

INTRAIN ASSESSOR FEES & REFUND POLICY



EXTRACT FROM STUDENT HANDBOOK (PAGE 34)

APPENDIX TWO

FEES

Fee For Service (FFS)

FFS fees that are applicable to the enrolment in an Intrain Assessor course:

Licence Only (Certificate of Competency)

- | | |
|--------------------------|-----------|
| • Light Rigid (LR) | \$1600.00 |
| • Medium Rigid (MR) | \$1300.00 |
| • Heavy Rigid (HR) | \$1600.00 |
| • Heavy Combination (HC) | \$1650.00 |
| • Multi Combination (MC) | \$1750.00 |
| • HC/MC – (over 2 days) | \$3000.00 |

VicRoads Knowledge Test

- A fee of \$300 for a VicRoads Knowledge test for a Heavy Vehicle licence
- A fee of \$150 for a Retest for VicRoads Knowledge test for a Heavy Vehicle licence

Unit of Competency (Statement of Attainment)

- TLILIC0003 Licence to operate a forklift truck - price \$600.00.
- TLILIC0005 Licence to operate a boom-type elevating work platform (boom length 11 metres or more) - price \$800.00.
- RIIHAN301E Operate Elevating Work Platform - Fee for service (FFS) price \$500.00.
- TLILIC2014 Licence to drive a light rigid vehicle - price \$1600.00.
- TLILIC2015 Licence to drive a medium rigid vehicle - price \$1500.00.
- TLILIC2016 Licence to drive a heavy rigid vehicle - price \$1850.00.
- TLILIC3017 Licence to drive a heavy combination vehicle - price \$1850.00.
- TLILIC3018 Licence to drive a multi-combination vehicle - price \$1900.00.
- A maximum payment of \$1000.00 or agreed value of not more than \$1000.00 is payable before the commencement of any courses offered by Intrain Assessor.
- The balance of the course fee is due before the completion of the course. Certificates or statements of attainment will not be issued until the final payment is received.

Other fees that may be applicable:

- A fee of \$95.00 will be applied for the replacement of a certificate or a statement of attainment.
- A fee of \$95.00 will be applied for the replacement of a testamur (certificate of merit or proficiency.)
- A fee of \$300.00 will be applied if the student reschedules a course to another date within 48 hours of the course commencing.
- A fee of \$200.00 will be applied for the re-assessment of a unit of competency
- A fee of \$300.00 will be applied for the re-training of a unit of competency
- A fee of no more than \$200 may be applied for re-assessment of HRW licences, this will be determined at the time of re-training.
- A fee of \$400 is applied for weekend training
- A fee of \$150 per hour is applied to additional training in the Light Rigid vehicle
- A fee of \$150 per hour is applied to additional training in the Medium Rigid vehicle
- A fee of \$150 per hour is applied to additional training in the Heavy Rigid vehicle
- A fee of \$150 per hour is applied to additional training in the Heavy Combination vehicle
- A fee of \$150 per hour is applied to additional training in the Multi Combination vehicle

Fees are collected in advance of course commencement and in arrears.

5.1 Fees are collected in advance of course commencement and in arrears.

5.2 Fees that are paid by the state and federal government for eligible individuals. These fees are paid in arrears.

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- 5.3 Fee information is provided to client's at pre-enrolment in the Client information handbook, individual course brochures and enrolment form.
- 5.4 Fees are collected and placed in the organisation's bank account within 5 working days of collection.
- 5.5 All clients are provided with a receipt for fees paid.
- 5.6 All fee information is recorded against each client in Course Sales Software. Fee information recorded:
 - Amount due for course
 - Amount paid to date for course
 - Balance due for course
 - Course cancellation/ refund information (where appropriate)
- 5.7 No more than \$1000 is collected in advance of course commencement from an individual client enrolling in a course.
- 5.8 Course fees collected are not accessed until the client commences their course.
- 5.9 Clients pay ongoing course fees at the beginning of each term (as they fall due).
- 5.10 Clients pay ongoing course fees in arrears.
- 5.11 No more than \$1000 is collected from individual clients when paying fee instalments.
- 5.12 Fee payments include all course related fees including enrolment, tuition, materials fees, administration, and processing of a testamur, certificate or statement of attainment.
- 5.13 Employers may pay fees in advance and/ or as they fall due and/ or in arrears.
- 5.14 Employers paying fees for several clients (their employees) in advance of course commencement may pay the Intrain Assessor in excess of \$1000 at this point. However, no more than \$1000 is collected in relation to any one employee.
- 5.15 Employers paying fees for several clients (their employees) in instalments may pay in excess of \$1500 at one point. However no more than \$1000 is collected in fee instalments in relation to any one employee.
- 5.16 Employers may pay fees in arrears.

REFUNDS – ALL STUDENTS

- 5.17 Intrain Assessor has a fair and equitable refund policy.
- 5.18 The refund policy is made available to all clients' pre-enrolment via the client information handbook
- 5.19 The enrolment fee is non-refundable in all circumstances (except provider default).
- 5.19a All client refund details are placed in their file.
- 5.20 If a client withdraws from a course the following terms and conditions apply:

REFUND TERMS AND CONDITIONS – ALL STUDENTS

- 5.20a Students undertaking their studies with government funding are not eligible for refunds.
(Unless in the event of provider default the amount paid to date by the student will be refunded).
- 5.21 If an enrolment is cancelled more than 48 hours prior to commencement of the course, there will be a cancellation fee of \$250 applied.

