

## **Fees and Refund Information for Students**

Leading Training Services is entitled to charge fees for services provided to learners undertaking training and assessment that leads to a nationally recognised outcome. These charges are generally for items such as course materials, text books, learner services and training and assessment services.

### **Fees payable**

Fees are payable when a learner has received a confirmation of enrolment. The initial fee payment must be made prior to commencing training or within 5 days of receiving an invoice from Leading Training Services. Leading Training Services may discontinue training if fees are not paid in accordance with the agreed fee schedule. The current fees and charges for Leading Training Services are published within the current schedule of fees and charges.

### **Schedule of Fees and Charges**

The Chief Executive officer is responsible for approving Leading Training Services Schedule of Fees and Charges. The schedule of fees and charges is to include the following information:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by Leading Training Services to honour its commitment to deliver services and complete the training and/or assessment once the learner has commenced study;
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing learners, group bookings etc;
- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to learners who are deemed not yet competent on completion of training and assessment; and
- Leading Training Services refund policy.

## **Replacement of text and training workbooks**

Learners who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. Where a learner has purchased a text or training workbooks and subsequently cancels his or her enrolment, Leading Training Services will not refund monies for the text unless a written request for a refund is received and we are satisfied that the text is in as-new condition. For a full list of replacement charges please refer to Leading Training Services schedule of fees and charges.

## **Giving notice of enrolment cancellation**

A learner who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. Leading Training Services staff who are approached with initial notice of cancellation are to ensure the learner understands their rights with regards to the refunding of tuition fees. The learner is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

Learners who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Learners' who may not be eligible but are requesting a refund should also be provided with the Refund Request Form so the request can be properly considered by the Chief Executive Officer.

## **Refunds policy**

The following refund policy will apply:

- Learners, who give notice to cancel their enrolment **10 business days** or more prior to the commencement of a program, will be entitled to a full refund of fees paid.
- Learners who give notice to cancel their enrolment **9 business days** or less prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by Leading Training Services is required to cover the costs of staff and resources which will have already been committed based on the learner's initial intention to undertake the training.
- Learners who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees of any fees paid in advance. An exception to this

policy is where Leading Training Services fails to fulfil its service agreement and fees are refunded under our guarantee to clients.

Discretion may be exercised by the Chief Executive Officer in all situations, if the learner can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the learner should be offered a full credit toward the tuition fee in another scheduled program in-lue of a refund. Chief Executive Officer may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the learner within 14 days from the time the learner gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the learner on the Refund Request Form.

### **Statutory cooling off period**

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined with in the Australian Consumer Law which was introduced in 2011. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. All staff are recommended to refer to the [Australian Consumer Law, Sales Practices Guide](#) for further details about a statutory cooling off period and our general obligations for consumer protection during the enrolment process.

Leading Training Services do inform prospective learners within the learner handbook. It must be noted by all staff that Leading Training Services do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period in not likely to be applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners and staff must refer to the refund policy.

### **Our Guarantee to Clients**

If for any reason Leading Training Services is unable to fulfil its service agreement with a learner, Leading Training Services must issue a full refund for any services not

provided. The basis for determining “services not provided” is to be based on the units of competency completed by the learner and which can be issued in a statement of attainment at the time the service is terminated.

### **Limiting fees being paid in advance**

Leading Training Services acknowledges that it has a responsibility under the Standards for Registered Training Organisations to limit the fees paid by learners in advance of their training and assessment services being delivered. To meet our responsibilities Leading Training Services may accept payment of no more than \$1,500 from each learner prior to the commencement of the course. This requirement only applies when the payment for the fees are being made directly by an individual that falls under the protection of Australian Consumer Law. By this we generally mean the learner or the learner’s family member. This requirement is not applicable where the fees are being paid by the learner’s employer or a funding authority. This is an entity to entity transaction and does not require the limiting of fees paid in advance.

Following the course commencement, Leading Training Services may require payments of additional fees in scheduled payments in advance from the learner but only such that at any given time, the amount required to be paid in advance is consistent with the portion of training being delivered.

### **Payment of GST**

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for ‘professional or trade course’ is a GST-free education course.

ATO reference:

<http://law.ato.gov.au/atolaw/view.htm?docid=GST/GSTR20031/NAT/ATO/00001>

Where a learner is enrolled in a course which is offering units of competency or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course. Please refer to Leading Training Services schedule of fees and charges for details of what GST is and is not applied to.

## **Miscellaneous Charges**

Leading Training Services will levy some miscellaneous charges for services. These may include:

- Re-issuing a certificate after it has been initially issued to a learner.
- Replacing issued learning materials which the learner has lost or damaged
- Re-assessment services
- Photocopy fee

These miscellaneous charges are to be clearly specified in Leading Training Services Schedule of Fees and Charges. It is to be made clear if these services will include GST. All miscellaneous charges are to be based on a cost recovery basis and are not intended to be a source of profit.

