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 education services through Vative Academy. Vative Academy makes every effort to ensure all paying clientele are made aware of the fees and refund 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 AQTF and State Government contract guidelines.

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<th>ASQA: Standards</th>
<th>HESG: VTG Clauses</th>
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<td>Standard 5.3</td>
<td>Clause 3.4 (b)</td>
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<td>Schedule 1, Clause 11.1-11.2</td>
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Responsible Parties:

The Group Financial Controller on behalf of the Chief Executive is responsible for ensuring this policy is adhered to.

Policy Outline:

Fee-for-Service (FFS)

Vative Academy delivers non-government subsidised training (FFS) to students where the following standard training fees* (includes training material fees) are applicable:

- $4,800.00 for Certificate III level qualification
- $5,300.00 for Certificate IV level qualification
- $9,300.00 for Diploma level qualification
- $9,300.00 for Advanced Diploma level qualification

*Standard training fees may be varied to reflect specific client requirements.

Vative Academy will charge the training material fees component of $500.00 to clients expressing interest to enrol into any qualification level or industry prior to enrolment.
Upon completion of enrolment clients will be expected to make full payment of their FFS tuition payable before the commencement of the next training session.

**FFS Full Refunds**
Vative Academy will fully refund training material fees to the paying client who cancels with no less than 5 business days notice prior to enrolment /induction.

**FFS Part Refunds**
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 Guarantee (VTG) Fees**

Student tuition fees are subject to change given individual circumstances at enrolment.

The Statement of Fees for VTG funded students will be disclosed at the time that the student completes the pre training review, documented within the student handbook.

**Victorian Training Guarantee (VTG) Refunds**
Clients withdrawing from training whilst funded under the Victorian Training Guarantee will not result to any charges or fees associated to the cancellation.

**WA Traineeships and Apprenticeships Fees**
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. Government funding is available for most qualifications at Certificate IV level or above. Vative Academy fee structure falls within the following 2 categories:
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 Andrew Czompo.
Clients requesting for 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 Group Financial Controller will respond to the request directly with the student or the employer primary contact if the training is workplace based or if the fees were paid directly by the employer on behalf of the student. The Group Financial Controller 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