

FEES AND CHARGES POLICY

Revision 2.0 Jul 2019

PURPOSE

MiTraining is a fee-for-service provider of accredited programs – short courses and qualifications. This policy outlines the structure and detail around the fees and charges for MiTraining’s accredited programs. This policy should be read in conjunction with the Annual Fee Schedule located on the MiTraining website.

SCOPE

This policy relates to fees charged for participation in MiTraining programs of study.

POLICY STATEMENT

This ensures that students are aware of all fees and charges associated with enrolment.

FEES AND CHARGES

Unless otherwise set out, course fees are inclusive of:

- Provision of online course materials;
- Online delivery supported by access to a qualified, industry current trainer;
- Marking of all related assessment items;
- Access to the MiTraining Learning Management System (LMS);
- Ongoing service and support from MiTraining administrative staff;
- Issuance of original certificates including a Statement of Attainment, Record of Results and Testamur to eligible students.

Optional or recommended reading materials or textbooks are not included in course fees and are an additional cost to the student.

Assessment

Assessments may require students to access certain equipment in order to complete required tasks. This may include a video recording device (such as a smart phone), stationery, internet access and the ability to engage with their colleagues and peers. The cost to access these items will be at the student’s expense, however the majority of students are able to access these materials without incurring any personal cost.

Students completing assessment in an accredited course are allowed up to three attempts at each task. Students who exceed three attempts and do not achieve competency may be charged a re-enrolment fee to continue in the program. Where a student requires additional/alternative assessment to achieve competency, MiTraining reserves the right to charge an additional fee.

Goods and services that do not incur a separate fee

MiTraining does not charge additional fees for goods and services that considered the responsibility of the RTO such as:

- a) Fees for costs associated with records archiving;
- b) The purchase or depreciation of equipment or general infrastructure;
- c) IT support;
- d) Access to general learning and personal support services;
- e) Separate fees for negotiating training plans with students.

Certificate Reissuance

For re-issuing (copy) of a qualification testamur or academic transcript, an additional fee will be incurred

ANNUAL FEE SCHEDULE

MiTraining publishes an annual fee schedule (fee list) that provides details pricing structures for each program of study and other educational services. This document is available on the MiTraining website.

FEE PROTECTION

In accordance with regulatory standards MiTraining does not accept payment of more than \$1500 in advance of the training delivered.

Programs of study with fees in excess of \$1500 are paid by the student via an agreed payment plan.

These requirements do not apply where an employer engages an MiTraining to provide training and/or assessment to members of its staff through a negotiated commercial transaction. In these cases, full fees may be invoiced for payment or negotiated at the time of enrolment.

CONCESSIONS

Holders of Health Care Cards and other acceptable concession cards are entitled to a 10% discount on the total course fees for accredited programs.

training and assessment.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL is a comprehensive assessment pathway that takes into account a prospective student's existing skills and knowledge through the collection of evidence.

Fees for RPL services are listed in the annual fee schedule. Credit transfer will not be charged a fee.

FEE INFORMATION

Fee information is available to students prior to enrolment. It is readily accessible and publicly available. All course fees must be paid in full before a student is issued with applicable certification.

FEE PAYMENT

MiTraining will accept a wide range of payment methods through our merchant/banking facility including:

- a) Visa;
- b) MasterCard;
- c) Electronic Funds Transfer.

Other methods of payment can be organised with prior arrangements including:

- a) Invoice);
- b) Personal, Bank or Business Cheque.

POLICY PUBLICATION

All policies and procedures are made available on request at all times, and form part of the induction and orientation for staff and students and are made available, via the website (where appropriate), student administration/management system and internal electronic systems.

NOTES

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| <i>Related Policies/Procedures:</i> | <i>Certificate Issuance Policy Enrolment Policy Refund Policy RPL Policy</i> |
| <i>Related Documents/Forms:</i> | <i>Annual Fee Schedule</i> |
| <i>Related Legislation:</i> | <i>N/A</i> |
| <i>Guidelines:</i> | <i>Standards for RTOs 2015</i> |
| <i>Approved By:</i> | <i>Chief Executive Officer</i> |
| <i>Date of Next Review:</i> | |