

WESTERN ROADTRAIN DRIVER TRAINING

FEES POLICY

Document Status: Endorsed

Development Date	October 2014		
Revision History			
Review Date	Reviewer Name	Review Reason	Outcome & Changes
18 May 2015	Darko Savic	New Standards	Remove references to AQTF Include a reference to training and assessment services
11 July 2016	Darko Savic	Amendment to scope application	Revision to fees and charges
3 July 2018	Darko Savic	Amendment to scope application	Revision to fees and charges
14 December 2018	Darko Savic	Annual Review	No change required
3 December 2019	Darko Savic	Annual Review for re-reg audit	No change required

POLICY STATEMENT

Western Roadtrain Driver Training (WRDT) will manage the process of collecting fees and providing refunds for students of nationally recognised training programs, including Recognition of Prior Learning in a manner that is fair and transparent and addresses the Standards for Registered Training Organisations 2015. (Standard 5 Clause 5.3; Standard 7 Clause 7.3 and Schedule 6)

Clear and complete details will be provided to students of all fees and charges that apply to the delivery of nationally recognised training as well as other fees that relate to additional or subsequent services, such as the reissuing of Statement of Attainments.

This policy also sets out the details of fees charged for driving lessons that occurs prior to the students enrolment in the units of competency in which they will participate in an assessment only element. See Schedule of Fees Attachment 1.

WRDT will offer a fair refund of fees in circumstances where students are unable to attend arranged sessions as a result of situations that they were unable to control.

Responsibilities

The Director is responsible for ensuring the compliance and implementation of this policy.

RTO personnel are responsible for applying this policy to the collection and refund of fees.

Students are required to confirm understanding of this policy at time of enrolment and abide by the conditions.

GUIDELINES

These guidelines apply to all students participating in a training and assessment pathway for nationally recognised training outcomes.

1. Information about WRDT's policy on fees and refunds must be made available to all students, in student information guides, via the website or other written forms if requested.
2. Students are required to acknowledge agreement with the WRDT Fees Policy at the time of enrolment.
3. Fees are required to be paid for each unit or cluster of units either prior to or at commencement of the program (unless payment is being made under a Corporate Rate that employers pay and arrangements will be discussed with the employer). Students can pay by electronic funds transfer or cash.
4. No Statement of Attainments will be issued to students until such times as the fees have been paid in full. (Standards for RTOs Standard 3 Clause 3.3)
5. All enrolments in nationally recognised training programs are to be invoiced, setting out the components of the fees (where costs other than course fees are charged). GST is not payable on nationally recognised training course fees. GST may apply to the additional services such as driving lessons, equipment, resources that are not a component of the student's course fees, or for licensing arrangements.
6. Refunds will be paid to students according to the following schedule:
 - 100% refund - Should WRDT cancel the delivery of services.
 - 90% refund – Cancellation for any reason, outside of 7 days.
 - 0% refund - Cancellation for any reason, inside of 7 days.
 - Any courses or lessons being booked in will need 7 days' notice for cancelling or rescheduling, otherwise you will forfeit all fees.
 - If you started your training and you are not ready for your test, we can postpone it and you will keep your test entitlement, however the test fee is not refundable.

Variations to these refund condition may be made by the Director where exceptional circumstances occur.

7. All refunds are to be processed within 5 working days of the withdrawal advice using the same method for refund as was used for payment (i.e. cash to cash, eftpos to eftpos etc).
8. Students and employers will be required to pay WRDT any out of pocket expenses they occur as a result of receiving and processing fees, such as a dishonoured cheque fee or debt recovery fees.
9. If WRDT cancel delivery of services for any reason, students will be offered the opportunity to either transfer to another program or have their fees refunded in full.
10. Disputes relating to fees refunds will be managed via the complaints and appeals policy and procedures.

PROCEDURES

The procedures that follow outline the process that must be applied in collecting, managing and refunding student's fees.

Procedure for payment of fees

PROCESS	RESPONSIBILITY	ACTION
Student enrolls	Director Administrator	<ul style="list-style-type: none"> • Student completes enrolment forms and acknowledges fees and conditions • Method of payment is confirmed on enrolment form • Enrolment is processed and student booked onto assessment schedule • An invoice is generated and held in the system until payment is processed and a receipt added to the invoice
Fee payments processed	Administrator	<ul style="list-style-type: none"> • Fee payments are processed prior to assessment commencement • Where employers pay students fees, issue an invoice to the employer so that processing can occur in accordance with standard business practices • Students and employers are provided with an invoice and receipt upon payment
Student records updated	Administrator	<ul style="list-style-type: none"> • Student records are amended to show the status of fees as soon as payments are processed

