

RTO	Builders Academy Australia (RTO ID 21583)
Type	Public
Applicable standards	Standards for Registered Training Organisations 2015 State and Territory Funding contracts
Authorised by	National Quality Assurance and Compliance Manager
Effective date	1 May 2017
Version	V20181212

Policy: Fees, charges and refunds – Funded and Fee for Service

Overview

Builders Academy Australia (BAA) charges a tuition fee for all courses. A materials fee (also known as an incidentals fee) may also be charged where resources are required or available to be purchased from BAA in order to undertake the course.

This policy may change from time to time and the most current policy can be located on our website www.buildersacademy.com.au on the following pages:

- ‘Fees’
- ‘Fees’ page for each state
- ‘Key Links and Documents’

A list of all indicative fees by state / territory is available on our website www.buildersacademy.com.au on the ‘Fees’ page for each state.

We will confirm in writing the fees that you will be charged before commencement of your training.

This policy is divided into the following sections:

Fees and Charges

Refunds

Fees and Charges

Tuition fees

The tuition fee is the base cost of your course and does not include the costs of additional material and incidental fees and costs. Tuition fees vary by course and by state.

Tuition fees will also vary if you are eligible for recognition of existing skills via a Recognition of Prior Learning (RPL) process or are eligible to be granted Credit Transfer for some units.

A list of all indicative tuition fees (including mandated government fees) by state / territory is available on our website www.buildersacademy.com.au on the 'Fees' page for each state.

We will confirm in writing the fees that you will be charged before enrolment.

Tuition fees may be paid by the student, employer or other third party.

Government subsidies

If you are eligible, the cost of your tuition fees may also be partly or fully covered by a state or territory funding subsidy. Each funding contract has its own specific eligibility requirements. At the time of evaluating your enrolment application, we will evaluate whether you are eligible for funding or not.

Contribution fees

Where your course is partially subsidised by government funding a contribution fee representing the remaining cost of the tuition fees is required to be paid directly to BAA.

This amount may be paid by the student, employer or other third party.

If your courses is partially subsidised by government funding, a concession amount may be charged if you are eligible. In some states, you may also be exempt from paying a mandated tuition fee if you are able to demonstrate financial hardship.

To be eligible for a concession or exemption, you will need to demonstrate evidence in line with the relevant funding body's requirements.

Examples of evidence include, but is not limited to, a health care card that will be current at time of commencement, or other evidence of financial hardship (not available in all states).

We can provide further advice to individuals at time of evaluating your enrolment. We will confirm in writing the fees that you will be charged before enrolment.

- *Some funding bodies mandate the co-contribution fee and the amount. Under some funding arrangements, it is a flat fee whilst under others is determined by the total number of nominal hours your course is expected to take.*
- *A mandated contribution fee will also vary if you are eligible for RPL or credit transfers.*

Recognition of Prior Learning (RPL)

Fees are charged for those students wishing to undertake an RPL application. These are either charged on a full qualification or per unit assessment basis.

Other Fees

Services Fee

The student Services fees are used to support students experience on campus or online through the provision of Support Classes, Events, Student Services and Resources. The services fee is only refundable if you cancel no less than two (2) business days prior to your course start date.

RPL Application Fee.

There is a non-refundable application fee of \$175 for students applying for RPL.

Materials fee

Material fees cover specific resources that you will need in the course of your study, such as: text books, protective clothing, specific tools and other items relevant to your course that you will purchase from us.

We charge a separate fee for these as you may be able to source these elsewhere, buy them second hand or may already own them. An example of an optional cost is where you request for us provide printed copies of courseware that is made available to you online that you could print yourself.

Material fees do not apply to all courses – if it applies this will be specified to you before enrolling.

Any applicable material fees are listed with our tuition fees our website www.buildersacademy.com.au on the 'Fees' page for each state.

Testamur reissue fee

The reissue of a certificate and record of result or statement of attainment will incur a charge of \$65.

Reassessment fee

If you do not pass a unit, you are entitled to a second attempt at no cost. If you are deemed not yet competent after a minimum of two attempts and wish to continue, BAA will charge you a unit re-enrollment fee to re-attempt the unit that you have not passed, this will be charged a fee for service rate.

Payment terms

Government subsidies

Where a student is eligible to have tuition fees partly or fully subsidised by government funding, this is generally paid directly to BAA by the relevant funding body upon set milestones. These milestones vary from funding body to funding body.

Authority to invoice

For students who are undertaking a traineeship or apprenticeship, an 'authority to invoice' form will be completed as part of the enrolment paperwork to identify who is responsible for payment.

Fee for service payments

Fee for service students can negotiate a deposit and payment plan with BAA.

Fee for service students can access VET Student Loans if they enroll into the Diploma of Building and Construction (Building). Eligibility criteria applies.

Payment terms

Prior to course commencement, confirmation of fees and payment terms will be provided in writing.

If payments are not made by the required due date, BAA will send a reminder notice. Where the due date has passed by more than 30 days, BAA may elect to cease training until payments are recommenced. If payments are not recommenced BAA may elect to formally withdraw the student.