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5.22 If an enrolment is cancelled within 48 hours of commencement of the course or the student does not commence on the agreed date or withdraws from the course once it has commenced there will be no refund of fees paid to date, except.

A full refund, less any Application fee will be provided to the student prior to commencement where:

- I. illness or disability prevents a student from taking up the course.
- II. there is death of a close family member of the student (parent, sibling, spouse or child);
or
- III. Other special or extenuating circumstances, including political, civil or natural events, are accepted at the discretion of the CEO of Intrain Assessor, or his or her nominee, as preventing a student from taking up the course.

Students must provide original and verifiable documentary evidence to Intrain Assessor in support of the grounds listed in paragraphs I, II, III

Where evidence can be successfully provided to support the client's circumstances, course fees may be transferred to the next available course where applicable. This decision of assessing the extenuating circumstances rests with the Intrain Assessor and shall be assessed on a case-by-case basis.

5.23 In the unlikely event where a student experiences compelling circumstances (listed in paragraphs I, II, III) after the commencement of the course, a refund of course fee will be made for the proportion of the course not completed, less the application fee.

5.24 It is the responsibility of the candidate to provide written advice of withdrawal, by completing a Withdrawal form. This form is available from the student services at Intrain Assessor. Advice of withdrawal made by telephone will not be accepted.

5.25 The enrolment fee (varies from course to course) is non-refundable in all circumstances except if Intrain Assessor fails to deliver the course on the agreed start date and the student claims a refund.

5.26 Courses can be deferred to the next available intake where extenuating circumstances exist.

5.27 The candidates undergoing their studies with government funding are not eligible for refunds.

5.28 The refund decision will be made within 15 working days on receiving the application.

5.29 The refund will be made in the same manner the fees were paid. If candidate paid fees through a credit card, the refund amount will be credited to the credit card, and same holds for other methods of payments.

5.30 Students can appeal Intrain Assessor refund decisions by accessing the Complaints and Appeals policy and procedure.

5.31 The student agreement, and the availability of Intrain Assessor Complaints and Appeals policy, does not remove the right of the student to take action under Australia's Consumer Protection Law.

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EXTENUATING CIRCUMSTANCES

Clients may have extenuating circumstances that prevent them from attending scheduled course dates. These circumstances may include (but are not limited to):

- Illness
- Family or personal matters
- Other extraordinary reasons

Where evidence can be successfully provided to support the Client's circumstances, course fees may be transferred to the next available course where applicable. This decision of assessing the extenuating circumstances rests with the CEO and shall be assessed on a case-by-case situation. The client must provide supporting evidence. Eg: Doctors certificate.

APPLYING, PROCESSING AND PAYMENT OF REFUNDS

- 5.32 All students can apply for refunds by completing the course refund/ withdrawal form.
- 5.33 Course refund/ withdrawal forms may be requested from Intrain Assessor 322 Wagga Rd, Lavington, NSW, 2641 or by email from enquires@intrain.com.au
- 5.34 Students requiring assistance with completing course withdrawal/ refund forms may contact Intrain Assessor 322 Wagga Rd, Lavington, NSW, 2641 or enquires@intrain.com.au for assistance.
- 5.35 Course refund/ withdrawal forms must be submitted along with supporting documentation to Intrain Assessor 322 Wagga Rd, Lavington, NSW, 2641 or enquires@intrain.com.au
- 5.36 Refund/ withdrawal request will be approved/ denied within in 15 working days of receipt.
- 5.37 Refunds are made in the same manner fees were paid. If a student paid fees through credit card, the refund amount will be credited to the credit card, and same holds for other methods of payments.
- 5.38 All students will be notified in writing of the outcome of their application along with reasons why it was declined (if appropriate).
- 5.39 Students have the right to access Intrain Assessor complaints/appeals policy if they wish to appeal Intrain Assessor decision.
- 5.40 The student agreement, and the availability of Intrain Assessor Complaints and Appeals policy, does not remove the right of the student to take action under Australia's Consumer Protection Law.

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PROVIDER DEFAULT

5.40 In the unlikely event that Intrain Assessor is unable to deliver the course in full; students will be offered a refund of all the course money paid to date.

5.41 The following circumstances may be the cause of not providing the course in full:

- If the offered course does not start on the scheduled starting date or an alternative agreed starting date
- If the course ceases to be provided after the course starts but before the course is completed
- If a course is not provided fully to the student because Intrain Assessor has a sanction imposed by the National VET Regulator or DEEWR.

5.42 The refund will be paid within 14 days of the day on which the course ceased being provided. Alternatively, enrolment may be offered in an alternative course at Intrain Assessor at no extra cost. Students have the right to choose whether to accept a full refund of course fees, or to accept a place in another course. If a student chooses placement in another course, students will be asked to sign a document indicating acceptance of the placement at Intrain Assessor

GENERAL

5.43 The student agreement, and the availability of Complaints and Appeals policy, does not remove the right of the student to take action under Australia's Consumer Protection Law.

5.44 When acceptable documentary evidence is produced, refunds will be at the discretion of Intrain Assessor.

5.45 While Intrain Assessor emphasises the value of pastoral care and seeks to make appropriate and useful services available to students, whether a student avails him/her of these services is a matter of individual choice.

5.46 Clients who breach Intrain Assessor Code of Conduct may be excluded from the course. Intrain Assessor will review each case on its individual merits when deciding whether to pay a refund in such circumstances.

5.47 Financial data will be recorded and stored in compliance with Standard Accounting Practice.