

## FEE PROCEDURE

### Public Courses

Fees for public courses are available:

- On our website – [www.activ.asn.au/training/professionaldevelopment](http://www.activ.asn.au/training/professionaldevelopment)
- From Activ Pathways on 08 9387 0555 or [RTO@activ.asn.au](mailto:RTO@activ.asn.au)

### Funded Programs

Information about fees payable by those undertaking funded programs including traineeships is available in the Activ Pathways Fee schedule available on request from Activ Pathways.

### Other Fees

Description	Fee
RPL assessments	\$165 application fee plus a negotiated hourly rate dependent on the qualification chosen.
One-on-one coaching	\$110 per hour plus any associated costs (except assessment)
Replacement certificate and/or statements of attainment	\$35 per certificate
Assignment support workshop	\$120 per day plus any associated costs

### Service Guarantee

Unless otherwise noted, payment of the course fee including resource fees will include:

- The provision of training materials
- Training delivery by a Pathways trainer
- Assessment of assignments submitted within the specified timeframe, or reassessment as arranged.
- Post-course telephone and email support during normal office hours
- Issuance of a statement of attainment or certificate on successful completion of all course requirements.

## RTO – Fees and Payments Procedure

Controlled Document

In the instance of Accredited Training, students who are seen to be, not yet competent following their first assessment submission may resubmit all or part of their assessment at no additional cost, within the specified timeframe.

Where competency is not met after resubmission, and the client still wishes to proceed, additional charges may be incurred.

### PAYMENT PROCEDURE

Except where an alternative arrangement has been agreed with Activ Pathways, all course fees will be invoiced on or after the commencement date.

**Please note:** Under the 2015 Standards for RTO's, Activ Pathways will not require individual students to pay fees of more than \$1,500 prior to their commencement of a qualification. If the fee exceeds \$1,500 a payment arrangement will be made.

Students who have successfully completed course requirements will not be issued with a qualification or statement of attainment until all course fees are finalised.

Activ Pathways reserves the right to consider applicable fees during hardships without setting a general precedent.

#### Payment options

Activ Pathways accepts payments by cash, credit card and direct credit.

#### Refunds/Cancellations by Clients (including individual students and clients)

Students must advise of their intention to cancel their enrolment for qualifications by writing to the Activ Pathways Program Manager at [rto@activ.asn.au](mailto:rto@activ.asn.au). Payments received will be refunded less a fee to cover administrative costs as per the below.

Qualification	Cancellation fee
Certificate III or IV	\$250
Certificate I or II	\$150
Other qualifications	Fee assessed on a case by case basis

All other courses may be cancelled by emailing [rto@activ.asn.au](mailto:rto@activ.asn.au) or contacting Activ Pathways on (08) 9387 0555. The refund amount is determined by the notice period given as outlined in the table below.

Cancellation notice provided	Refund
Notice (more than 14 days)	100% of course fee
Reasonable notice (8-14 days)	90% of course fee
Short notice (1-7 days)	70% of course fee
Failure to attend or complete course	No refund

Refunds will be processed within 7 days of their eligibility being agreed.

## Transfers and Substitutions

Students who are unable to attend a course on which they have enrolled are encouraged to transfer their enrolment to a subsequent course to be conducted by Activ Pathways. Transferring an enrolment does not attract an additional charge.

Students may substitute an alternate person at any time prior to course commencement at no additional cost.

## Refunds/Cancellations by Activ Pathways

Should Activ Pathways, for any reason, cancel a course on which a student is enrolled; the student will be entitled to:

- A full refund for the amount they have already paid for that course, OR
- Transfer of their enrolment to another course offered by Activ Pathways (any difference in course fees will be charged)
- Should a student decide not to accept the offer, or for some reason the offer cannot be made, Activ Pathways will provide a full refund of all money paid within 7 days.

## RTO – Fees and Payments Procedure

Controlled Document

### Withdrawals/Refunds for Publicly Funded Programs (including Traineeships)

- Where a student is enrolled under a funding contract, the business rules of the contract apply.
- Please refer to the Department of Training and Workforce Development (DTWD) annual VET Fees and Charges Policy. Withdrawal and refund information for funded programs including traineeships is available upon request to the Activ Pathways Program Manager.

### Related Documents

This policy is used in conjunction with the following documents:

- Standards for RTO's 2015
- RTO - Student Re-Assessment and Appeals Procedure (AQuA 1520)
- RTO – Cancellation Procedure (AQuA 2395)
- RTO – Student Handbook (AQuA 1523)
- RTO – Recognition of Prior Learning Procedure (AQuA 1532)

### Consultation Process

- Program Manager
- Head of Training