yet accessed the LMS.

REIWA Training does not engage in telemarketing or door-to-door sales therefore a statutory cooling off period is not applicable.

In the event that a person changes their mind after enrolling in a course a refund may be available as per the refund schedule which can be viewed [here](#).

PROFESSIONAL DEVELOPMENT COURSES

Professional development courses are available through classroom and online learning. Fees include tuition and resources.

The fees and charges schedule can be viewed [here](#).

REFUNDS AND TRANSFERS

Where a participant withdraws from a professional development course, he/she must contact REIWA Training via phone or email to notify us. The date of a telephone or email request to withdraw should be recorded as the date of withdrawal and used as the basis for calculation of refunds.

In the event that a person changes their mind after enrolling in a course a refund or transfer may be available as per the refund schedule which can be viewed [here](#).

REIWA Training does not engage in telemarketing or door-to-door sales therefore a statutory cooling off period is not applicable.

CONSUMER GUARANTEE

To ensure compliance with the Australian Consumer Law, REIWA Training guarantees that services are provided (As set out in the – Consumer Guarantees: A Guide For Businesses and Legal Practitioners https://cdn.tspace.gov.au/uploads/sites/60/2016/05/0553FT_ACL-guides_Guarantees_web.pdf):

- with due care and skill
- which are fit for any specified purpose
- within a reasonable time (when no time is specified).

If we fail to meet a guarantee, the remedy will comply with the terms and conditions as set out in this policy.

CHANGES TO AGREED SERVICES

REIWA Training agrees to provide services in accordance with the information provided to students at the time of their enrolment. There may be circumstances where this agreement cannot be met. In the unlikely event that REIWA Training is unable to deliver an agreed service the following process' will apply:

Change of Location	Course cancellation	Registration of the RTO has ceased
If we have to move to another venue the below process is to be followed	If we have to cancel a course the below process will be followed	Registration of an RTO may cease if: -the period of registration expires -the RTO wishes to cease its operation -there are grounds to cancel or suspend registration due to non-compliance with the Standards for Registered Training Organisations (RTOs) 2015 -the business is sold.
Confirm details with new training venue	Provide written notification (via email and SMS) to students as soon as possible.	In the event that the RTO wishes to cease its operation TAC must be notified using the 'Request to cancel registration form'.
Provide written notification to TAC if the RTO has moved permanently to these premises through RTO Net – 'Notification of change of RTO details' application form.	Provide alternative options for course attendance or a full refund of fees paid	In the event that the RTO has been sanctioned to cease operation the RTO must follow the 'Policy and Procedure for the Application of Sanctions'
Provide written confirmation (via email and SMS) to students as soon as possible including a map and information on parking	Update marketing materials and website	In the event the business is sold the RTO must follow the TAC Policy on Change of legal entity of a RTO –'Registration cannot be transferred, sold or otherwise assigned to another individual, legal entity or organisation. Registration is 'personal' to the legal entity that obtains it. It is not a transferable commodity or asset. A business may be bought or sold, but not the registration.'
Update marketing materials and website		Provide written notice (email and SMS) to all students that the RTO will no longer be operating, preferably with at least 30 days' notice, or as per the relevant TAC requirements.
		REIWA Training will ensure that all student information is submitted in line with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) reporting requirements.
		Arrangements must be made for all current students to receive a copy of their student records including a Statement of Attainment for any units of competency completed.
		REIWA Training will assist all enrolled students to find a training place with another registered training provider.

ASSOCIATED DOCUMENTS

- Schedule of Fees and Charges
- Registration and Diploma Course Refund Information
- CPD Refund and Transfer Information
- Request for Withdrawal Form (Diploma and Registration)
- Request for Transfer (participant to participant) Form (CPD)
- Student Selection and Enrolment Policy

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REVIEW OF THE POLICY

This is a controlled document. It may only be changed on the authority of the Executive Manager Training.

AUTHOR OF POLICY: Lesley Reagon - Executive Manager Training

DATE REVIEWED: October 2018

DATE TO BE REVIEWED: October 2020

VERSION CONTROL

Version	Page	Revision Details	Changed by	Date
1.0	All	New policy	Rhonda Stacy	06/03/2002
2.0	4-13	Annual review	Kay Grant	10/03/2003
3.0	All	Complete policy upgrade in accordance with the AQTF	Rhonda Stacy	12/12/2003
3.0	All	Annual review	Amanda Taylor	29/03/2006
4.0	All	Annual review	Sue Hartree	16/03/2007
5.0	All	Transfers	Sue Hartree	07/06/2007
5.1	All	Review in the context of AQTF 2007 and protection of fees paid in advance	Sue Hartree	02/09/2008
5.2	4	New transfer fee	Karen	06/01/2009
5.3	Dip refunds	Diploma refund policy strengthened	Sue Hartree	03/03/2009
6.0	Transfers	Transfers section moved to separate policy	Sue Hartree	07/04/2010

7.0	All	Policy name change Fees Paid in Advance strategy Combine all fees and charges policies into this document	Liz McIlhone	01/01/2012
8.0	All	Update	Liz McIlhone	01/01/2013
9.0	All	Update	Liz McIlhone	01/07/2013
10.0	All	Update – remove full fees in advance for Diploma	Liz McIlhone	01/09/2013
11.0	P5	Update Transfer policy – registration courses	Liz McIlhone	01/03/2014
12.0	All	Update following 2014-15 budget	Liz McIlhone	01/07/2014
13.0	All	Update following 2015-16 budget Rebranding REIWA Learning to REIWA Training AQTF to Standards for RTOs 2015	Liz McIlhone	June 2015
13.0	All	No changes following 2016-17 budget	Liz McIlhone	June 2016
14.0	All	Review of T&A Strategies 2017 Update following 2017-18 budget	Liz McIlhone	30/06/2017
15.0	All	Full review which includes Consumer Guarantee, Agreed Services, and removal of schedules within policy – changed to links	Lesley Reagon	October 2018