

Fees, Charges, Refunds and Financial Hardship Policies

Policy Statement

Nationwide Training advises learners prior to enrolment of:

- The fees applicable to the training and/or assessment to be undertaken;
- The organisation's cancellation and refund policy;
- The nature of the organisation's guarantee should it not be able to deliver the training outlined in the agreement with the learner.

Payment plans will be developed for each learner so that they may understand their financial obligations to the RTO and may budget accordingly.

Refer to Fee for Service Fees, Charges and Refunds and Funded Traineeship Fees, Charges and Refunds sections for specific details on each category of enrolment.

Fees Collected in Advance

As a Registered Training Organisation, Nationwide Training is required to implement a process or strategy that will ensure that fees collected in advance from learners are suitably protected.

Nationwide Training has chosen to meet this requirement by accepting no more than \$1,500 upfront from each learner, which is the stipulated threshold pre-paid fee amount (refer to Standard 7.3 of the Standards for Registered Training Organisations 2015) . This principle does not apply when the fees of a learner are paid by a third party, for example, the learner's employer.

Payment Arrangements

- Payment of invoices is expected to be pre-paid at the time of booking/enrolment.
- Should a company/employer have a Trading Account set up with Nationwide Training payment of invoices is expected within normal business terms of 15 days.
- If government funded learners transfer to another RTO then fees collected are subject to applicable state, territory or national legislation governing such arrangements.

Requests for Refunds

Requests for refunds need to be made in writing and submitted to the RTO Administration Department. Request for Refund Form is available from the administration department as well as Nationwide Training website.

Reasons to request a full refund may include:

- Withdrawing from a training program;
- Customer enrolls in another training program, or a university program;
- Inability to obtain a valid visa;
- Unable to continue the training program due to illness, or injury.

If the request is made prior to the commencement of training, then a full refund is applicable.

If a learner withdraws from a course prior to its completion for reasons other than those related to occurrences that were beyond their control (see Compassionate/Compelling Refund), then Nationwide Training will offer a maximum of 30% refund for parts of the course not yet completed or undertaken.

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When fees have been paid/will be paid by an employer and the learner leaves that place of employment, no credit will be available to either the learner or the employer. Fees paid for a particular individual's training is non-transferable unless authorised by Nationwide Training Management.

Deferments and Extensions

Nationwide Training will permit extensions to learners seeking extra time to complete assignments. The first extension application will be free of charge. All subsequent applications will be charged at a rate of \$100. Extension periods last for a period of 2 weeks. Learners must contact Nationwide Training at least 1 week prior to a submission or completion due date to apply for an extension.

Nationwide Training reserves the right to refuse an extension in its absolute discretion.

Learners seeking to defer their studies must state an intention to do so prior to the commencement of training or within 2 weeks following the commencement of training. Deferments will only be granted for a period of up to 6 months additional time.

Applications for deferment must be made in writing.

In the event that a learner does not complete their course in time, and does not seek either an extension or deferment for the course as directed above, then their training will be considered incomplete. No refund will be given and a new enrolment must be pursued.

Nationwide Training Cancellations or Postponements

Should unforeseen circumstances occur that impact on the successful commencement delivery of the course in question, then Nationwide Training will advise all clients/participants as soon as is practicable.

Where Nationwide Training is forced to halt a course or program midway, the company will endeavour to refund any fees collected for phases of study not yet completed and also assist learners in every way possible to find a suitable alternative provider.

Fees, Charges and Refunds fall under two broad categories, fee for service or funded training.

Fee for Service means that the fees charges are set by Nationwide Training. We endeavour to offer reasonable and market appropriate prices and value added courses to our clients while ensuring the costs of providing quality training and maintaining compliance with regulatory bodies is covered.

Funded training means training that is subsidised/funded by the WA state government via the Department of Training and Workforce Development (DTWD). Funded training at NT is usually via a traineeship contract. DTWD's annual VET Fees and Charges Policy must be followed by Nationwide Training. A summary of this information is provided in the Funded Traineeship Fees, Charge and Refunds section. The full VET Fees and Policy is available on our website policies page or from the DTWD website.

Payment plans will be developed for each learner so that they may understand their financial obligations to the RTO and may budget accordingly when enrolling into full qualifications.

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Fee for Service Fees Charges and Refunds

For Fee for Service training products courses fees and any associated fees are charged at the rate determined by Nationwide Training. Government department licensing fees are set by the relevant body not by Nationwide Training.

All learners are required to complete a booking form and agree to the terms and conditions and pay all fees associated, to a maximum of \$1,500, prior to the day of training to reserve their place on the course. Only companies with an existing Trading Account with Nationwide Training may be invoiced after the day of training if a booking form and a purchase order number have been provided. Booking forms can be completed online via our website or using the PDF Booking Form or hard copy.

