

## PURPOSE

Transformed will design courses to meet the market's need. We will monitor pricing continuously seeking to offer quality training for a fair and reasonable price.

We will review pricing according to the Business and Marketing Plans and as part of our risk management and continuous improvement processes. Course and fee information will be made available to clients prior to enrolment.

## RESPONSIBILITY

Managing Director

## IMPLEMENTATION

General Manager, Marketing, Student Engagement & Sales and Administration Staff

## PROCESS

### Fee information

Transformed will develop pricing for each participant taking into account the mix of RPL and distance/online delivery. The price will be provided in writing to the participant prior to enrolment.

Transformed will not charge additional fees for:

- Reassessment of competency if a participant is assessed as 'not yet competent' at the time of their initial assessment and remains within the course completion timeframe;
- Materials fees.

If a participant received an NYC result (in the portal this is either satisfactory or not satisfactory) they will be notified via feedback as to where they need to concentrate in order to achieve competency and given an opportunity to undergo re-assessment for a maximum of two (2) resubmissions of assessment material.

**PLEASE NOTE:** There is a maximum of two (2) resubmissions allowed to demonstrate competency for individual assessment tasks. If competency cannot be demonstrated after two (2) resubmissions, Transformed will engage the participant and discuss alternatives.

Transformed reserves the right to change its policy regarding fees with due notice to students.

### **Additional Fees**

#### ***Course Completion Timeframes***

The expectation for course completion varies depending on the qualification undertaken. Participants will be advised of the course duration prior to commencement, which covers:

for RPL study from date of enrolment and

Distance/Online study - from date of enrolment

Transformed will issue reminders to all students in relation to completion expectations at regular intervals during the training period and will in all cases endeavour to complete students within these recommended timeframes.

#### **Extensions of course enrolment**

Failure to complete within the enrolment timeframe, a one-off six-month extension will be offered and the following additional fees will be applied.

**Renewal of on-line learning access and RPL for 6 months-** \$500 (GST exempt) one off payment\*\*.

\*\*Fee must be paid prior to extension being granted.

Extension fees may be waived in exceptional circumstances, requests must be received in writing and the General Manager Training will evaluate the request.

#### ***Re-Issue of Certificate and Statement of Attainments***

Transformed will charge a re-issuance fee of \$25 and requests must be made via letter or email to [studentadmin@transformed.com.au](mailto:studentadmin@transformed.com.au).

#### **Closed Courses – “In House” Courses for Organisations and Groups**

Closed courses will be offered to organisations who wish to register 8 or more individuals for the same program.

Closed courses will be based on a minimum of 8 participants, with the maximum number of participants per course being 16.

Dates for closed courses will be negotiated and will be mutually convenient for Transformed and the client organisation/group.

Pricing will be based on the minimum of 8 participants and will be developed taking into account the specific client needs.

For multiple closed course bookings, Transformed will negotiate a specific rate.

### **Online / Distance Learning and RPL**

Course fees for qualifications may be paid in instalments, via our Direct Debit payment plan.

### CONFIRMATION OF COURSES

#### Online / Distance Learning and RPL

A confirmation and commencement email will be sent to all participants within 5 days of enrolment. This email will contain links to the online learning environment, introduction to your nominated trainer/assessor and study plan.

### PAYMENT TERMS

- Course fees will be processed via Transformed debiting the nominated credit card or processing the direct debit payment plan, as per details provided by the participant on their registration form.
- Where a payment plan is entered into, funds must be available for debit by Transformed or its agent as agreed on the Direct Debit Request/Credit Card Authority.
- Commencement fee must be paid prior to the start of training, payments under a payment plan (direct debit) must be paid on or before the agreed payment date.
- Payments that are declined or fall into arrears, the student will be granted one month from the due date to rectify and arrange payment. Non-payments greater than one month, the enrolment will be suspended, and the student notified. Failure to rectify within two months, the enrolment will be cancelled, and fees already paid will be forfeited.
- Where training is delivered under contract to an organisation, the terms and conditions agreed to in the contract will take precedence.
- A Qualification certificate or a Statement of Attainment will not be issued unless and until fees have been paid in full.

### PROTECTION OF FEES PAID IN ADVANCE

**At any given time**, the total amount collected in advance by the RTO from a learner will not exceed \$1,500, unless being paid by an individual's organisation

An initial deposit up to \$1500 (amount agreed prior to enrolment) will be payable upon enrolment. The remaining amount will be collected by direct debit over seven equal monthly payment, or as otherwise agreed.

### COURSE IN-ACTIVITY

**Blended (Online Learning & work-based assessment)** – no access or activity for greater than 90 days will result in the enrolment status being set as “inactive” and access to the online learning portal placed on hold.

**RPL (offline)** – no engagement with the assessor or lodgement of assessment evidence for more than 90 days will result in the enrolment status being set as “inactive”.

The responsibility lies with the student to re-engage Transformed should they wish to re-activate their enrolment.

### REFUND & CANCELLATION POLICY

#### Workshops (In-House)

If a cancellation notice is provided before any training has commenced the administrative charges are as follows:

- A cancellation requested at *more than 10 days prior to the course start date*, and payments will be refunded in full.
- For cancellation requested *less than 10 working days prior to course* will be refunded less a \$500 administration fee.

In the above instances another person may be nominated for the place in the course.

In the event of an illness (where a medical certificate is available), the participant may choose an alternative course to the same value, without penalty.

All requests to cancel or withdraw from a course (prior to commencement) must be in writing and contain the following information:

1. Name of the participant
2. Name of the qualification
3. Location & date of the scheduled training
4. Reason for the cancellation
5. Signed by the client and or participant (electronic email signature is acceptable)

If Transformed cancels a training course, fees paid in advance are fully refundable.

