Purpose:

The purpose of this Policy is to ensure that there is clear and transparent information available to students and other paying stakeholders accessing Nationally Recognised Training and Assessment services through Vative Academy. Vative Academy makes every effort to ensure all paying clientele are made aware of the fees, refunds and cancellations policy before accepting any engagement of services.

Vative Academy exercise fair and reasonable financial dealings to ensure compliance with regulatory bodies.

Standards and Conditions:

The following table represents areas which this policy and procedure relates to in accordance to AQF and State Government contract guidelines.

<table>
<thead>
<tr>
<th>ASQA: Standards</th>
<th>HESG: VTG Clauses</th>
<th>DTWD: General Provisions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard 5.3</td>
<td>Clause 3.4 (b)</td>
<td>Condition 4.1 (e)</td>
</tr>
<tr>
<td></td>
<td>Clause 4.5 (c,g)</td>
<td>Condition 9.3 (b)</td>
</tr>
<tr>
<td></td>
<td>Clause 9.10 (e)</td>
<td>Condition 9.4, 9.5</td>
</tr>
<tr>
<td></td>
<td>Schedule 1, Clause 1.4</td>
<td>Condition 10.2 (h)</td>
</tr>
<tr>
<td></td>
<td>Schedule 1, Clause 6</td>
<td></td>
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<tr>
<td></td>
<td>Schedule 1, Clause 12.2</td>
<td></td>
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<tr>
<td></td>
<td>Schedule 1, Clause 14.9</td>
<td></td>
</tr>
</tbody>
</table>

Responsible Parties:

The RTO Manager together with the Chief Executive are responsible for ensuring this policy is adhered to.

Policy Outline:

Vative Academy charges fees for participation in both Fee for Service and Government subsidised training programs. Where fees are paid in advance, the payment records will ensure that the participant’s payments are recorded separately within the accounting system and in sufficient detail so that training progress can be monitored against fees paid.
Fee-for-Service (FFS)
Vative Academy delivers nationally accredited Fee-for-Service training to students where the following rates are applicable for the training and assessment and may be varied to reflect specific client requirements:

<table>
<thead>
<tr>
<th>Manufacturing Qualifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSA30208 Certificate III in Manufacturing Technology</td>
</tr>
<tr>
<td>MSA40108 Certificate IV in Manufacturing Technology</td>
</tr>
<tr>
<td>MSA5108 Diploma of Manufacturing Technology</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Logistics Qualifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLI31610 Certificate III in Warehousing Operations</td>
</tr>
<tr>
<td>TLI41810 Certificate IV in Warehousing Operations</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Agriculture Qualifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>AHC30110 Certificate III in Agriculture</td>
</tr>
<tr>
<td>AHC40110 Certificate IV in Agriculture</td>
</tr>
<tr>
<td>AHC50110 Diploma of Agriculture</td>
</tr>
</tbody>
</table>

The above industry based qualifications are delivered with the following equivalent level qualification in Competitive Systems and Practices as a dual qualification:

<table>
<thead>
<tr>
<th>Lean Six Sigma Qualifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSS30312 Certificate III in Competitive Systems and Practices</td>
</tr>
<tr>
<td>MSS40312 Certificate IV in Competitive Systems and Practices</td>
</tr>
<tr>
<td>MSS50312 Diploma of Competitive Systems and Practices</td>
</tr>
</tbody>
</table>

*Material and Administration fees* are not included within the above FFS costs.

**Fee-for-Service Refunds**
Vative Academy ensure that a full refund of fees will be made if a course is cancelled by us.

Vative Academy will refund 50% of the FFS fees to any clients cancelling prior to undertaking up to 50% of the training sessions outlined within their training plan.

FFS paying clients will not receive any refund should they cancel or withdraw post attending 50% of the training sessions outlined within their training plan.
Victorian Training Delivery only:

**Tuition Fees**
Vative Academy does not charge students tuition fees for enrolments related to Government subsidised training (VTG funded candidates).

**Material and Administration Fees**
The following 'Materials and Administration Fee' will be charged for each student per qualification enrolled, payable by their employer upon enrolment.