Nationwide Training reserves the right to charge for any additional services or goods not covered by the course or resource fees.

The below list is an example of some of these services. It is not intended to be a comprehensive list.

- Replacement of certificates, statements of attainment, notices of assessment, records of participation or wallet sized cards
- Licence application and administration
- Application for work experience placement post training
- Late cancellation of scheduled training or training appointments
- Non-attendance of scheduled training or training appointments
- Determination of accessibility for Fee for Service RPL
- Re-assessment.

Payment of Fees and Charges

Payment of fees can be made by credit card, EFTPOS, cheque or money order made out to Nationwide Training at time of enrolment or on receipt of an invoice.

Credit card payments can be made over the phone by calling (08) 9445 7766 and quoting your invoice number, or by completing your credit card details on the Booking Form. Please read the booking form terms and conditions carefully.

Fee for Service Refunds

Nationwide Training is committed to a fair and transparent refunds processes.

- Client who give less than (1) day or no notice of withdrawal or fail to attend training will forfeit the course fee in full.
- Cancellations received within three (3) working days of training start date will be charged a late cancellation fee of \$88.00 per learner per day.
- Cancellations received four (4) or more working days before training start date will be refunded in full.
- Refunds are not available if you do not meet Government Department licence criteria.

Advice of Cancellation

To be eligible for consideration of full or partial refund to the payer, advice of cancellation must be made **in writing** and a request for a refund must be lodged within two (2) weeks of the official cancellation date.

Full Refunds

A payer of fees may receive a full refund if:

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- a course/qualification or unit is cancelled or re-scheduled by Nationwide Training to a time unsuitable to the learner;
- a learner is not given a place by Nationwide Training due to maximum number of places being reached.

Compassionate/Compelling Refund

Compassionate and Compelling refunds will only be considered if learners withdraw for reasons of personal circumstances beyond their control, for example, the loss of a loved one. In all cases relevant documentary evidence will be required.

Requests for refunds must be lodged in writing within two weeks of the withdrawal date. Nationwide Training will refund up to 100% of the course fees at the Chief Executive Officer's discretion.

Applying for a Refund

Refund requests should be submitted to:

The Manager

Email: info@nationwidetraining.com.au

Post: Nationwide Training

13 Collingwood Street

OSBORNE PARK WA 6017

Other Fees and Charges

Incidental fees and charges are listed on Nationwide Training Fees Schedule. Items on this list include fees pertaining to the replacement of lost certificates and fees associated with multiple re-assessments.

Funded Traineeship Fees, Charges and Refunds

For Funded Traineeships courses fees and any associated fees are charged at the rate determined by DTWD VET Fees and Charges Policy which is updated each calendar year. The VET fees and charges policy only applies to the units of competency that are commenced in that same calendar year. For example UoCs commenced in 2017 are charged as per the fees set out in the 2017 VET fees and charges policy. UoCs commenced in 2018 cannot be charged under the 2017 policy but must follow the 2018 VET fees and charges policy. The current VET fees and charges policy can be found on DTWD website or Nationwide Training's own policies website. Government department licensing fees are set by the relevant body not by Nationwide Training.

All learners on a traineeship contract are required to complete a Trainee Induction Checklist and agree to pay all fees and charges associated, when they commence a UoC. If the employer is paying for the traineeship fees then the employer representative must sign the Trainee Induction Checklist indicating that they will do so. If the traineeship requires the learner to attend a short course Training Product at Nationwide Training a booking form needs to be completed to agree to the short course terms and conditions. A booking form can be completed online via our website or using the PDF Booking Form or a printed hard copy.

Nationwide Training reserves the right to charge for any additional services or goods not covered by the course or resource fees.

The below list is an example of some of these services. It is not intended to be a comprehensive list.

RTO Provider Number 1933

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- Replacement of certificates, statements of attainment, notices of assessment, records of participation or wallet sized cards
- Licence application and administration
- Application for work experience placement post training
- Late cancellation of scheduled training or training appointments
- Non-attendance of scheduled training or training appointments
- Determination of accessibility for Fee for Service RPL
- Re-assessment.

Payment of Fees and Charges

Payment of fees can be made by credit card, EFTPOS, cheque or money order made out to Nationwide Training at time of enrolment or on receipt of an invoice.

Credit card payments can be made over the phone by calling (08) 9445 7766 and quoting your invoice number, or by completing your credit card details on the Booking Form. Please read the booking form terms and conditions carefully.

Concessions on Course Fees

The following learners are entitled to the concession rate on course fees:

- a) Persons and dependants of persons holding:
 - i) A Pensioner Concession Card.
 - ii) A Repatriation Health Benefits Card issued by the Department of Veterans' Affairs.
 - iii) A Health Care Card.
- b) Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY.
- c) Persons and dependants of persons in receipt of the Youth Allowance.
- d) Persons and dependants of persons who are inmates of a custodial institution.
- e) Secondary school-aged persons, not enrolled at school.

If the concession is valid for the full enrolment period, then all eligible units commenced within that period attract the concession rate. If the concession is valid for part of the enrolment period, then only eligible units commenced on or after the start date and prior to the expiry of the concession attract the concession rate.

(Source: DTWD VET Fees and Charges 2017)

Funded Traineeship Refunds

Nationwide Training is committed to a fair and transparent refunds process.

- Client who give less than (1) day or no notice of withdrawal or fail to attend training will forfeit the course fee in full.
- Cancellations received within three (3) working days of training start date will be charged a late cancellation fee of \$88.00 per learner per day.
- Cancellations received four (4) or more working days before training start date will be refunded in full.
- Refunds are not available if you do not meet Government Department licence criteria.

Advice of Cancellation/Withdrawal

To be eligible for consideration of full or partial refund to the payer, advice of cancellation must be made **in writing** and a request for a refund must be lodged within two (2) weeks of the official cancellation date.

Refunds of Funded Traineeship Course Fees

A payer of fees may receive a full refund if:

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- a course/qualification or unit is cancelled or re-scheduled by Nationwide Training to a time unsuitable to the learner;
- a learner is not given a place by Nationwide Training due to maximum number of places being reached.

RTOs must set a census/withdrawal date for each unit at no less than 20% of the way through the period during which that unit is undertaken. The census/withdrawal date is displayed on the Statement of Fees emailed out with every invoice.

Learners who withdraw for reasons other than those outlined above in the full refund section and who lodge a withdrawal form before the census/withdrawal date for a unit will be eligible for a full refund of the course fee for the unit and 50% of the resource fee if the course is below Diploma level.

Compassionate/Compelling Refund

Compassionate and Compelling refunds will only be considered if learners withdraw for reasons of personal circumstances beyond their control, for example, the loss of a loved one. In all cases relevant documentary evidence will be required.

Requests for refunds must be lodged in writing within two (2) weeks of the withdrawal date. Nationwide Training will refund up to 100% of the course fees at the Chief Executive Officer's discretion.

Applying for a Refund

Refund requests should be submitted to:

The Manager

Email: info@nationwidetraining.com.au

Post: Nationwide Training

13 Collingwood Street

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Other Fees and Charges

Incidental fees and charges are listed on Nationwide Training Fees Schedule. Items on this list include fees pertaining to the replacement of lost certificates and fees associated with multiple re-assessments.

Financial Hardship

Learners enrolled with Nationwide Training may apply for special consideration with regard to their fees if they are experiencing financial hardship. For learners on a funded traineeship the financial hardship guidelines in the current DTWD VET Fees and Charges Policy must be applied.

Financial hardship is defined by Nationwide Training as follows:

Where a learner is unable to discharge their financial obligations because of illness, unemployment or other reasonable cause.

Any learner who would like to apply for an amendment to their fees or payment schedule due to financial hardship will be required to complete a Financial Hardship Form. This form is to be completed prior to enrolment with Nationwide Training, or in the event of unforeseen circumstances, during enrolment.

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The RTO Chief Executive Officer may also, at their sole discretion, devise payment plans for learners experiencing financial hardship. It is expected that learners will agree to and adhere to the payment plans provided to them.

Fee For Service Financial Hardship

In making application, the learner should include the reason(s) behind their hardship. This may include (but is not limited to):

- receipt of pension / government support
- single carer status
- dependents living with you
- unexpected medical or other health issues, especially if likely to be prolonged
- young person who is refused school entry
- young person (under 25) living independently (with no parental support)
- homelessness
- long term unemployed
- recent loss of job, and enrolment at Nationwide Training for purposes of retraining
- career change required due to reduced physical capacity

Each case is handled individually and all decisions made are at the sole discretion of the RTO Chief Executive Officer.

Funded Traineeship Financial Hardship

Each case is handled individually and all decisions made are at the sole discretion of the RTO Chief Executive Officer within the constraints of the DTWD VET Fees and Charges Policy.

The RTO Chief Executive Officer may also, at their sole discretion, devise payment plans for learners experiencing financial hardship. It is expected that learners will agree to and adhere to the payment plans provided to them.

Financial Hardship Procedure

- Learner contacts Nationwide Training and expresses an interest in a course offered;
- Learner requests Financial Hardship Form from RTO Administration;
- Completed form to be returned to RTO Administration;
- Application to be considered within 5 working days;
- Outcome of Application sent to learner in writing (may also include verbal confirmation over the phone);
- Learner to decide whether to proceed with enrolment or not;
- If decision made to proceed with enrolment, normal enrolment process followed.

Should a learner be in a situation where they are experiencing financial hardship mid enrolment, the same procedure will apply from point 2. The RTO Chief Executive Officer will consider the learner's remaining fees when deciding how to progress with the application.

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