

POLICY: **Fees, charges and refund policy**

DATE: **April 2016**

INTRODUCTION

The Royal Life Saving Society WA Inc is a Registered Training Organisation and as such is required to outline the policy for determining fees and charges.

The fees and charges contained in this policy will encompass training and assessment services for the following:

- Royal Life Saving awards
- Community Education Courses
- Vocational Courses/Qualifications (AQF)
 - Accredited Short Courses
 - Qualifications from Training Packages
 - Units of competency from Training Packages

Some training conducted by Royal Life Saving will be subject to the goods and services tax (GST). The provision of Vocational Education and Training programs, lifesaving and first aid training programs by a Registered Training Organisation is deemed by the Australian Taxation Office to be GST free. All other training programs conducted by Royal Life Saving will be subject to GST.

While all efforts are made to ensure training courses go ahead as scheduled, RLSSWA reserves the right to cancel or reschedule training courses. RLSSWA is not responsible for any expenses by the participant, including non-refundable travel and accommodation payments resulting from training course rescheduling or cancellation.

POLICY

Royal Life Saving will determine the fees and charges for training programs on an annual basis. A price list of relevant fees and charges for the training programs and services provided by the Royal Life Saving will be produced prior to June each financial year.

Students participating in the Royal Life Saving's, Vocational or accredited courses will be charged an enrolment fee prior to commencement. The individual course fees are advertised on the website <https://www.lifesavingwa.com.au/>

Payment options

The payment options may vary from course to course:

- Payment in full on enrolment
- Payment of completion of course (group bookings only)
- Authorised payment plan
- Present a signed authority (purchase order) from an employer to invoice that employer for the training delivery or assessment services to be provided
- Make application on the grounds of financial hardship that the fees and charges are to be paid by instalments. The responsible manager should use their discretion in formulating the payment instalment options for the student on a case by case basis

Award fees (Community Trainers only)

Community Trainers deliver courses on the behalf of RLSSWA through a Third Party Agreement. Community Trainers set their own fees and charges per course. From this, an award/statement processing fee of \$18.70 will be paid directly to RLSSWA.

Recognition of prior learning

Recognition of prior learning (RPL) involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system in respect of a specific unit. RPL is an assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved these required learning outcomes or competency outcomes.

RPL enrolment fees may differ per course. Refer to individual course fees.

Waiving of fees & charges (or significantly change)

In cases of severe financial hardship (by the student) or where there is a demonstrated community benefit, the responsible manager from the Royal Life Saving Society may waive (or significantly change) all fees and charges. Details of the student's enrolment and the reasons why payment of fees and charges were waived (or significantly change) must be retained.

Transferring and/or Re-scheduling

Where you are able to transfer to another course date, Royal Life Saving will transfer your application at no cost if written notification is received three working days prior to course commencement.

- If notification is received after the 3 days a \$25 transfer fee will be incurred
- After 3 requests to transfer courses you will incur an additional fee of \$25
- The \$25.00 transfer fee will be waived if you missed the course due to medical reasons, however a medical note must be provided.

Fees Paid in Advance

Royal Life Saving will accept payment of no more than \$1,500 from each individual student prior to the commencement of the training course.

Following course commencement, Royal Life Saving may require payment of additional fees from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

Full refunds

Candidates/Organisers are entitled to a full refund of the applicable course fee, resource fee and other fees where:

- a unit is cancelled or re-scheduled to a time unsuitable to the student
- a student is not given a place due to maximum number of places being reached; or
- due to low student numbers, no available lecturer or due to other circumstances caused by the RTO.

If not for the reasons stated above a full refund will be issued under the following circumstances:

- where a candidate/organisation notifies RLSSWA in writing a minimum of 5 days prior to the commencement date of training a full refund of all enrolment fees will be issued/charged
- where a candidate/organisation notifies RLSSWA in writing after the 5 days, 40% of the course enrolment fee will be non-refundable or charged if on a payment plan.
- where a candidate/organisation notifies RLSSWA in writing after commencement of the course and withdraws for reasons other than personal circumstances beyond their control, no enrolment fee refund will be issued

Refund requests

Refund request to be sent directly to where the fees were paid to.

- For a course booked directly RLSSWA website/phone, send an email to training@rlsswa.com.au.
- For a course booked directly through a Community Trainer, send an email to the trainer.