

Charges, Fee Protection and Refunds Policy and Procedure

1 Purpose and Scope

1. This policy is designed to ensure that Mazda Technical Training Australia Pty Ltd (MTTA) complies with the requirements of the Standards for Registered Training Organisations 2015, the Guidelines for VET Providers and relevant regulatory requirements in relation to fees, charges and refunds.
2. This policy should be read in conjunction with MTTA's:
 - Administration and Record Management Policy and Procedures
 - Financial Viability Policy and Procedure
 - Student Enrolment Policy and Procedure
 - Student Induction Policy and Procedure
 - Student Withdrawal from Course Policy and Procedure
 - Student Management System Policy and Procedure.

2 Document Support Summary

Std 4, Cl 4.1: Std 5, Cl 5.1 – 5.4: Std 6, Cl 6.2 – 6.6: Std 7, Cl 7.1 – 7.4: Std 8, Cl 8.4 – 8.6.

3 Version Control

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Superseded documents	2.6
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Associated documents	

Version	Authorisation	Approved Date	Effective Date
2.7	RTO Manager – Mazda Technical Training Australia Pty Ltd	1 st November 2020	1 st November 2020

3.1 Change History

Version	Authorise by	Approved date	Effective Date	Significant changes
1	RTO General Manager – Mazda Technical Training Australia Pty Ltd	Intentionally blank	Intentionally blank	<ul style="list-style-type: none"> New Policy and Procedure
2.0	RTO General Manager – Mazda Technical Training Australia Pty Ltd	30 March 2016	30 March 2016	<ul style="list-style-type: none"> Updated document to include Queensland Government requirements.
2.1	RTO General Manager – Mazda Technical Training Australia Pty Ltd	14 March 2017	14 March 2017	<ul style="list-style-type: none"> Inclusion of supplementary training fees section 5.3 Based on CIR ID 106, added the term “Cooling Off Period” in Section 5.5
2.2	RTO Manager – Mazda Technical Training Australia Pty Ltd	14 March 2018	14 March 2018	<ul style="list-style-type: none"> Review date Fee increase for employers
2.3	RTO Manager – Mazda Technical Training Australia Pty Ltd	3 rd December 2018	3 rd December 2018	<ul style="list-style-type: none"> Review date Fee increase for employers updated section 5.1 Added additional supporting documents – Employer handbook & Website fees flyer Added statement in section 4.1 dot point 7 – Employer pays for students fees Added 5.4.2
2.4	RTO Manager – Mazda Technical Training Australia Pty Ltd	7 th June 2019	7 th June 2019	<ul style="list-style-type: none"> Added and reworded section 5.2 concessions
2.5	RTO Manager – Mazda Technical Training Australia Pty Ltd	01 November 2019	01 November 2019	<ul style="list-style-type: none"> New Mazda VI Review date Fees reviewed in section 5.1.1 Added section 5.1.2 and 5.1.3 Added section 5.5.3 Added section 5.5.5
2.6	RTO Manager – Mazda Technical Training Australia Pty Ltd	13 th May 2020	13 th May 2020	<ul style="list-style-type: none"> Added NSW Smart and Skilled to section 4.5.1
2.7	RTO Manager – Mazda Technical Training Australia Pty Ltd	1 st November 2020	1 st November 2020	<ul style="list-style-type: none"> Added materials fee in section 5.1 Updated section 5.5.8

4 Policy

4.1 Accredited Training Fees Policy

1. Training Program Agreement

- A Statement of Fees which includes an itemised list of all fees and materials required is provided to each employer prior to enrolment as part of the Training Program Agreement
- Fee information is provided to the employer and learner prior to enrolment and is posted on the MTTA website. There is also information about payment options
- Fees are calculated for each student individually based on a number of factors including nominal hours enrolled, recognition of prior learning/credit transfer hours, previous fees paid and eligibility for individual concessions only
- Fees quoted are applicable for training services provided in the current calendar year; further fees will be payable for training services scheduled to continue into future calendar years and these will be levied in accordance with relevant guidelines (if applicable)
- Student fees are subject to change given individual circumstances at enrolment
- All students enrolment and tuition fees are payable by the employer in accordance with the Mazda Australia L&D policy.

4.2 Queensland Government Funded Students

1. MTTA will offer funded programs to students who reside in Queensland and who:

- Have entered into a Training Contract for a qualification that is funded by the department
- Have a registered training contract on state training system (DETconnect) with a commencement date or recommencement date on or after 1 July 2010
- Selected MTTA as the provider who holds pre-qualified supplier status for their nominated qualification

2. The student must not be enrolled in any other government funded qualifications unless the qualification:

- Was commenced but not completed
- Was funded outside the User Choice 2017–2020 program
- Is part of the Skilling Queenslanders for Work – Work Skills Traineeships
- Is a Priority One qualification
- Is a higher priority than the first qualification
- Is undertaken subsequent to a student having completed a qualification under the Skilling Queenslanders for Work initiative

4.3 Overpayment of fees (government funded)

1. Where MTTA receives an overpayment of fees for government funded students, a repayment will be made to the department within 5 days.

4.4 State Funding Compliance related – Victoria

1. Skills First 2020-2021

4.5 State Funding Compliance related – New South Wales

1. Smart & Skilled Operating Guidelines – Section | *Provider Consumer Protection Policy*

4.6 State Funding Compliance related – Queensland

1. User Choice 2017–20 Policy – Sections 2.2.2, 2.2.3, 2.6.1, 2.6.2, 2.6.3, 2.6.4, 2.6.7 and 2.6.9
2. Vocational Education and Training (VET) Pre-qualified Supplier Agreement – Section 8.3

5 Processes

5.1 Full-Fee Paying Fees and Charges

1. The annual cost of the Mazda Apprentice Program for 2021 is \$3,000.00 per apprentice. (This training does not attract GST). There is also a one-off fee (materials) of \$140 to access the McGraw Hill Connect learning platform.