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Single</th>
<th>Dual</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSA30208 Certificate III in Manufacturing Technology</td>
<td>$25</td>
<td>$50</td>
</tr>
<tr>
<td>MSA40108 Certificate IV in Manufacturing Technology</td>
<td>$25</td>
<td>$50</td>
</tr>
<tr>
<td>MSA40311 Certificate IV in Process Manufacturing</td>
<td>$25</td>
<td>$50</td>
</tr>
<tr>
<td>MSS30312 Certificate III in Competitive Systems and Practices</td>
<td>$25</td>
<td>$50</td>
</tr>
<tr>
<td>MSS50312 Diploma of Competitive Systems and Practices</td>
<td>$25</td>
<td>$50</td>
</tr>
<tr>
<td>TLI31610 Certificate III in Warehousing Operations</td>
<td>$25</td>
<td>$50</td>
</tr>
<tr>
<td>TLI41810 Certificate IV in Warehousing Operations</td>
<td>$25</td>
<td>$50</td>
</tr>
<tr>
<td>AHC30110 Certificate III in Agriculture</td>
<td>$25</td>
<td>$50</td>
</tr>
<tr>
<td>AHC40110 Certificate IV in Agriculture (Grain or Crop)</td>
<td>$25</td>
<td>$50</td>
</tr>
<tr>
<td>AHC41010 Certificate IV in Agribusiness</td>
<td>$25</td>
<td>$50</td>
</tr>
<tr>
<td>AHC50110 Diploma of Agriculture</td>
<td>$25</td>
<td>$50</td>
</tr>
</tbody>
</table>

A Statement of Fees is made available to each student prior to enrolment when the pre training review takes place.

**Material and Administration Fee Waivers/Exemptions**
Vative Academy may apply a waiver/exemption to clients who may be experiencing financial hardship, this is at the discretion of the Chief Executive only.

Vative Academy will apply a Fee Waiver/exemption for students referred under the *Young People Transitioning from Care Initiative*.

**Concession Fees**
Vative Academy will apply a 20% concession fee for enrolments in courses at the Certificate IV level or below when students (or their respective employers) supply prior to commencement of training a current and valid:

- Healthcare Card issued by the Commonwealth;
- Pensioner Concession Card;
- Veteran's Gold Card;

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O:\Compliance\Policies and Procedures\Vative Academy\Fees Refunds & Cancellations v2.4.doc
• An alternative card or concession eligibility criterion approved by the Minister for the purposes of the VTG guidelines;
• The spouses card for a Dependent Spouse (or Dependent Child of a card holder);
• Referred Job Seeker;
• Or if the student self identifies as Aboriginal or Torres Strait Islander;
Copies of any eligible concessions will need to be retained in the student file. Students who cannot supply evidence of the above concessions within a reasonable time-frame determined by Vative Academy will be deemed as a full FFS paying student.

**Grounds for Refunds (Materials and Administration Fees)**

Vative Academy charge Materials and Administration Fees to the student (or employer) upon enrolment of the training program. This can be negotiated into a payment plan, which will be recorded on the training agreement.

Vative Academy will fully refund material and administration fees to the paying client who cancels with no less than 5 business days’ notice prior to enrolment / induction.

After enrolment candidates who cancel a program will only be eligible for a refund in the following circumstances;

• Vative Academy withdraws the training program;
• Terminal illness (or injury) to the Candidate which makes it impossible for the Candidate to complete the program. Such applications must be supported by appropriate medical documentation.

Circumstances in which a refund will not be granted for cancellation from a module/program;

• Change of mind;
• Change of employment or working hours;
• Domestic relocation;
• Financial hardship; or
• Retrenchment (a deferral may be granted)

In an unforeseen circumstance which Vative Academy withdraws its RTO license, all Enrolment and Materials Fees will be refunded for students who have not commenced any training. Students who have commenced training will be applicable for a pro-rata refund.

**Payment of Refunds**

Candidates who have been granted a refund will receive a refund of the full purchase amount, within 20 working days from receipt of returned hard copies of training materials.
Refunds will not be paid until hard copy training materials have been returned. Refunds will only be paid to the person or body (on behalf of the Candidate) from who the original payment was received.

Training Guarantee (VTG) Refunds and Cancellations
A cancellation fee may apply for workplace clients where participants withdrawing from the program result in training group numbers falling below minimum levels as defined in the client’s training agreement.

Students attending Public Programs who withdraw from training whilst funded under the Victorian Training Guarantee will not be charged any fees associated with the cancellation.

The cancellation fee is calculated as $1,000 per session remaining per student below the minimum students defined in the Training Agreement.

