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## Fees, Charges and Refund Policy

### Purpose

To maintain systems which ensure all applicants are fully informed of fees and charges incurred upon enrolment and the circumstances in which a refund may be applied.

### Tuition Fees

Tuition fees are charged for the provision of training and are determined by EmployEase. Students who are eligible for funding under the Innovation & Skills (SA) will be charged an amount calculated in accordance with the relevant contract and guidelines about Fees.

## Policy

### Information about fees and charges

- EmployEase has learner fee protection measures as required by ASQA in clause 7.3 of the Standards for Registered Training Organisations 2015. EmployEase holds an unconditional financial guarantee from the HSBC Bank, for the total amount of prepaid fees held in excess of the \$1,500 prepaid threshold per learner, for services to be provided by EmployEase to those learners.
- Fee information relevant to a course is outlined in detail on the Statement of Fees and Refund document and summarised on The EmployEase website. Detailed information is provided prior to enrolment.
- Fee information includes:
  - All costs for the course including any materials or administration fees
  - Payment terms
  - Miscellaneous fees
  - Refund information
  - Fees for programs in line with the Skills First Guidelines/ Innovative and Skills (SA) about Fees
- The Schedule of Fees, Student Information Handbook and Fees, Charges and Refund policy are provided prior to enrolment and also located on the EmployEase website and informs the student of their consumer rights.
  - Where an employer or third-party is paying for a student's course, the EmployEase requires the payer to provide us with an 'authority to invoice' confirmation by e-mail.

### Fees and charges for full fee-paying students

- Tuition Fees for full fee-paying students are set annually by EmployEase Management.

Fees are subjected to change outside the annual review.

- Students paying fees will be required to pay a \$110 admin fees (non-refundable) deposit at the time of enrolment and a payment plan will be implemented. The payment plan may be in the form of invoices per month.
- Course materials are covered in the tuition fee.
- RPL assessments are charged per unit of competency.
- Fees will be charged for any course extension requests by the employer, third-party, or student.
- Students may apply to have their course deferred at no extra cost once during their enrolment period (Maximum deferment period will be approved for 3 months). The administration staff may request further documentation to

support the deferral request. Outcome will be determined by the Student Support and Placement Manager and the student will be informed by e-mail or phone call.

## **Fees and Charges for Skills First Eligible Students**

### **Tuition Fees**

- Tuition Fees for SA government funded students are set in accordance with the SA Guidelines about Fees.
- The EmployEase does not apply a materials fee in addition to the tuition fees. All course materials are covered within the tuition fee.
- Where a unit is to be completed by RPL for a SA funded student, the relevant RPL fees applies for those relevant unit/s.
- The published Tuition Fees for SA Funded students are subject to change given individual circumstances at enrolment.
- A fee is charged for any course extensions requested by the employer, third-party or the student.
- Students may apply to have their course deferred at no extra cost once during their enrolment period (Maximum deferment period will be approved for 3 months). The administration staff may request further documentation to support the deferral request. Outcome will be determined by the Student Support and Placement Manager and the student will be informed by e-mail or phone call.

### **Fee Concessions**

- Concession fees apply to Skills SA eligible students who enrol in a Certificate III in Individual Support (Ageing and Disability) and can provide evidence of Fee Concession entitlement.
  - To be eligible for concession rates, the student must, on the date of enrolment:
    - Be a holder of a current Commonwealth Health Care Card or a spouse or be a dependent child of a card holder;
    - Be a holder of a Pensioner Concession Card or be a spouse of, or a dependent child of a card holder; or
    - Be a holder of a Veterans Gold Card.
  - The card must be sighted by The EmployEase administration staff as part of enrolment. The EmployEase uses a third-party Document Verification Service (DVS) to verify the Concession entitlement. Concession documentation must be valid at the time of enrolment.
  - Concession rates are only applied to tuition fees and do not apply to other fees such as administration fees.
  - Where a Concession Card cannot be verified via a Documentation Verification Service (VDS), the EmployEase administration staff will complete a Digital Wallet Form to confirm that the evidence has been sighted; however, no Centrelink Customer Reference Number (CRN) will be collected and recorded by the training organisation for privacy and security purposes.
  - After the concession entitlement is confirmed via either a Document Verification Service (DVS) or Digital Wallet Form and there is no longer a business and/or compliance need for their retention, the EmployEase will dispose any original copies of this documentation.

