

**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 Federal and State Government contract guidelines.

<b>ASQA: Standards</b>	<b>HESG: VET Funding Contract</b>
Standard 5.3	Clause 5.2 (b, c, g)
	Schedule 1, Clause 1.4 (a, b)
	Schedule 1, Clause 4.7
	Schedule 1, Clause 6
	Schedule 1, Clause 12.2

**Responsible Parties:**

The Group Financial Controller on behalf of the Chief Executive Officer is 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.

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### Fee-for-Service (FFS)

Vative Academy delivers workplace-based 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. This can be negotiated into a payment plan, which will be recorded on the training agreement:

<b>Non-Industry Specific Lean Qualifications</b>	
MSS30316 Certificate III in Competitive Systems and Practices	\$3,600.00
MSS40316 Certificate IV in Competitive Systems and Practices	\$4,200.00
MSS50316 Diploma of Competitive Systems and Practices	\$5,200.00

<b>Non-Industry Specific Lean Dual Qualification</b>	
BSB42015 Certificate IV in Leadership and Management	\$4,550.00
MSS40316 Certificate IV in Competitive Systems and Practices	

<b>Lean Manufacturing Dual Qualification</b>	
MSA30208 Certificate III in Manufacturing Technology	\$4,900.00
MSS30316 Certificate III in Competitive Systems and Practices	
MSA40108 Certificate IV in Manufacturing Technology	\$6,000.00
MSS40316 Certificate IV in Competitive Systems and Practices	

<b>Lean Warehousing &amp; Logistics Dual Qualifications</b>	
TLI31616 Certificate III in Warehousing Operations	\$5,400.00
MSS30316 Certificate III in Competitive Systems and Practices	
TLI41816 Certificate IV in Warehousing Operations	\$6,300.00
MSS40316 Certificate IV in Competitive Systems and Practices	

<b>Elective Unit Additions for Manufacturing Technology Qualifications</b>	
Just-In-Time (JIT) and Kanban	\$500.00
Total Productive Maintenance (TPM)	\$500.00

The student tuition fees as published are subject to change given individual circumstances at enrolment

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### Material and Administration Fees

The following 'Materials and Administration Fee' will be charged for each Workplace Based student per qualification enrolled and are not included within the above fee for service costs. Student costs may be payable by their employer upon enrolment.

<b>Non-Industry Specific Lean Qualifications</b>	
MSS30316 Certificate III in Competitive Systems and Practices	\$50.00
MSS40316 Certificate IV in Competitive Systems and Practices	\$50.00
MSS50316 Diploma of Competitive Systems and Practices	\$50.00

<b>Non-Industry Specific Lean Dual Qualification</b>	
BSB42015 Certificate IV in Leadership and Management	\$50.00
MSS40316 Certificate IV in Competitive Systems and Practices	

<b>Lean Manufacturing Dual Qualification</b>	
MSA30208 Certificate III in Manufacturing Technology	\$50.00
MSS30316 Certificate III in Competitive Systems and Practices	
MSA40108 Certificate IV in Manufacturing Technology	\$50.00
MSS40316 Certificate IV in Competitive Systems and Practices	

<b>Lean Warehousing &amp; Logistics Dual Qualifications</b>	
TLI31616 Certificate III in Warehousing Operations	\$50.00
MSS30316 Certificate III in Competitive Systems and Practices	
TLI41816 Certificate IV in Warehousing Operations	\$50.00
MSS40316 Certificate IV in Competitive Systems and Practices	

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**Group RTO Fee Structure**

Vative Academy is part of a 'Group RTO' structure and which it shares its scope of registration together with Vative Healthcare (TOID: 22175) for the delivery of Competitive Systems and Practices qualifications.

Students enrolled in the following dual qualifications where they are undertaking their concurrent Competitive Systems and Practices qualification, will incur zero Material and Administration Fees:

<b>Lean Healthcare Dual Qualifications</b>	
CHC33015 Certificate III in Individual Support	\$0.00
MSS30316 Certificate III in Competitive Systems and Practices	
HLT33215 Certificate III in Health Support Services	\$0.00
MSS40316 Certificate III in Competitive Systems and Practices	
CHC43015 Certificate IV in Ageing Support	\$0.00
MSS40316 Certificate IV in Competitive Systems and Practices	
HLT47315 Certificate IV in Health Administration	\$0.00
MSS40316 Certificate IV in Competitive Systems and Practices	
HLT57715 Diploma of Practice Management	\$0.00
MSS50316 Diploma of Competitive Systems and Practices	
CHC62015 Advanced Diploma of Community Sector Management	\$0.00
MSS50316 Advanced Diploma of Competitive Systems and Practices	

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### Material and Administration Fee Waivers/Exemptions

Students undertaking a Vative Academy open / public program will be exempt from fees.

Vative Academy may apply a waiver/exemption to clients who are experiencing financial hardship or their previous RTO has closed down. This is at the discretion of the Chief Executive Officer only.

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

### Fees Paid in Advance

Vative Academy will not accept payment of more than a total of \$1500 from each individual student prior to the commencement of the course. Following course commencement, Vative Academy may require payment of additional fees attributable to costs incurred on behalf of the student for training services only.

### Grounds for Refunds

Vative Academy will fully refund fees to the paying client who cancels with no less than 10 business days' notice prior to enrolment / induction.

After enrolment candidates who cancel a program will only be eligible for a full 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.

Vative Academy will refund 50% of the fees to any clients cancelling prior to undertaking Session 6 of the training program.

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

- Cancel or withdraw post attending 50% of the training sessions outlined within their training plan;
- Change of mind;
- Change of employment or working hours;
- Domestic relocation;
- Financial hardship; or
- Retrenchment (a deferral may be granted)

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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.

### Victorian Government Subsidised Training Only:

#### Tuition Fees

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

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

#### Concession Fees (Funded students only)

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 enrolment a current and valid:

- Healthcare Card issued by the Commonwealth;
- Pensioner Concession Card;
- Veteran's Gold Card;
- An alternative card or concession eligibility criterion approved by the Minister for the purposes of the Skills First 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 (concession will be applied at any AQF level);

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.

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**Cancellations**

At the discretion of the Chief Executive Officer, 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.

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:**

Cancellation Fee per cancelled student below minimum	Sessions Remaining >>									
	10	9	8	7	6	5	4	3	2	1
	\$10,000	\$9,000	\$8,000	\$7,000	\$6,000	\$5,000	\$4,000	\$3,000	\$2,000	\$1,000

**Procedure Outline:**

All refund requests must be made in writing and submitted to the Chief Executive Officer through:

- Direct e-mail to [accounts@vative.com.au](mailto: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 Officer.

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 Officer 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 Officer will abide by the following timeframes to action requests for refunds in a timely and efficient manner:

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- 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 within 14 working days of receiving an invoice. Late payments at the discretion of Vative Academy may incur a 10% annual interest fee calculated monthly from due date of payment or optionally training may be deferred until payment is made.

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