

Fees and Refunds Policy

RTO Code 91429

Policy Statement:

This policy applies to fees, charges and refunds applicable to the provision of training including students undertaking training under Government Training Contract and students and clients paying full fees. Recognition First ensures that fees, charges and refunds are collected and administered in accordance with the provisions of applicable legislative and contractual requirements.

Fees and Charges:

Fees and charges are advised to the student/client prior to enrolment. Fees and charges are aligned to courses and may vary depending on factors such as course length, government contract guidelines etc. For more information on Fee Schedules per State and Funding method please see related documents at the end of this policy.

In some State and Funding methods student tuition fee concessions or exemptions may be applicable. Recognition First requests students to contact the Head Office on 02 4822 7109 to discuss their particular situation. Recognition First is required to retain any details of a student's enrolment and grounds for exemption or concession of fees for audit purposes.

Invoicing:

1. All fees and charges are clearly presented and remain valid for a 30 day period from the date of quoting.
2. Recognition First does not collect more than \$1000 for services that have not been delivered. In line with this, self-funded students are required to pay an initial payment of less the \$1000 prior to work beginning and then pay as they complete competencies and prior to starting new work.
3. Students in funded programs make payments in line with the requirements of the appropriate contract. No current contract requires payment of more than \$1000 prior to services being delivered.
4. Payment plans are available to all students. If you require one please contact the Recognition First Finance Team.
5. Each student will receive an updated account every three months unless requested by the student to be sent on a different time frame until all the fees have been paid in full.

Funding Support:

6. Recognition First Managers will provide contact details for clients to investigate outside funding support. E.g. Centrelink, DEC, AAC's.
7. We do our best to support your application for funding where appropriate. If funding does not come through, you or your workplace must be prepared to cover the cost of training.

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Incidental Costs:

8. Incidental fees are fees other than tuition fees. They are fees for goods or services that may be compulsory or optional. All material costs are included within your enrolment fee. This gives you a single copy of your course outline, training materials (copies of assessments are free), the corresponding textbook and one copy of your certificate/qualification/statement of attainment.

Please refer to the following table which outline incidental fees students may incur:

Item	Cost	Item	Cost
Textbook	\$100.00	Fees are not paid in full by the completion of the qualification unless arrangements have been made prior completion with the Finance Team	\$50.00
Course outline	\$55.00	Fees are not paid within time frames outlined in the invoice/program	10% late fee
Book of Readings	\$55.00	Accounts which have gone to legal recovery	Client legal costs and additional administration charges
Certificate Reprint	\$50.00		

Special Funded Programs:

9. Special funded programs, such as SSP, PPP and NWDF, may impact on the fees charged to students and/or organisations. Recognition First staff will discuss the implications of these programs prior to enrolment during the application process.

Payment Arrangements:

10. Tuition fees, administrative charges and other charges must be paid in Australian dollars (AUD).
11. Payment can be made by:
 - a. Money Order – address to Recognition First Pty Ltd
 - b. Cheque – address to Recognition First Pty Ltd
 - c. Direct Bank Deposit –

Account Name: Recognition First BSB Number: 032 721 Account Number: 201 263

Refunds:

A refund of all or part of the enrolment fee or concession fee may be given in the following exceptional circumstances:

1. You have overpaid the fee or concessions fee.
2. All fees and charges are requested to be refunded within the cooling off period (3 days) or prior to any auditing or orientation.
3. You enrolled in a course that has been cancelled by Recognition First.
4. You have paid the full fee but now receive Youth Allowance or Austudy commencing within two weeks of the date of enrolment (contact the Head Office for more information about eligibility).
5. The Recognition First executive team is of the opinion that you would be unreasonably disadvantaged if you were not granted a refund, for example if you meet with a serious misadventure and you were unable to continue your enrolment.

Circumstances not usually regarded as grounds for a refund may include:

6. Job change.
7. Change in work hours.
8. Inconvenience of travel to college.
9. Moving interstate.
10. Redundancy/retrenchment.

Related Standards:

- Standards for NVR Registered Organisations 2012

Related Documents:

- Australian Capital Territory Fee Structure – For Trainees Version 3
- South Australian Fee Structure – For Skills for All Participants Version 4
- Fee Structure – For Children’s Services Self Funded Students Version 3