For students who are unable to meet the current payment plan, they should contact BAA to nominate a new payment plan.

Refunds

Refund of tuition fees is granted under specific circumstances where a student has withdrawn from a course.

All students have a “cooling off” period which refers to the period prior to commencement of classes in which students will be refunded any tuition fees if they choose to cancel/withdraw their enrolment.

For those participants who enroll in the two (2) business days prior to the course commencement date will forfeit any refund should they choose not to go ahead with their training.

For cancellations/withdrawals received less than two (2) business days prior to the course commencement date the refund amount will be calculated on a pro-rata basis determined by the calendar time of your course commenced. The following general rules are applied, when you withdraw:

- Less than 25% of the calendar time of your course, we will refund any amount that you have paid above 25% of the total fees required to be paid
- 25% to 50% of the calendar time of your course, we will refund you any amount that you have paid above 50% of the total fees required to be paid
- After 50% of the calendar time of your course, you will not receive a refund

Please note that a refund is subject to the following conditions:

- You (the student) phones BAA on 1300 LEGEND and speaks to the student experience team advising of your intention to withdraw no less than two (2) business days prior to the commencement of your course. BAA will complete a refund application form with you over the phone and once your refund has been approved will send you an email with a copy of your completed refund application form.
- For Fee for Service students who withdraw after the required two (2) business days will still be required to contact us in order to complete a refund application form if they believe that they are entitled to a refund.

Course postponement or cancellation

If we postpone a course you have paid for to an alternative start date you will receive a refund for that course or be offered an opportunity to transfer to the next available course. Please note that any fees paid for units granted under Recognition of Prior Learning (RPL), will not be refunded. If we cancel your course after it has commenced if paid, your co-contribution fee will be refunded.

BAA Closure or no longer approved to offer funded training

If BAA closes or is no longer approved to offer funded training you will receive a full refund.

- It is important to note that students will not be refunded fees paid by government funding, their employer or by a third party
- Where no co-contribution fee is paid, no refund is applicable

Refund of RPL fees

Students who withdraw/cancel and have applied for RPL will not be refunded the \$175 application fee.

The Tuition Fees paid for RPL will not be refunded once the student has submitted their RPL application or if the student’s assessment of RPL is not successful.

Employer and third party refunds

Employer refund

Where an employer has an MOU or ‘Authority to Invoice’ in place with BAA, a refund policy specific to that employer will be included.

It is important to note that where tuition fees are fully or partially paid by government funding the portion of monies paid by the Government will be refunded to the funding body.

Third Party Refund

Where a third party has MOU or ‘Authority to Invoice’ in place with BAA, a refund policy specific to that third party will be included.

Refund of materials fees

This policy only applies to resources purchased directly from BAA. For resources that are purchased from another vendor, their refund policy will apply.

Resource issue status	Refund Information
Resource not yet issued	Full refund
Resource issued	No refund

Where a resource is faulty or damaged upon receipt, BAA will issue a replacement or a refund.

Timeframe and payment of refunds

A refund will generally be provided within 28 days from withdrawal. Please note that course fees are not transferable to another person (unless a Memorandum of Agreement or Service Level Agreement with an employer or other third party states otherwise).

Refunds will generally be paid via electronic funds transfer (eft) but a cheque may be requested.

For students, the outcome of the refund assessment will be provided by written notice to the refundee’s registered address or email (where the refund is not to be paid to a government body).

You will receive confirmation in writing of the total amount paid and the refund amount.

Refund appeals

Where the refundee does not agree with the refund outcome, they have the right to appeal the refund decision. BAA will be happy to review the decision made and to take into account any extenuating circumstances.

Any appeals related to refunds and fees will be dealt with in accordance with the BAA complaints and appeals policy. This policy does not remove the refundee’s right to take further action under the Australian Consumer Protection Laws. BAA’s complaints and appeals process do not circumscribe the student’s right to pursue other legal remedies.

Our Complaints and Grievances policy is located on our website www.buildersacademy.com.au on the 'Key Links and Documents' page.

Fee protection

BAA protects student's fees paid in advance in line with the learner fee protection requirements of Schedule 6 of the Standards for RTOs 2015, by holding a current membership of an approved VET Tuition Assurance Scheme through BAA's membership with ACPET (Australian Council for Private Education and Training). This scheme ensures that, if the RTO is unable to provide services for which the learner has prepaid, the scheme will comply with the provisions of the Guidelines and any other fee protection measure approved by the VET regulator.

According to the Guidelines, this includes:

a) the learner being placed into an equivalent course such that:

- I. the new location is geographically close to where the learner had been enrolled, and
- i. the learner receives the full services for which they have prepaid at no additional cost to the learner or

b) if an equivalent course cannot be found, the learner is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.

VET Student Loans

Please refer to the VSL Statement of Tuition Assurance published on the website.

This Policy meets Clause 7.3 of the Standards for RTOs 2015, which states that:

"Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6."