Procedure for refund of fees

PROCESS	RESPONSIBILITY	ACTION
Student requests a refund	Administrator	<ul style="list-style-type: none"> • Student advises withdrawal from a lesson/unit and puts request in writing (email) according to the refund schedule
Process refund request	Administrator	<ul style="list-style-type: none"> • Refunds that meet the conditions for refund are processed • Refund requests that fall outside of the conditions for refund are advised to the student in writing • Refund processed ASAP (within 5 working days) by same method fees were paid
Student records updated	Administrator	<ul style="list-style-type: none"> • Student records are amended to show the status of fees and refunds transacted • Students name removed from program list

Schedule of fees – Training and Assessment Services

Assessment Fee per unit	N/A
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<p>Training and Assessment fee per cluster of units</p>	<p>TLIC 3004 Drive a Heavy Rigid Vehicle (Automatic Transmission)</p> <ul style="list-style-type: none"> • \$1050 package: 2-day course consists of 2 hours of theory, 5 hours of practical training (split across two days) and DoT PDA. • \$1400 package: 3-day course consists of 2 hours of theory, 7.5 hours of practical training (split across three days) and DoT PDA. • \$150 per hour for additional driving lessons (if required). • RPL \$800 for Unit of Competency outcome plus \$300 for DoT PDA. <p>TLIC 3004 Drive a Heavy Rigid Vehicle (Synchromesh Transmission)</p> <ul style="list-style-type: none"> • \$1200 package: 2-day course consists of 2 hours of theory, 6 hours of practical training (split across two days) and DoT PDA. • \$1500 package: 3-day course consists of 2 hours of theory, 8 hours of practical training (split across three days) and DoT PDA. • \$150 per hour for additional driving lessons (if required). • RPL \$800 for Unit of Competency outcome plus \$300 for DoT PDA. <p>TLIC 3004 Drive a Heavy Rigid Vehicle (Road Ranger Transmission)</p> <ul style="list-style-type: none"> • \$1500 package: 2-day course consists of 2 hours of theory, 8 hours of practical training (split across two days) and DoT PDA. • \$2100 package: 3-day course consists of 2 hours of theory, 12 hours of practical training (split across three days) and DoT PDA. • \$150 per hour for additional driving lessons (if required). • RPL \$800 for Unit of Competency outcome plus \$300 for DoT PDA.
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	<p>TLIC 3005 Drive a Heavy Combination Vehicle</p> <ul style="list-style-type: none"> • \$2100 package: 2-day course consists of 2 hours of theory, 6 hours of practical training (split across two days) and DoT PDA. • \$2500 Package: 3-day course consists of 2 hours of theory, 9 hours of practical training (split across three days) and DoT PDA. • \$175 per hour for additional driving lessons if required. <p>RPL- \$900 for Unit of Competency outcome plus \$1000 for DoT PDA.</p>
	<p>TLIC 4006 Drive a Multi Combination Vehicle</p> <ul style="list-style-type: none"> • \$2200 package: 2-day course consists of 2 hours of theory, 6 hours of practical training (split across two days) and 2.5 hours DoT PDA. • \$2650 Package: 3-day course consists of 2 hours of theory, 9 hours of practical training (split across three days) and 2.5 hours DoT PDA. • \$2999 Package: 4-day course consists of 2 hours of theory, 11 hours of practical training (split across three days) and 2.5 hours DoT PDA. • \$200 per hour for additional driving lessons if required. <p>RPL- \$1000 for Unit of Competency outcome plus \$1100 for DoT PDA.</p>
<p>Re-issue of Statement of Attainment</p>	<p>\$25.00</p>
<p>Out of pocket expenses</p>	<p>Charged at the rate incurred by WRDT on a cost recovery basis. For example if a cheque is dishonoured by a bank and the bank charge WRDT a fee of \$25.00 - then the \$25.00 fee would be recouped from the student/employer.</p>

Other charges	Any 'OTHER' charges will be clearly identified on enrolment advice.
Assessments - additional to those allocated in the fees for each unit of competency	<p>Additional written assessments - Nil</p> <p>Where a student requires an additional assessment for the HR licence outcome this will be charged at \$300.</p> <p>Where a student requires an additional assessment for the HC licence outcome this will be charged at \$1000.</p> <p>Where a student requires an additional assessment for the MC licence outcome this will be charged at \$1100.</p>

POLICY AND DOCUMENT BASE

- Standards for Registered Training Organisations 2015 (Standards 5 Clause 5.3; 7 Clause 7.3 and Schedule 6)
- WRDT Business Plan
- WRDT Assessment Policy and Guidelines
- Fair Trading Act 2010
- Competition and Consumer Act 2010

ASSOCIATED DOCUMENTS AND SYSTEMS

TITLE	LOCATION
Enrolment Form	Student Folder
Invoice Template	Finance system
Student Information Brochure	Student Folder

IMPLEMENTATION

This policy is implemented through:

- Student Information Brochure
- Student enrolment procedures
- WRDT policy and procedures documents

This policy must be reviewed annually.