## **Learner complaints about fees or refunds**

Learners who are unhappy with Leading Training Services arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with Leading Training Services complaints policy and procedure.

## Refund Request Form

Student request	
Name:	
Student number:	
Course:	
Reason for request:	
<p><b>Deposit Account:</b> Please note refunds will only be paid via electronic transfer. Please nominate an authorised account for deposits:</p>	
Account Name:	
BSB:	Ac No:
<p><b>I authorise refunded amounts to be deposited into the above nominated account.</b></p>	
Sign:	Date:

CEO action	
Name:	
Action:	<input type="checkbox"/> Approved <input type="checkbox"/> Not approved
Reason for decision:	
Sign:	Date:

# Schedule of Fees and Charges

Leading Training Services is a Registered Training Organisation and operates in accordance with applicable legislation and the Standards for Registered Training Organisations. Leading Training Services is entitled to charge fees for services provided to students undertaking a course of study. These fees are for items such as course materials, administrative support, student services and training and assessment services. We review our fees schedule regularly and endeavour to keep the cost of training down.

## **When and how do I pay?**

Fees are payable when you receive notification of enrolment. Fees must be paid in full within 5 days of receiving this notification from Leading Training Services. We may cancel an enrolment or discontinue training if fees are not paid as required. Payment methods include direct deposit, cheque or credit card via Pay Pal. Payment details and authorisation form is attached to the enrolment form.

## **Can I get a refund?**

Yes - If you give notice to cancel your enrolment more than 10 days prior to the commencement of a program you will be entitled to a full (100%) refund of fees paid.

If you give notice to cancel your enrolment less than 10 days prior to the commencement of a program you will be entitled to a 75% refund of fees paid. The amount retained (25%) by Leading Training Services is required to cover the costs of staff and resources which will have already been committed based on your initial intention to undertake the training.

If you give notice to cancel your enrolment after a training program has commenced, you will not be entitled to a refund of fees. Discretion may be exercised by the Chief Executive Officer if there is extenuating or significant personal circumstance that led to your withdrawal.

## **Our guarantee to you**

If for any reason Leading Training Services is unable to fulfil its service agreement with a student, Leading Training Services must refund the student's proportion of fees paid for services not yet delivered.

## **How do I get a refund?**

To obtain a refund you are required to give written notice to cancel your enrolment and complete a Refund Request Form. Written notice may be in the form of an email or letter. Where refunds are approved, the refund payment will be paid via electronic funds transfer using the authorised bank account nominated by you. This payment will be made within 14 days from the time you gave written notice to cancel your enrolment.

## **Are my fees protected in case I need a refund?**

Yes - Leading Training Services has a responsibility to protect the fees paid by students. To meet this need, Leading Training Services will only accept an initial payment of no more than \$1,500 from each student prior to the commencement of their course. The subsequent payments are based on the costs of your training and assessment which is yet to be delivered. If the cost of the course is less than \$1500.00, the full amount will be requested before the program commences.

## **Do I pay GST in my tuition fees?**

No - Training tuition fees are GST exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course. GST does apply on the payment of some miscellaneous charges.

## **Changes to terms and conditions**

Leading Training Services reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that effect the student's enrolment the student will be informed 7 days prior to changes taking effect. Students then have 28 days to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the Learner Handbook

## **Am I protected under Australian Consumer Law?**

Yes, as a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can

## Courses Fees

Product/Service	Price \$ (AUD)
HLTWHS005 Conduct manual tasks safely	\$299.00
HLTAID009 Provide cardiopulmonary resuscitation	\$50.00
HLTAID011 Provide First Aid	\$100.00
HLTAID012 Provide First Aid in an education and care setting	\$140.00
CPCWHS1001 Prepare to work safely in the construction industry	\$150.00
Consultant / Audit Services	\$150.00 / Hourly rate
Customised Training	Negotiated with customer

\*There may be promotion during times which may change the price indicated. Please check the website or speak with a representative from LTS to find out the price at the current time.

## Other fees and charges

Item	Cost
Copy Fee. Required where a student requests a photocopy of their student record.	\$10.00 (Incl. GST)
Re-issuing a qualification or statement of attainment	\$33.00 (Incl. GST)
Replacement of issued learning/reference workbook and text	\$150.00 (Incl. GST)
Re-assessment fee	\$300.00 (GST exempt)
Individual unit of competency cost for RPL	\$250.00 (GST exempt)
Individual unit of competency cost for Credit Transfer	\$85.00 (GST exempt)
Transfer of program	\$55.00 (incl. GST)



**Special Notes:**

- Students will be offered 1 re-assessment opportunities during a normal training program for each assessment event. The re-assessment fee will only apply if the student chooses to seek additional assessment opportunities. The re-assessment service includes individual re-training to prepare the student for the re-assessment.
- All training tuition fees are exempt from the payment of GST. No GST included.
- All fees must be paid in full before students can be issued with any AQF Certificate relating to their achievements.
- Student should refer to the course brochure for the course they are considering for a detailed description of the services offered in each course.