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### Tuition Fee Waivers

- From 1<sup>st</sup> of January 2024, the EmployEase will not charge a tuition fee to Skills SA students who self-identify as being of Aboriginal and Torres Strait Islander descent. The new fee waiver replaces the previous Indigenous Completions Initiative concession.
- Like the previous Indigenous Completions Initiative concession, the EmployEase must retain a copy of the enrolment form on which the student self-identified as indigenous as evidence of their entitlement.

### Statement of Fees

All Skills SA students will receive a copy of Statement of Fees prior to enrolment including the refund policy.

### Course Fee Inclusions

- Course and tuition fees include:
  - All the training and assessment required for students to achieve the qualification or course within the expected timeframe as outlined in the Timetable/Training plan.
  - Access to EmployEase Learning Management System unless otherwise stated on the Course Outline.
  - Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion). Re-issuance or additional copies of these documents will attract a fee.
- Course and tuition fee exclusions:
  - Any optional textbooks and materials that may be recommended but not required to complete a course
  - Stationery and personal devices such as laptops, tablets and computers.
  - Microsoft Office licenses, or equivalent.
  - Re-issuance fees for AQF certification documents, as outlined above.
  - Course extension fees.
  - Police checks/Uniforms

### Payments

- Payments can be accepted by electronic transfer. Payment plans are usually created for \$500 monthly or \$250 fortnightly, to ensure EmployEase does not hold more than \$1,500 in advance at any time.
- Payment plans must be agreed between the RTO and the student or employer/third-party payer before debits commence.
- Students who are experiencing difficulty in paying their fees are invited to call our office or email us to discuss an alternative payment arrangement.
- The EmployEase reserves the right to suspend the provision of training and/or other services until fees are brought up to date. If after 30 days accounts are still outstanding the following will apply:

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- Access to student portal will be closed.
  - Training and assessment services will be suspended.
  - Inability to receive the credential.
- If after this period, payments have not been received and no alternative arrangements for payment have been made, EmployEase will withdraw the student and if the student wishes to continue training, they will need to re-enrol. Fees will apply.
  - CHC33021-Certificate III in Individual Support (Ageing and Disability) fees are paid according to the Statement of Fees.
  - EmployEase reserves the right to withhold the issuing of Certificate or Statement of Attainment until all fees have been paid.

## Deferments

- Students may apply for a deferment once during the lifetime of the course for up to 3 months at no cost.
  - In the event that a student experiences special circumstances they can apply for deferment, this could include:
    - Major health incident
    - Serious car accident
    - Medical circumstances
    - Family personal circumstances
- An Deferral of Training Application Form must be completed and submitted to the Student Support and Placement Manager for approval.
- Deferment will be accepted if the student has clearly provided evidence of compassionate and compelling circumstances where, due to unforeseen circumstances, they can no longer study for a certain period of time.
- Once approved, the student status will be logged as deferred from their course of study in the Student Management System.
- Where a payment plan is in place, it will remain and the recommendation of the course will extend the course duration for another 3 months, with no further payments required.
- It is the responsibility of the student to contact the EmployEase before the end of the deferment period.
- EmployEase will contact the student one week prior to the deferral period expiring, If the student does not respond to the email notification within 7 days, the EmployEase will commence the withdrawal/cancellation process without further notice.
- If the student wishes to re-enroll into the same course\* within 12 months of cancellation, payment of all outstanding tuition fees applies.

\*Same Course – In the event the 'same course' is superseded at the time of re-enrolment, EmployEase will recommend enrolment into the most appropriate course, which may or may not be equivalent. The same course may or may not be funded at the time of re-enrolment and tuition fees may differ from that originally paid.

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## Refunds

Refunds will be paid direct to the student or to the employer where an employer has made the payment. To claim a refund, the student must contact EmployEase via e-mail [admin@employease.com.au](mailto:admin@employease.com.au) or phone call, where the request will be assessed against the EmployEase Refund Policy and Procedures. The student should receive an outcome of their request in a reasonable time; where a request has been approved by the Student Support and Placement Manager, the refund should be expected within 7 business days, after the refund request approval notification. In the event EmployEase cannot meet the timeframe above due to unforeseen circumstances, the student must be informed immediately.

### ***A full refund will apply where:***

- The EmployEase is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- The EmployEase needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.

