

## **Policy Fees and Charges**

### **Policy Statement**

Royal Life Saving Society Western Australia (RLSSWA) is committed to promoting our student's rights as a consumer of our training services in accordance with Standard 5 of The Standards for Registered Training Organisations (RTOs) 2015. RLSSWA acknowledges that our first responsibility is to our customers that use our training products and services.

### **Scope**

This policy applies to all RLSSWA vocational education and training courses encompassing nationally recognised units of competency, skill sets and qualifications.

This policy ensures that the requirements of Clause 5.3 are maintained for all enrolments:

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 or the commencement of training and assessment, whichever comes first, specifying:

- a) all relevant fee information including:
  - i) fees that must be paid to the RTO; and
  - ii) payment terms and conditions including deposits and refunds;
- b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- c) the learner's right to obtain a refund for services not provided by the RTO in the event the:
  - i) arrangement is terminated early; or
  - ii) the RTO fails to provide the agreed services.

This policy also applies to RLSSWA's community education courses.

### **Consumer Guarantee**

RLSSWA maintains compliance with the consumer guarantees as set out in the Australian Consumer Law

A supplier guarantees that services are provided:

- with due care and skill
- which are fit for any specified purpose
- within a reasonable time (when no time is specified).

### **Fees and charges**

Fees for all RLSSWA vocational education and training courses will be reviewed on an annual basis. Fees for training delivery and assessment services will be specified in the course information on the RLSSWA website.

Fees are determined for the following categories of training courses:

- Royal Life Saving Society Awards
- Community Education Courses
- Vocational Education and Training Courses
  - Short Courses containing one or more units of competency
  - Skill Sets
  - Qualifications

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- within a reasonable time (when no time is specified).

### **Failure to Provide Services**

RLSSWA ensures that all training and assessment services are provided across all courses. A comprehensive team of trainers and assessors are available to ensure that agrees services are available to our students.

In instances where this commitment cannot be met,

Course cancelled by RLSSWA due to unforeseen circumstances	All students will be contacted and offered <ul style="list-style-type: none"><li>○ the option of a full refund or</li><li>○ a transfer to another course date.</li></ul>
Course location changed by RLSSWA	All students will be contacted and offered <ul style="list-style-type: none"><li>○ the choice to attend the training at the new venue</li><li>○ the option of a full refund or</li><li>○ a transfer to another course date.</li></ul>
Course date changed by RLSSWA	All students will be contacted and offered <ul style="list-style-type: none"><li>○ the choice to attend the training at the new date</li><li>○ the option of a full refund or</li><li>○ a transfer to another course date.</li></ul>

## **Public Courses**

### **Withdrawals**

Withdrawals from training courses will be considered in accordance with each individual student's circumstances.

Prior to scheduled training ( <i>course resources have not been accessed</i> )	Full refund if written notice is provided at least three business days prior to scheduled course  Option to transfer to another scheduled course
Prior to scheduled training ( <i>course resources have been accessed</i> )	Full refund may be provided if written notice is provided at least three business days prior to scheduled course  Option to transfer to another scheduled course
During scheduled training	Nil refund  Option to transfer to another scheduled course
After scheduled training	Nil refund  A Statement of Attainment will be issued for any units which were completed prior to the withdrawal

### **Refunds**

RLSSWA will provide a full refund to all students who were unable to attend a scheduled course due to medical reasons. A medical certificate must be provided before a refund can be processed.

If a student is unable to attend a scheduled training course and does not wish to transfer to another date, a full refund will be provided if written advice is received at least three business days prior to course commencement and the online learning resources have not been accessed. A refund will not be available without written confirmation.

### **Transfers**

RLSSWA will provide a transfer to another scheduled course at no charge if written notification is received at least three business days prior to course commencement.

A request to transfer less than three business days prior to course commencement will incur a transfer fee of \$25.00. This transfer fee will be waived in instances where the transfer was for medical reasons and a medical certificate is supplied.

RLSSWA will permit a maximum of two transfers per enrolment.

## **Group Bookings**

### **Cancellations**

RLSSWA requires a minimum of five business days notice for all group booking cancellations.

Five or more business days prior to scheduled training	Option to schedule course for another date  Course cancelled; no refund applicable as course fees are paid after course commencement.
Less than five business days prior to scheduled training	Option to schedule course for another date  Cancellation fee of fifty percent of the course cost to a maximum of \$150.00 per group  <i>(In instances of severe financial hardship or exceptional circumstances, the Training Manager may waive all fees and charges)</i>

### **Withdrawals**

Group bookings are only charged for the training after completion of the scheduled training. Fees are determined based on the number of students who participated in the full training program.

Once delivery of training has commenced for a group booking and one or more students are unable to complete the training:

During scheduled training	Nil refund  Option to join another schedule session as part of the organisation's future group bookings if applicable  A Statement of Attainment will be issued for any units which were completed prior to the withdrawal
After scheduled training	Nil refund  A Statement of Attainment will be issued for any units which were completed prior to the withdrawal

### **Publicly Funded Training Programs**

Students enrolled in a traineeship or participating in a publicly funded training program, the refund fee will be as set in the Fees and Charges Policy Guidelines that is written by the Western Australian Department of Training

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