

COURSE FEE POLICY

1.0 PURPOSE

This policy outlines principles surrounding the fees for REISA RTO courses and any associated costs to clients.

2.0 SCOPE

The scope of this policy includes all REISA RTO courses inclusive of all delivery and assessment methodologies such as:

- Off the job, face to face, workshop
- Online
- On the job
- Blended

3.0 PRINCIPLES

3.1 Course Fees

Unless otherwise indicated, course enrolment includes course registration, administration fees and initial ordering of course materials or allocation of online access, training and assessment activities including limited coaching as identified in the Individualised Training Plan and agreed to achieve learning outcomes, course materials and limited refreshments while attending the course.

All meals are the responsibility of the student unless advised. Course fees do not include the provision of any technology required to undertake your training i.e. PC, laptops, ipads.

Fees are reviewed prior to commencement of each course or at a minimum annually by the REISA Manager Training and Development. Recommendations for approval are provided to the RTO CEO for the reviewed course fees at least 4 weeks prior to the commencement of the course.

3.2 Fees in advance

REISA does not collect more than \$1500 in fees in advance at any time per student.

REISA acknowledges that from time to time direction may be received from government which may:

- limit the amount of course fees that can be collected in advance of tuition
- stipulate how fees collected may be banked/secured so as to safeguard funds that may have to be returned to students.

Name: Greg Troughton

Signature:

Position: CEO

Date:

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REISA will abide by all such direction.

Course fees will be published in all relevant marketing materials including the REISA website and include:

- a) the total amount of all fees including course fees, materials fees and any other charges
- b) payment terms, including the timing and amount of fees to be paid and any non-refundable deposit
- c) the nature of the guarantee given by the RTO to complete the training and/or assessment once the student has commenced study in their chosen qualification or course
- d) the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment
- e) REISA RTO's refund policy

4 Fee payments

Course payment can be made in the form of cash, personal cheque, bank cheque, Visa and Mastercard or by EFTPOS.

Participants are required to pay a non-refundable deposit of \$500 with the completed enrolment form. Payment of the deposit will confirm the enrolment. The balance of the course fees will be invoiced over a prescribed period of time on a monthly basis for classroom based students, and for online students, payments will be scheduled based on number of units completed over the duration of the training. Participants will be invoiced prior to undertaking training or commencing a course, with payments made of no more than \$1500 in advance.

The payment schedule for course fees will be outlined in each invoice. Payments are expected to be made prior to or on the date stipulated in the payment schedule.

If payments are not received by the due date as stipulated in the payment schedule, a student will not be allowed to continue with any training, assessment or online activities until they are financial. Where payments are not received on the due date, the RTO Accounts department will send notification to the participant that their training and assessment activities have been suspended until any all arrears are paid. The RTO Manager – Training & Development will be cc'd in on any notifications of the suspension of training or non-issuance of certificates due to financial arrears. Access to workshops and online will be denied to un-financial participants and should they attempt to attend training, they will be asked to pay outstanding amounts or leave the premises.

Restitution of the payment schedule, payment of any outstanding course fees will enable students to again receive further course materials, training or assessment services.

5 Payment Plan

REISA RTO understands that in some circumstances and from time to time participants may experience some difficulty or hardship in making payment of course fees as outlined in the Payment Schedule. Should participants experience difficulties, they should contact

the REISA RTO Finance and Project Manager to discuss and negotiate a payment plan for course fees.

Students who have an agreed Payment Plan with REISA and become un-financial as a result of non payment of fees, as detailed in the agreed payment schedule, will not receive any further course materials, training or assessment services beyond that received to the date that they are deemed un-financial. Restitution of the payment schedule, payment of any outstanding course fees will enable students to again receive further course materials, training or assessment services.

6 Cancellation, Transfer & Refund Policy

The non-refundable deposit of \$500 will not be refunded under any circumstance, other than that deemed to be exceptional by the REISA Chief Executive Officer or Finance Manager.

All cancellations of course enrolments must be notified in writing.

Enrolment cancellations which are received 5 days prior to training including online, commencing will be entitled to a refund of any course fees paid, minus a \$500 training fee.

Students who cancel their enrolment/s after the commencement of training including online, and after the receipt of payments will not be issued with any refunds.

Any exceptional circumstances (eg: prolonged illness, interstate relocation) will be considered at the sole discretion of the Chief Executive Officer of REISA or Finance Manager. Please note documentary evidence will be required to support an application for exceptional circumstances. Applications for exceptional circumstances must be made in writing detailing at a minimum the circumstance/s and the impact on the student.

REISA endeavours to deliver every course/workshop as published and scheduled. REISA reserves the right to cancel or postpone a course/workshop to an alternative date. All registered participants affected by such a cancellation or postponement will receive a refund or be offered the opportunity to transfer to a future course/workshop being offered by REISA.

REISA reserves the right to cancel a course if insufficient enrolments are received 48 hours prior to course commencement. Participants already booked into these courses will be notified by telephone or email.

If REISA RTO cancels a course, a full refund of all monies paid by a student for the course will be made within 7 days.

7.0 REFERENCE DOCUMENTATION

- ASQA Standards for Registered Training Organisations 2015
- Enrolment Form

- Student Handbook
- Student Induction

I have read and understood the above policy.

Name:

Date: