

### Purpose

The purpose of this policy is to advise the fees and charges applicable to participants of Western Business School.

### Scope

The policy and procedure has been designed to support the Standards for NVR Registered Training Organisations 2015:

- Standard 7.1 - Protection of Prepaid fees
- Standard 5.3 collection of fees

Government funded contracts:

- New South Wales Smart and Skilled Contract
- Victorian VET Funding Contract – Skills First

### Responsibility

- The General Manager is responsible for implementation of this policy and procedure.
- The National Operations and Administration Manager is responsible for maintaining this policy and procedure.
- RTO Administration staff are responsible for applying this policy and procedure.

### Policy

1. WBS will not collect, nor hold in advance more than \$1500 for training yet to be delivered to participants.
2. Prospective or current participants will not be required to pay any more than \$1500 in advance at any time during their training program.
3. WBS is a not for profit RTO and will strive to keep fees and charges at a minimum.
4. Prospective participants will be provided with information relating to fees, charges and refunds prior to commencement of their program, providing the prospect the opportunity to make an informed decision. This will be in the form of 'Statement of Fees' and the Participant Information Handbook.
5. Participants will be required to pay all fees before the completion of the course.
6. Upon successful completion of the qualification, a Certificate will not be issued until all fees have been paid.
7. WBS does not charge an administration, enrolment, service, amenities or materials fee for courses at Diploma level and below.

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8. Tuition fees will be reviewed at least annually, no later than November of each year or when changes occur which will affect sustainability of the course.
  - i. Changes which could affect sustainability include, but are not limited to:
    - Resources fees increasing
    - Trainer costs
    - Program content
    - Qualification changes driven by training.gov.au
9. In the event the employer pays for the participant's program, fees will be invoiced for the full amount at the commencement of training.
10. Payment plans will be offered to participants if the course fee is more than \$1500.
  - i. Where employed by the GTO, WPC Group, permission for salary deduction will be sought. Deductions will be scheduled to ensure no more than \$1500 is held in advance.
  - ii. Payment plans will be offered and scheduled to ensure no more than \$1500 is held in advance.
10. Any outstanding fees will be recovered through salary deduction processes or an agreed payment plan.
11. A fee of \$50 is charged for a replacement certificate.
12. External clients, may be charged a fee for each visit which occurs outside the agreed 5 visit schedule.
13. WBS reserves the right to charge a fee for any student support provided, which is deemed to be outside normal training costs (Provision of one set of hard copy resources as support is considered part of normal training costs).
14. A refund policy forms part of the fees and charges policy.
15. A fee administration policy for New South Wales Smart and Skilled Contract forms part of this policy and where obligations within the contract require WBS to implement arrangements which are different to this policy, the contractual obligations will apply, as well as the National Standards for RTOs 2015.
16. A fee administration policy for Victorian VET Funding Contract forms part of this policy and where obligations within the contract require WBS to implement arrangements which are different to this policy, the contractual obligations will apply, as well as the National Standards for RTOs 2015.
17. A student may withdraw from the course before the commencement of structured training without attracting any financial penalties. The cut off date, without penalty is the first day of structure training (course commencement date).

18. WBS website will be maintained, ensuring access to fees and charges related information which will include:
  - i. Refunds
  - ii. Fees, concessions exemptions
  - iii. Statement of fees,
  - iv. Payment arrangements
  - v. Participant information hand book
  - vi. Obligations relating to any other contractual obligations
19. Related documents being uploaded to the WBS website will be subject to marketing the marketing policy and checklist arrangements where appropriate.
20. WBS does not have any third party arrangements in place, therefore no fees or charges will be collected.
21. Financial Management of WBS will be maintained by the Finance department of WPC group.
22. Updates and changes to the policy are recorded in the continuous improvement register.

**Procedure**

1. Program fees will be determined and advised at the time of orientation.
2. A Statement of Fees is provided at the time of orientation. A Statement of Fees will include
  - i. Tuition fees
  - ii. Deduction amounts
  - iii. Concession or exemption arrangements
  - iv. Refund information
  - v. Evidence arrangements for concessions or exemptions.
  - vi. Relevant caveats applicable at the time including, but not limited to:
    - Advises RTO will not hold more than \$1500 in fees in advance
    - Advises participants they will not prepay more than \$1500
    - References the fees and charges policy is available on the website of WBS
    - Installment arrangements
    - Tuition fees are subject to change
    - Other caveats as required under government funded contracts
  - vii. Other required information, not relating to fees and charges, but is related to qualification and other rights and obligations as a consumer as defined in NVR standards and required in applicable government contracts.
3. Written consent is received before payments are deducted.
4. Students are provided with a Tax Invoice.
5. Payment of fees will commence from the first day of structured training.
6. Review of fees and charges will be undertaken by management and new fees recommended and confirmed at RTO meetings.
7. Current fees and charges are documented in excel and maintained in the O:\Western Business School\RTO Funding\Fees and Charges document and includes a schedule of payments.
8. External clients (including students) will be charged an extra visit fee when more than 5 – 6 visits occur during the training program. The fee is set at \$80 per visit and may be applied at the discretion of the National Administration and Operations Manager.
9. External clients (including students) may incur costs which relate directly to extra support provided for training purposes. The charges will be applied when the support costs exceed \$200 and does not include the extra visit fee. Application of the charge is at the discretion of the National Administration and Operations Manager.
10. If a participant withdraws or cancels their program, RTO administration advise management to cease deductions.
11. Material to be uploaded onto the website will be checked for compliance by using the marketing checklist as appropriate, in particular the Statement of Fees.
12. Policy is reviewed and updated when changes occur because of policy, contractual obligations, or legislation and every two years.

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13. The continuous improvement register is updated to reflect changes.

**Related documents:**

- WBS refund policy and procedure
- NSW Fee administration policy
- Vic Fee administration policy
- Participant information hand book
- NSW Enrolment form
- Vic Enrolment form
- NSW Statement of Fees
- Vic Statement of Fees
- Flyers/ Brochures