

8. FEES, COSTS AND REFUND POLICY

8.1 Policy

This Policy and Procedure describes how Triscott identifies and manages fees paid by students or employers.

This Policy and Procedure applies to all students enrolling with Triscott.

Triscott will issue an itemised invoice stating the rates charged for each qualification. When a concession applies, the invoice will clearly state the reduced rate.

Triscott will report, in full, the actual Tuition Fee charged to each individual.

Students must pay their fees within thirty (30) days of receipt of the invoice. Triscott will maintain records of all student tuition fees via XERO.

GST

Accredited training is GST-free; however, GST applies to other expenses such as Training Resources and Enrolment Fees.

8.2 Procedure

Triscott will inform the student prior to enrolment of the fees charged. The fees will depend on the qualification, any government incentives available, and the student's eligibility for funding. Triscott will determine the student's eligibility according to the appropriate funding contract.

Where students are eligible for funding, training will commence within three (3) months of enrolling into the training program.

Triscott will charge a Fee for Service rate for all enrolments not funded.

Fees

Triscott does not intend to take more than \$1500 upfront from any student.

When students submit an enrolment form, they pay a \$150 non-refundable deposit to establish their place in the training program.

A Resource Fee of \$250, including GST, applies to all enrolments. The fee consists of the following components:

- Administration Fee
- Materials Fee
- Statement of Results and Certificate

Tuition Fees: Where a student is not *eligible for funding, a Tuition Fee applies. We calculate the Tuition Fee rate using an hourly rate multiplied by the course hours.

Fee Payment

The Resource fee is payable at the time of enrolment. Where Tuition Fees are payable, we invoice the student within thirty (30) days following the commencement of the program. Students have various options for payment of their fees, including; cash, cheque or direct debit.

Triscott provides students with an optional payment plan – with the final payment paid by the end of April (Semester 1) or the end of August (Semester 2)

Re-issuance of Certificates or Statements of Attainment

Students pay a fee of \$40.00 to apply for a reissued Certificate or Statement of Attainment.

RPL Fees

The Recognition of Prior Learning (RPL) fee is determined subject to the time involved in assessing the RPL. The RPL fee will not exceed \$500 per unit of competency.

Credit Transfer

There is no additional charge for Credit Transfer.

Fee Exemptions

Eligible students who hold a Health Care Card will have their fees reduced to \$200.

Triscott must charge a concession fee for enrolments in courses at Certificate IV level and below if the student, before the commencement of training, holds a current and valid:

- Commonwealth Health Care Card
- Pensioner Concession Card
- Veteran's Gold Card
- An alternate card or concession eligibility criterion approved by the minister.
- Digital Wallet on Centrelink mobile application. To ensure validity and currency, students must access the Digital Wallet Triscott staff must view the card directly in the app, not by a screenshot, e-mail copy, or otherwise produced.

8.3 Refund Policy

- All course fees, except for Government funded students, include a non-refundable deposit specified on the Triscott website. You accept the fee when signing the Enrolment Form.
- The non-refundable fee includes a resources fee.
- Where Triscott cancels a course due to insufficient numbers or unforeseen circumstances, you are eligible for a refund.
- Students have a 7-day cooling off period; if you decide not to progress with the training course, they will receive a full refund of all monies paid.
- Students who withdraw from a course and wish to seek a refund or have their fees reduced must apply to Triscott in writing, outlining the details and reason for their request. Students

who have not completed a withdrawal form are not eligible for consideration of a refund or reduction of fees.

- Eligibility for a refund is assessed based on the services provided to the student and the costs incurred by Triscott to provide those services.
- Students who withdraw from their program because Triscott cannot contact them or they are disengaged will not be entitled to any refund amount.

The outcome of the refunded assessment is provided in writing to the student's registered address, outlining the decision and reasons for the decision, along with any applicable refund or adjustment notice. If unsatisfied with the outcome, you can appeal- refer to the Appeals process.

8.4 Refund Procedure

Refunds are available for all students undertaking the qualification when they apply in writing using the 'Application for Refund'.

- The student must advise Triscott of their intention to withdraw by completing and signing the appropriate Application for Refund. These forms are available from Triscott.
- Students must submit the Application for Refund form within four (4) weeks of the commencement date of their course.
- We do not offer a refund on the Resource Fee if we receive notification to withdraw after the course start date.
- For Full Fee-Paying students, we calculate a pro-rata refund based on the number of units completed or the duration of the training, depending on the amount of training delivered to the student.

In the event Triscott cancels a course, we will fully refund the payment received for the training course.