

Fees and Refund Policy

2.1 - Fees and Refunds

ATEL Training Solutions is entitled to charge fees for services provided to students undertaking training and assessment that leads to a nationally recognised outcome. These charges are generally for items such as course materials, text books, student services and training and assessment services.

Fees Payable

Fees are payable when a student has commenced training in the nominated course. The initial fee payment must be made within 7 days of receiving an invoice from ATEL Training Solutions. Furthermore all applicable enrolment fees, administration or amenities fees which are payable for the course must be finalised prior to course completion. ATEL Training Solutions may discontinue training if fees are not paid in accordance with the agreed fee schedule. The current fees and charges for ATEL Training Solutions are published on the website (www.atel.com.au).

Schedule of Fees and Charges

The General Manager - ATEL Services is responsible for approving ATEL Training Solutions Schedule of Fees and Charges. The schedule of fees and charges is to include the following information:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;
- payment terms, including the timing and amount of fees to be paid;
- the nature of the guarantee given by ATEL Training Solutions to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc;

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- the fees and charges for additional services, including such items as issuance of a replacement certificate or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment; and
- ATEL Training Solutions Refund Policy.

Fee Provisions for Victoria

ATEL Training Solutions publishes these on its website the Schedule of Fees and Charges as per Victorian contractual obligations [Part A, 1.4 – Promotional Materials, Website and other Publications](#). Acceptable concessions include Commonwealth Health Care Card, Pensioner Concession Card and Veteran’s Gold Card. More information can be found [here](#).

Fee Provisions for New South Wales

Under the Smart and Skilled program there are standard enrolment fees applicable to each respective qualification. For further information go to www.smartandskilled.nsw.gov.au. Acceptable concessions include (but not limited to) Age Pension, Austudy/Newstart Allowance and other Special Benefits. More information can be found [here](#).

Fee Provisions for ACT

A standard enrolment fee of applies for all ACT traineeships and concessions. ATEL Training Solutions publishes these on its website the Schedule of Fees and Charges. Acceptable concessions include Australian Government Health Care Card, Australian Government Low Income Health Care Card, Australian Government Pensioner Concession Card and Veteran’s Gold Card. More information can be found [here](#).

Fee Provisions for Queensland

ATEL Training Solutions supplies each student with the dollar amount per Student Contact Hour (SCH). ATEL Training Solutions publishes these on its website the Schedule of Fees and Charges.

Replacement of Text and Training Workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. Where a student has purchased a text or training workbooks and subsequently cancels his or her enrolment, ATEL Training Solutions will not refund monies for purchased materials.

Giving Notice of Enrolment Cancellation

A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. ATEL Training Solutions staff who are approached with initial notice of cancellation are to ensure that a Withdrawal Form is filled out correctly. The student is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Students' who may not be eligible but are requesting a refund should also be provided with the Refund Request Form so the request can be properly considered by the General Manager - ATEL Services.

Refunds

The following Refund Policy will apply:

- Student has made an overpayment of the administration fee (ATEL Training Solutions will only refund the excess amount paid).
- Students who give notice to cancel their enrolment more than 7 days prior to the commencement of a program, will be entitled to a full refund of fees paid.
- Students who give notice to cancel their enrolment less than 7 days prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by ATEL Training Solutions is required to cover the costs of staff and resources which will have already been committed based on the students initial intention to undertake the training.

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- Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.
- If the reason for the course cancellation is driven by ATEL Training Solutions, ATEL Training Solutions will refund fees to the student on a pro-rata basis by units calculated by units commenced vs total units on the students training plan (eg: a 16 unit qualification = 75% complete resulting in a 25% refund of fees to the student)
- Students will be eligible for a partial refund due to Recognition of Prior Learning or Credit Transfer being granted after fees have been paid. This refund will be based on amount of units ÷ by fee charged
- ATEL Training Solutions will grant a refund if a student withdraws from a qualification but have completed all the requirements for a lower level qualification which attracted a lower student fee (NSW only)

Discretion may be exercised by the General Manager - ATEL Services in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. General Manager - ATEL Services may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the student within 30 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

ATEL Training Solutions will collect, record and retain all evidence relating to fee transactions. Where a refund is granted, ATEL Training Solutions will retain all supporting evidence relating to the decision for each student.

Limiting Fees Being Paid in Advance

ATEL Training Solutions acknowledges that it has a responsibility under the Standards for Registered Training Organisations to limit the fees paid by students in advance of their training

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and assessment services being delivered. To meet our responsibilities ATEL Training Solutions may accept payment of no more than \$1,500 from each student prior to the commencement of the course. This requirement applies regardless of the payment for the fees are being made directly or through a third party.

Following the course commencement, ATEL Training Solutions may require payment of additional fees in scheduled payments in advance from the student but only such that at any given time, the total amount required to be paid in advance does not exceed \$1,500.

Recovery of outstanding student fees

If a student fails to pay fees, ATEL Training Solutions will follow its conventional debt collection process which will result in the temporary withdrawal of training services until the fees are paid and notification to the relevant state regulators that training is suspended due to non-payment of fees. Students should note that like any business ATEL Training Solutions reserves the right to recover outstanding debts using support from third party debt recovery agencies (typically in extreme circumstances only)

Payment of GST

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course.

ATO reference:

<http://law.ato.gov.au/atolaw/view.htm?docid=GST/GSTR20031/NAT/ATO/00001>

Where a student is enrolled in a course which is offering units of competency or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course. Please refer to ATEL Training Solutions schedule of fees and charges for details of what GST is and is not applied to.

Miscellaneous Charges

ATEL Training Solutions will levy some miscellaneous charges for services. These may include:

- Re-issuing a certificate after it has been initially issued to a student.
- Replacing issued learning materials which the student has lost or damaged

These miscellaneous charges are to be clearly specified in ATEL Training Solutions Schedule of Fees and Charges. It is to be made clear if these services will include GST. All miscellaneous charges are to be based on a cost recovery basis and are not intended to be a source of profit.

Student Complaints about Fees or Refunds

Students who are unhappy with ATEL Training Solutions arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with ATEL Training Solutions complaints policy and procedure.

The enrolment fee will not be refunded where the student or employer has chosen to transfer to another RTO.

ATEL Training Solutions also have alternative tuition assurance, as specified in the VET Guidelines, through current membership of the Australian Council for Private Education and Training (ACPET).