

Fees Policy

Policy number	RTOPO20	Version	1.1
Drafted by	Sally Wynd	Approved by Board on	28/3/2018
Responsible person	Service Manager	Scheduled review date	28/3/2019

Purpose

This policy provides a framework and principles regarding the payment of fees. This includes, but is not exclusive to:

- Self-funded students;
- Enrolment fees;
- Special circumstances for Fees Policy;
- Restrictions.

Scope

This policy applies to:

- All students

Policy

Students who have enrolled in courses or Units of Competency which are fully subsidised by the government will not need to pay fees. Students who are enrolled in courses or Units of competency which are part-subsidised by the NSW Government under the Smart and Skilled program should refer to the Smart and Skilled Fees Administration Policy which can be found on Eagles RAPS Inc. website at <https://www.eaglesraps.org/policies-and-forms>.

Where part-subsidies or fee-for-service enrolments are taken Eagles RAPS Inc. will provide the student with the following details:

- Eligibility requirements for Smart and Skilled
- Any relevant exemptions or concessions
- Withdrawal without penalty
- Fee refunds
- Repeated attempts to complete a unit of competency
- Recovery of outstanding fees
- RPL or Credit Transfer
- Fees on Administrative Withdrawal
- Deferral

All other students of Eagles RAPS Inc. who are enrolled in a unit of study, are expected to pay their full tuition fees by the end of the teaching period for which they are enrolled.

This can be done through the following methods:

- Full upfront fee payment on enrolment;
- Deposit of 20% on enrolment and weekly payments which are equally distributed over the teaching period;
- An approved payment plan.

Course fees are protected by a fair and reasonable refund policy where cases of 'Special Circumstances' apply.

Course Fees – Upfront Payment

For students electing to pay upfront fees, the full fee amount for that study period must be paid before census date. Students who do not pay in full by census date will be liable for the total fee immediately after the census date. From that point full fees, plus any recovery costs will be payable immediately. Further restrictions may apply if the fees are not paid.

Eagles RAPs Inc. accepts the following payment methods for upfront fees:

- Cheque or money order;
- Credit card through the website
- EFTPOS through the website
- Direct bank deposit.

Students will be liable for any bank charges associated with dishonoured cheques, credit cards or bank transfers.

Payment Plan

For students who wish to undertake a payment plan, a deposit of 20% of the total fee is payable on enrolment. Equal fortnightly payments will then be paid across the teaching period. A payment plan detailing amounts and dates due, will be provided to the student. Full repayment must be made by the end of the course of study.

Payment plans can be fulfilled by setting up a fortnightly deposit through personal internet banking and providing proof of having set up the process.

Students who default on their payment will need to contact the Service Manager to make alternate arrangements for the payments. If a second default occurs, the payment plan will be removed and the student will be liable for the total fee and recovery costs immediately. Further restrictions may apply.

AUTHORISATION

SIGNED: Marten Wynd, President/Public Officer



DATE: 27 October 2021

Drafted by	Sally Wynd	Approved by CEO on	28/3/2018
Responsible person	Service Manager	Scheduled review date	28/3/2019

Responsibilities

- It shall be the responsibility of the Service Manager to ensure that all members of staff/volunteers are aware of this policy.
- It shall be the responsibility of each staff member/volunteer to follow these procedures.
- It shall be the responsibility of the Service Manager to review the policy on a regular basis

Procedures

Payment of Fees

- It is the responsibility of the student to be familiar with the requirements of this policy and to pay their fees in line with this policy.
- Eagles RAPS Inc. will not charge an administration fee for enrolment into its courses.
- Students are required to pay a 20% deposit if they choose a payment plan.
- If paying upfront all students are required to make the full payment by census date for the specific teaching period.
- Non-payment of fees may result in an enrolment being cancelled or results being withheld unless students have applied for consideration under the Special Circumstances Policy.

Miscellaneous Fees and Charges

Other fees that may be applicable to students include:

- Re-issue of Certificate - \$15.00
- Costs of essential equipment and other items that students require to participate in a course. These will be advised to the student pre-enrolment.

Restrictions

If fees are not paid in full by the required date, or there is a default on fees, the following restrictions may apply:

- Withdrawal from course;
- Attendance to required final assessments for the unit of study may be restricted;

- Results of assessments may be withheld;
- Re-enrolment into further units may be denied;
- Course progression may be halted;
- Record of Results, Testamurs and Eligibility for Graduation will be withheld.

Exceptions may include special circumstances and students should be referred to the Special Circumstances Policy.

Units of study or course fees are non-transferable to other students or institutions.

Course fees are protected by a fair and reasonable refund policy where cases of 'Special Circumstances' apply.

Students who believe that they may be eligible for a refund are required to complete a Refund Application Form.

Special Circumstances Policy

Students who are having difficulty paying their fees should contact the Service Manager to discuss their concerns.

Exceptions may be made for financial hardship or extenuating circumstances under the Special Circumstances Policy.

Any review under this policy will occur within fifteen working days or receipt of the appropriate documentation.

Setting and Publishing Fees

Fees for the current year are set by the Board through the annual budgeting process.

All fees will be confirmed prior to enrolment and the commencement of units of study. Fees for courses will be provided in our marketing materials and on relevant websites.

Fee changes

Fees may change over the life of a course. All fee changes will be published with appropriate notice.

Fees will not change during a teaching period unless under extraordinary circumstances. If course fees change during a teaching period, the new fee will apply from the next teaching period.

Related Documents

- Special Circumstances Policy
- Educational Pathways Policy

AUTHORISATION

SIGNED: Marten Wynd, President/Public Officer
DATE: 27 October 2021



Revision History

Revision	Date	Description of Modifications
1	27/10/2021	Review – no changes
2	9/6/2022	Review – no changes
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