Invoices are issued in two instalments, during March / May and August. Breakdown of charges as follows:

	Invoiced - March	Invoiced - August
Apprentice Fees (paid by Dealer)*	\$300	\$300
Dealer Fees	\$1,200.00	\$1,200.00
Total Payable By Dealer	\$1,500.00	\$1,500.00

** As per the Mazda Australia's L&D Policy, all fees are payable by the Dealer*

1. No fees and charges are collected from the student
2. No fees in excess of \$1500.00 are collected at any stage
3. Once the student is enrolled into MTTA's course, MTTA's Finance Management representative will raise an invoice.
3. MTTA may alter its fees and charges based on the following:
 - Student experiencing financial hardship
 - Student being disadvantaged
 - Other circumstances.
4. There are no fees associated with the national recognition or credit transfer process.
5. Learners will be charged a fee of \$150 per unit for each unit they undertake through recognition of prior learning.
6. Payments to MTTA to be via Electronic Funds Transfer when MTTA invoice is issued.

5.2 Fee Concessions/Exemptions/Waivers

1. Apprentices who hold a current Health Care Card or who identify as Aboriginal or Torres Strait Islander may be eligible for a concession on Apprentice Fees.
2. This concession applies to the Apprentice Fees only and are calculated as:
 1. Victoria – 20% of Apprentice Fees
 2. Queensland – 40% of Apprentice Fees
 3. NSW – N/A - No concession applies
3. Fee concessions/exemptions/waivers may be granted to learners experiencing severe financial hardship
4. Fee concessions/exemptions/waivers for a learner will be addressed on an individual case-by-case basis by the RTO Manager and the Student Support Representative
5. Fee exemptions are to be granted for government funded students in accordance with the contract agreements

5.3 Supplementary training fees

Supplementary training fees may apply if a student has to return for supplementary training sessions. This may occur if they are unable to complete the structured training within the allocated block date period as per the published calendar due to any kind of absenteeism.

If a student is frequently absent or away and does not complete relevant tasks associated with the unit, the student (s) may be required to attend supplementary training (fees apply \$200 per day) at a later date.

MTTA trainers will reserve the right to make this decision based on their overall performance and how many days they were absent

5.4 Government Funded Students

1. Eligible students for Queensland government funding will be charged in accordance with the User Choice agreement
2. Eligible students for Victoria government funding will be charged in accordance with the Skills First contract.

5.5 Refunds / Cooling Off Period

1. Students and the employer receive information regarding refunds during enrolment
2. To apply for a refund, the student or employer will need to complete the Refund Request Form
3. Refunds will be paid automatically only upon receipt of a student course withdrawal application
4. Please note, as part of the cooling off period, a full refund of student fees paid will be reimbursed if a student withdraws prior to the end of the first week of block training in the first year of enrolment



5. The statutory cooling-off period in accordance with the Australian consumer law is 3 days from the point of the agreement being made (enrolment/commencement of training). MTTA offers 1 week cooling off period as highlighted out in the previous point
6. If a student withdraws after the first week of training, they will be entitled to a refund for any block training weeks not yet commenced, calculated pro-rata of the yearly fee
7. Student fees are non-refundable once they are past the relevant training that the fees relate to
8. Book fees and all other non-tuition fees are non-refundable (This includes the materials fee to access McGraw Hill Connect)
9. Refunds will also be paid in the following circumstances:
 - A full refund of student fees paid and all other fees paid will be refunded if a course is cancelled by MTTA prior to a student's commencement
 - A pro-rata refund of student fees paid will be refunded in the unlikely event of MTTA's closure or a mid-course cancellation. This will be calculated based on the proportion of training not provided or scheduled. *In these circumstances, refunds will not be paid for students who have missed scheduled training sessions or where the cancellation date is after the final proposed assessment date*
 - MTTA intends to be fair and reasonable in the application of refunds and may apply additional discretionary refunds in exceptional circumstances
 - To apply for a refund, students and/or employers should submit a request in writing to MTTA within 14 days of a student's withdrawal
 - In the unlikely event that MTTA ceases to deliver a qualification in which an apprentice is enrolled, MTTA will transfer any currently enrolled apprentices to another RTO that is able to deliver the remaining training and assessment at no additional cost to the apprentice or the dealer.

5.6 Retention of Records

1. MTTA will retain hard and/or electronic copies of fee waiver/exemption confirmation documents provided by relevant regulatory bodies
2. MTTA will action fee waivers and exemptions according to all regulatory requirements by the Office Management and Administration Team Representative
3. For further information regarding retention of records, see the MTTA Administration and Records Management Policy.

5.7 Publishing of fees

1. MTTA's fees will be made publically available upon request or via MTTA's website: www.mazdatraining.com.au
 - Standard fees for each course/qualification it offers, including hours of assessment conducted as Recognition of Prior Learning
 - Details of course fees for Fee-for-Service Programs
 - Details of any other fees payable in respect of books, uniforms, course-related equipment or any other goods or services required in support of a learner's enrolment
 - This information will be kept up to date and include the following caveat, 'The student tuition fees as published are subject to change given individual circumstances at enrolment'.

5.8 Claiming

1. When claiming government funding for students, the correct source codes are to be used in VETtrak for funding types, as stated in each contract agreement.

6 Supporting Forms and Templates

Item	Name of Form / Template	Additional Comments
1	Refund Request form	
2	Student Withdrawal from Course Form	
3	Training Program Agreement	
4	Employer Handbook	
5	Apprentice Program Website Fees	