Where a refund is provided the participant will receive a letter or email showing the breakdown of the amounts in the refund.

We will respond within 14 working days to written requests for refunds.

This policy will be made clear on the pre enrolment information. Participants will be required to acknowledge the fee and refund policy on acceptance of a place in a program.

## Blended (Online & work-based assessment) and RPL Cancellation Fees

*Enrolment Cooling Off Period:* The cooling-off period runs for 10 days and begins on the first business day after the payment of initial fees and enrolment processed.

Details	Arrangements
Student has paid fees, enrolment processed, has not been commenced any learning activity and withdraws <b>within the cooling off</b> period	Transformed will refund all fees paid.
Student has paid fees, enrolment processed, has not commenced any learning activity and withdraws <b>after the cooling off</b> period and within six weeks of enrolment date.	Transformed will refund all fees paid, less an administration fee of \$500.
Student has paid fees, enrolment processed, engaged in learning activity or submitted assessment work and withdraws <b>after the cooling off</b> period and within six weeks of enrolment date.	Transformed will refund all fees paid, less an administration fee of \$1,750.
Student has paid fees, enrolment processed, engaged in learning activity or submitted assessment work and has been enrolled for greater than six weeks from enrolment date	No refund given.

**Note:** Learning activity is defined as a student accessing and reviewing content on the Transformed online learning portal, attending live webinars and/or lessons.  
In the case of RPL – engaged the assessor and/or submitted RPL evidence.

Direct debits arrangements will be stopped within 3 business days from notification of cancellation.

All requests to cancel or withdraw from a course must be in writing to [studentadmin@transformed.com.au](mailto:studentadmin@transformed.com.au) and contain the following information:

1. Name of the participant
2. Name of the qualification
3. Location & date of the scheduled training
4. Reason for the cancellation
5. Signed by the client and or participant (electronic email signature is acceptable)

Transformed will respond within 14 working days to written requests for refunds.

Where a refund is offered the participant will receive an email showing the breakdown of the amounts in the refund.

As a general rule, Transformed will not permit refunds because of:

a participant 'changing their mind'

a participants change of personal circumstances or workload in their employment which is beyond the control of Transformed

Refunds will only be considered where a student can demonstrate their situation is "beyond their control" e.g. illness, family death, work redundancy.

Payment and refund terms will be negotiated separately for Closed Courses – “In House” Courses for Organisations and Groups and details of the terms are to be documented in the delivery proposal.

### Short Courses

Notifications of cancellations, refunds and requests for transfers must be made in writing to [studentadmin@transformed.com.au](mailto:studentadmin@transformed.com.au). Alternatively call Transformed on 1300 738 720 to discuss your options.

All written requests must be received prior to commencement and contain the following information:

1. Name of the participant
2. Name of the course
3. Reason for the cancellation
4. Signed by the client and or participant (electronic email signature is acceptable)

Note: Commencement starts when a student logs into the short course learning portal.

### Prior to course commencement

In the event of a cancellation Transformed will refund the fees paid in full if advised in writing of a cancellation prior to the course commencement.

### After course commencement

In the event of notification of a cancellation after the course commencement date fees paid will not be refunded or allocated to another course. Transformed cannot accept responsibility for changes to work commitments or personal circumstances within the 10 working day period.

### Commonwealth & State Funding

Transformed is aware of the specific Commonwealth and State fee requirements of the Funded Programs it delivers. These requirements, as listed below, are additional to any already addressed in this Policy.

Students will be informed of eligibility requirements on the relevant Website and via Transformed Account Managers. Their eligibility will be assessed prior to enrolment using the Student Disclosure Form. Evidence of eligibility will be collected and retained on the student file. Students will not be charged enrolment fees more than the compulsory fee.

In cases of genuine financial hardship a fee concession, waiver or exemption can be applied.

The enrolment fee will be reimbursed by the directorate; the Application for Fee Waiver will be lodged with the Directorate.

All records and evidence relating to fee transactions and decisions on fee concessions, waivers, exemptions or refunds granted, will be retained by Transformed.

Eligibility for fee exemptions will be checked at the time students apply for enrolment by relevant Transformed officer, usually the Account Manager.

The relevant RTO will only waive or permit a fee concession or exemption for a student where supporting evidence of eligibility is obtained from the student prior to enrolment.

All requests for a fee concession or exemption must be in writing and contain the following information:

1. Name of the participant
2. Name of the qualification
3. Name of funding program
4. Reason for fee concession or exemption
5. Signed by the client and or participant (electronic email signature is acceptable)

Students will be offered the option to pay student fees across multiple instalments. However, if an employer chooses to pay this fee on behalf of the student, Transformed will ensure it is paid in one instalment.



Students who successfully complete their Training Product may be eligible for a Completion Payment. A Completion Payment will be paid directly to the student upon completion of the Training Product and a survey.

## DOCUMENTATION WHICH EVIDENCES IMPLEMENTATION OF THIS POLICY

<b>Document</b>	<b>Specific Evidence</b>
Enrolment Form	<i>Refund Policy, Payment Options</i>
Quotations	<i>Course Fees, Payment Options</i>
Price List	<i>Course Fees</i>
Participant Information Guide	<i>Course Fees and Refund Policy</i>
Direct Debit Request/Credit Card Authority	<i>Payment Options</i>
Transformed Website	<i>Enrolment Form, Participant Information Guide, Code of Practice</i>
Refund Application Form	<i>Refund Process</i>
Funding Disclosure Forms	<i>Funding Fees and Charges</i>