



# Fees, Refunds and Transfers Policy

<b>Division:</b>	<b>Policy number:</b>	<b>Updated:</b>
QMS – RTO Operations	001-v1.1	May 2017
<b>Implemented:</b>	<b>Last Review Date:</b>	<b>Scheduled for Review</b>
May 2016	May 2017	May 2018

## 1. Purpose

The purpose of this policy is to provide a systematic and transparent process by which students of CMT Transport Trainers are informed of the management of fees, refunds and transfers of training courses.

## 2. Scope

- a. Policy applies to all CMT staff members
- b. Policy applies to all Partnering arrangements under CMT where training is delivered on behalf of CMT

## 3. References

### **Standards for Registered Training Organisations (RTOs) 2015**

#### **Standard 3 The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records**

##### 1) Clause 3.3

AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the RTO have been paid

#### **Standard 5 Each learner is properly informed and protected**

##### 2) Clause 5.3

Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment of the commencement of training and assessment, whichever comes first, specifying:

- a. All relevant fee information including
  - a. Fees that must be paid to the RTO, and

- b. Payment terms and conditions including deposits and refunds
- c. The learner's rights as a consumer, including but not limited to any statutory cooling off period, if one applies
- d. The learner's right to obtain a refund for services not provided by the RTO in the event the:
  - a. Arrangement is terminated early, or
  - b. The RTO fails to provide the agreed services

#### 4. Policy

##### 1. Deposits

- a. To secure and confirm a booking with CMT Transport Trainers self-funded candidates are required to pay a minimum deposit of 50 per cent
- b. The minimum deposit charged at 50 per cent of the course cost must not exceed the pre-paid fee protection limit of \$1500
- c. A \$50 administrative fee is included in all deposits, this is non refundable
- d. Deposit payment methods include (direct deposit, credit card, EFTPOS, cash) in person or over the phone
- e. Where the course is being paid for by an employer or independent third party CMT Transport Trainers require that the company responsible for fee payment provide written authorization for fee payment e.g. purchase order
  - CMT Trainers will invoice employer or independent third party on completion of the course

##### 2. Refunds for cancellations and transfers

- a. CMT will grant an appropriate refund of fees when a client amends their enrollment status, if the following conditions are met:
  - In the event that CMT receives written or verbal request to cancel or reschedule with seven (7) days or more days prior to the commencement of scheduled training.
    - CMT will make a refund of the paid course fees within 4 weeks of receipt of cancellation notice. This will not include the \$50 administration fee
    - *In the event that payment was made directly to a third party authorised to deliver training and assessment services under CMT.* The third party will be required to make the refund
  - In the event that cancellation or rescheduling advice is received with less than 7 days' notice no refund will be issued for the minimum 50 per cent deposit paid
  - In the event that a candidate withdraws from training on either the first or second day of formal training then no refund of fees paid will be granted
  - Candidates failing to attend training and do not notify CMT will forfeit any deposit paid
  - If a student is withdrawn for disciplinary reasons after the course commences no refund will be issued
  - In the case of extreme hardship or extenuating circumstances preventing participation in the course, an application can be made to the Director for a refund. Submitting an application will **NOT** guarantee a full or partial refund.

- b. If CMT or third party provider representing CMT are responsible for cancelling a course, those students who have paid are entitled to a full refund or fees can be transferred to an equivalent course on an alternate date
- c. CMT or a third party provider representing CMT offer transfer of course dates (for the same course). Where a minimum of seven (7) days' notice is given all fees already paid will be transferred.
- d. If transfer to another course with higher fees, the candidate will be required to pay the difference between the original course and the new course
- e. To a course with lower fees, the candidate will be issued with a partial refund for the difference within 4 weeks of receipt of transfer

**3. Current fees and charges schedule is available by contacting CMT or by directly contacting the provider authorized in partnership with CMT**

**4. In the event that the candidate is deemed not yet competent or for heavy vehicle training does not meet the standard required by the Department of Transport associated fees and charges will apply for additional training and any fees charged by regulatory authorities.**

- a. More information on the costs associated with additional training and/or assessment is available by contacting the office
- b. Where candidates opt for a lessons and/or retests full payment of these will be required to confirm the booking. The amount charged will not exceed the pre-paid fee threshold of \$1500
- c. Seven day cancellation/reschedule fees apply to the clause 4b. In accordance with standard cancellation terms and conditions

**5. Fees paid in response to special offers**

- a. CMT reserves the right to offer special offers from time to time, in the event that special offers are made available candidates will be notified at time of booking
- b. Special offers will normally be advertised on the website and/or Facebook page of CMT Transport Trainers
- c. Candidates booking during specials will be required to pay a deposit of 50% of total fees at the time of booking
- d. If a candidate reschedules training to another date range which is not included in the specials then any difference in fees between the special price and standard fees will be required to be paid by the student
- e. Cancellation for special offers is consistent with the standard fees terms and conditions
- f. Special offers are managed on a first come first serve basis and only a limited number of places or date ranges may apply. This information will be included with details of the special

**6. Heavy vehicle – change of vehicle requests and Dept. of Transport assessment fees**

- a. Candidates are required at time of booking to select the appropriate gearbox due to trainer candidate ratio and vehicle availability. In the event that the candidate requests a change of gearbox the following may apply:
  - o A re-adjustment fee of \$300 may apply if an additional prime mover is needed to be brought into operation; or
  - o CMT Transport Trainers need to call in an additional trainers to meet the candidates request

- In the event that CMT is unable to meet the request and the candidate opts to reschedule their training standard cancellation and/or rebooking fees will apply.
- In the event that the candidate chooses not to sit the Dept. of Transport Licensed Practical Assessment re-assessment fees may apply

**7. Candidates are advised verbally of the cancellation/reschedule and administrative fee terms and conditions during the booking process this is completed prior to taking and processing payments**

**8. Candidates are notified in writing on the email booking confirmation of cancellation/reschedule terms and how to access this policy in their confirmation.**

**9. Candidates are notified in writing on the email booking confirmation of total course cost, the deposit payment that has been proceed and any outstanding balances that must be paid.**

**10. Candidates are issued with invoices on request at any time or at the completion of their allocated training**

**11. Defaulting on payments**

In the event where your account becomes overdue and is referred to a collection agency and/or law firm, you will be liable for all costs which would be incurred as if the debt is collected in full, including legal demand costs.


**12. Issuance of Statements of Attainment**

CMT Transport Trainers reserves the right to not provide certification documentation where fees remain outstanding

**13. Internal controls**

Any changes required to this policy require authorization from the Director of CMT

#### 14. Implementation and endorsement

Name:	John Keen
Signature:	
Position:	Director
Date:	May 2017

#### 15. Document history

Amended	Amended by	Division	Details
May 2017	RE	QA	Added 7 – 10 updated 1a and 1b, add 1e add a,b,c to point 4, point 5 was removed and minor format amendments