

Fee Management Policy

This policy is available to interested parties:

1. For download from our website; or
2. By phoning or emailing our office.

INTRODUCTION

As a nationally recognised training organisation we are able to collect fees from the learner and must provide or direct the learner to information specifying:

- Fees that must be paid to us;
- Payment terms and conditions including deposits and refunds;
- Learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- Learner's right to obtain a refund for services not provided by the RTO in the event the:
 - arrangement is terminated early; or
 - we fail to provide the Services.

PROCEDURES

As a Nationally recognised training organisation we charge fees for services and we shall not collect a prepayment of fees in excess of a \$1500 (being the threshold prepaid fee payment amount) from a learner at any one time.

PAYMENT

An application for enrolment must be accompanied by payment of the course fees in whole or part as specified on our website for each individual course.

All fees will be clearly noted on our brochures and website. Course fees can be found in the course information for each specific course on our website at www.connect.edu.au/courses/. If RPL or credit transfer is granted for a unit/units in a course being undertaken via a training and assessment pathway the course price will not be reduced. If credit transfer is granted for a unit/units in a course being undertaken via an RPL pathway the course price will not be reduced.

Fees can be paid in the following methods:

- Electronic bank transfer;
- Credit card; or
- Ezi Debit (payment plans)

Please see the options available for payments on our payment plan for each individual course on our website at www.connect.edu.au/courses/

COOLING-OFF PERIOD

The decision to enrol in any training must be the right decision for your career aspirations and hopes for the future. To assist you in making the right decision, we offer a 24-hour cooling off period. This cooling off period allows you to firm up your decision to enrol and complete the training.

The cooling-off period in the enrolment process:

1. You complete the enrolment application on our website.
2. You make payment either at the same time as completing the application, by paying an invoice we send you or by making the first payment on the payment plan by setting up your Ezi Debit.
3. Once you have made payment, we send you an email with two questionnaires titled "Tell us more about yourself" and "LLN quiz".
4. The 24-hour cooling off period starts as soon as you complete the two questionnaires titled "Tell us more about yourself" and "LLN quiz".
5. After the 24-hour cooling off period has expired you will be sent an email with login details to our online learning system so that you can access your course. Your enrolment is considered to have commenced once you have been provided with access to your course on our online learning system.
6. If we deem that you will not be able to successfully complete the course based on your answers to the two questionnaires above, we will give you a full refund of all fees paid.

CANCELLATION

Cancellations made by you within the 24-hour cooling off period must be made in writing by you and are deemed to take effect on receipt of your written notification. You will receive a full refund if you cancel within the 24-hour cooling off period.

Cancellations made by you after the 24-hour cooling off period and within 30 days of your course commencement will incur a course administration fee of 25% of the course fee plus the full course fees charged at a pro rata rate for any units completed.

Cancellations made after 30 days of your course commencement date will incur the full course fees.

WITHDRAWING FROM A COURSE

If you leave and/or abandon your course before the scheduled termination date and time, for whatever reason, no refund will be given. If you are on a payment plan the obligations under the payment plan need to be fulfilled.

TRANSFER

We reserve the right at our discretion to transfer a course to another date, venue or online learning platform. This action will in no way waive the terms and conditions stated herein.

In the event of us having to cancel a course, without offering any acceptable alternative, then you shall be entitled to a full refund of monies paid and no further liability shall be incurred by us.

FEE PROTECTION

Where we are unable to provide services for which you have paid, you will:

- Be placed into an equivalent course such that the new location is suitable to you; and
- you receive the full services for which you have prepaid at no additional cost; or
- be paid a refund of any prepaid fees for services yet to be delivered.

NO REFUND

There is no refund of fees for any poor and/or non - attendance, poor behaviour or other circumstance preventing you from completing your course.

Note: Under the National VET Regulator Act 2011, Standards 2015, we are entitled to withhold issuing you with a qualification or statement of attainment until such times as all fees have been paid in full. This includes any outstanding balances owing on payment plans. We shall exercise our rights under this section.

DEBT COLLECTION – NON-PAYMENT OF AGREED FEES

In order to minimise financial risk, outstanding debt is managed through a transparent debt-collection process. If training and assessment has been provided (as per the agreed enrolment terms) and the learner (individual/s), or the organisation (client) that arranged the enrolment of staff, has not paid the agreed amount, Connect Training will engage a registered debt collector to recover this outstanding amount, and any fees associated with this engagement will be added to the outstanding fees of the individual/s or client.

CANCELLATION OF A COURSE OR PROGRAM

Should Connect Training cancel a course for any reason, participants enrolled at the time the cancellation is announced will be entitled to a full refund, which will incur no administrative charges or penalties. Participants who have units that they have already been assessed as Competent in will be issued a statement of attainment and have the cost of these units deducted from the refund.