Cancellation Fee per student below minimum:

<table>
<thead>
<tr>
<th>Sessions Remaining &gt;&gt;</th>
<th>10</th>
<th>9</th>
<th>8</th>
<th>7</th>
<th>6</th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancellation Fee per student below minimum</td>
<td>$10,000</td>
<td>$9,000</td>
<td>$8,000</td>
<td>$7,000</td>
<td>$6,000</td>
<td>$5,000</td>
<td>$4,000</td>
<td>$3,000</td>
<td>$2,000</td>
<td>$1,000</td>
</tr>
</tbody>
</table>

WA Traineeships and Apprenticeships Fees (WA Training Delivery only)
Under the WA Government subsidised Traineeships and Apprenticeships program there are mandatory fees of which each student or their employer must contribute to the education and training through Vative Academy.

Vative Academy fee structure falls within the following 2 categories:

<table>
<thead>
<tr>
<th>Qualification</th>
<th>Non-Concession Student Fee</th>
<th>Concession Student Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSA50108 Diploma of Manufacturing Technology</td>
<td>$4,457.94</td>
<td>$4,457.94</td>
</tr>
</tbody>
</table>

The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student service and resource fees. Employers (if applicable) as well as Students will receive an itemised enrolment invoice including the following:
• Personal details - the first and last name of the student
• Course details – national or state identification and course name
• Concession status (where appropriate)
• Future Skills WA Category, for example:
  - Diploma and above qualifications
  - Apprenticeships and Traineeships
  - Priority Industry Qualifications
  - General Industry Training
  - Foundation Skills and Equity Courses
• Enrolment date
• A list of all enrolled units, specifying for each unit the:
  - withdrawal/census date
  - nominal hours
  - unit fee
  - resource fee [note: if the resource is not unit specific (i.e. learning material that relates to a cluster of units) the fee should be apportioned across the relevant units.]
  - fee for Recognition of Prior Learning (where applicable)
• Additional itemised fees
• Total invoice amount

WA Traineeships and Apprenticeships Full Refunds

Students who withdraw are entitled to a full refund of fees and charges where:

• a course/qualification or unit is cancelled or re-scheduled to a time unsuitable to the student; or
• a student is not given a place due to maximum number of places being reached.

Vative Academy may approve a full refund of fees at any time during delivery if a class is cancelled because of declining student numbers, no available lecturer, or due to other circumstances caused by the RTO.
WA Traineeships and Apprenticeships Part Refunds
Students who withdraw for reasons other than those outlined above, and who lodge a withdrawal form before 20% of delivery has been concluded will be eligible for a full refund of their course fee, and:

- a full refund of the resource fee if the course is a Diploma or Advanced Diploma, or
- 50% of the resource fee if the course is below Diploma level.

WA Traineeships and Apprenticeships Pro-Rata Refunds
Vative Academy may approve a pro-rata refund of fees and charges at any time during the course of delivery if students withdraw for reasons of personal circumstances beyond their control.

For example:
- serious illness resulting in extended absence from classes.
- injury or disability that prevents the student from completing their program of study.
- other exceptional reasons at the discretion of the Chief Executive or RTO Manager.

In all cases, relevant documentary evidence (for example, medical certificate) is required.

Procedure Outline:
Refund requests must be made in writing and submitted to the Chief Executive through:
- Direct e-mail to accounts@vative.com.au with the subject heading “Request for Refund”; or
- Direct postal mail to 260A Blackburn Road, Glen Waverley VIC 3150, attention to Chief Executive.

Clients requesting a refund of fees must provide the following details in writing:
- Purpose of refund
- Full name as depicted on the student enrolment form
- Contact telephone number (mobile, home or work)
- Contact e-mail address
- Address (work or home)
- Enrolled qualification(s)

The Chief Executive will respond to the request directly with the student or the employer primary contact if the training is workplace based and the fees were paid directly by the employer on behalf of the student. The Chief Executive will abide by the following timeframes to action requests for refunds in a timely and efficient manner:
- Respond to all written requests within 10 business days
- Authorise and issue a refund within 15 business days following the initial response to the client

This Vative Academy policy is published on the website.

**Payment Terms**
The client will pay Vative Academy 50% of the total fees and charges applicable post enrolment and within 14 working days of receiving an invoice. The remaining 50% fee is payable at the midpoint of the course and within 14 working days of receiving the invoice. Late payments will incur a 10% annual interest fee calculated monthly from due date of payment or optionally training may be deferred until payment is made.