### ***A partial refund will apply where:***

- A student enrolled in the accredited courses will be entitled to the following:
  - Written notification received within a period of no less than 3 working days prior to the Course Start Date = full refund of Tuition fees minus admin fees
  - Written notification received within 3 working days of Course Start Date = Refund of 50% of the Tuition fees minus admin fees
  - Written notification received on or after the Course Start Date = no refund
- Students with payment plans in place who formally withdraw from units or exit a course within refund timeframes, and where fees have been only partially paid at point of withdrawal, will have any refunds due calculated based on instalments paid up to the point of the student's formal course exit/unit withdrawal, less any payment plan set-up fees, billing fees or administrative fees incurred as part of the payment plan contract. Future payment plans will be cancelled accordingly.

### ***Refund in special circumstances:***

- Fee refunds for special circumstances (e.g. illness\*) may be agreed upon, on an individual basis, at the discretion of the RTO Manager. Additional supporting documentation request may apply.

Grounds mentioned below will not be regarded as special circumstances and refunds will not be granted:

- Job change
- Change in work hours
- Inconvenience of travel to the Campus
- Moving interstate
- Redundancy/retranchment

A full refund will be available for course cancellation by the training organization or in the event of Employease closure as an RTO.

## Refund Application Process

Students wishing to cancel their course must seek a refund by communicating their decision to the Employee in writing by email [admin@employease.com.au](mailto:admin@employease.com.au) or over the phone.

The refund assessment will be based on reviewing the services provided to the student and the costs incurred by EmployEase to provide those services.

- Refund decisions can be appealed following our Complaints & Appeals Policy and Procedure.
- In instances where a third-party payer or employer is seeking the refund, they are responsible for communicating to the EmployEase in writing by e-mail or over the phone.
- In instances where Employerease is required to cancel a course or make a change to the terms of the student agreement a new agreement cannot be reached, a refund will automatically be granted and processed.
- Students with exceptional circumstances may write to the EmployEase Student Support and Placement Manager requesting a refund on compassionate and compelling grounds.
- Refunds will not be provided for materials fees if the student has received any or all course materials and the non-refundable administration charges.
- Students with payment plans in place who withdraw from units or exit a course outside of refund timeframes are required to continue making payment plan instalments according to the payment plan contract, until the outstanding balance is settled.

## Recording and payment of refunds

- Student will be requested to send bank statement screenshot with their account name, bank logo & bank account details.
- Refunds will be paid to the 'fee payer', the person or organisation that made the original payment.
- Refund assessments can be appealed following our Complaints and Appeals Policy and Procedure.
- A service standard of 7 business days from submitting application for refund is expected.

## Refunds Matrix

Timeframes	Qualifications CHC33021-Certificate III in Individual Support (Ageing and Disability)
No less than 3 working days prior to the Course Start Date	Full refund of Tuition fees minus admin fees
Within 3 working days of the Course Start Date	50% of the Tuition fees minus admin fees

On or after the Course Start Date	No refund
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### Refunds – On-line Short Courses

Students who provide EmployEase with written notification of their intention to withdraw from a short course prior to being given access to the online learning system will receive a full refund. Once access to the online learning system has been provided, no refund will be applied.

### Publication

- EmployEase will publish in a prominent place on its website the following:
  - Standard tuition fees payable for each qualification/ course it offers under the SA Funding Contract, including concession rates and any other fees including but not limited to student services, amenities, goods, or administration fees. The following caveat will be displayed with all fees:
  - The student tuition fees as published are subject to change given individual circumstances at enrolment.
  - Costs for fee-for-service programs.
  - This Fees and Refunds Policy and Procedures.
- The Timetable sent to students before the course commencement will include a course expiry date. The course expiry date is the deadline when a student must have submitted all assessment tasks according to their training plan. \$250 per month, Extension fees will be charged after the course expiry date.

## Fees, Charges and Refund Procedure

### Fees and Charges

EmployEase has a comprehensive enrolment process in place to ensure that all students, prior to enrolment, are fully informed of all aspects of the training program including, but not limited to fees, charges and refunds.

Prior to enrolment each applicant:

- has fees calculated on an individual basis with a member of the enrolment team; and
- receives a Statement of Fees (including the refund policy)

Upon enrolment each applicant:

- receives an itemised Tax Invoice

### Refunds

All student withdrawals/cancellations are actioned by the Student Support and Placement Manager. This process incorporates the generation of refunds to eligible students.