

Enrolment

E3 Fees

Standards Evidenced	5.3, 7.3
Standards Referenced	

General policy

TSTCA will collect fees from learners for the provision of training services, ensuring the consumer rights of the learner are protected and best practice financial practices are followed.

Schedule of fees and charges

(Standard 5.3)

TSTCA provides learners, before they enrol, with information about the relevant fees and charges for their selected course. This includes:

- Course fees, which may be broken down to tuition fees, materials fees, and other charges;
- Additional charges, such as tools;
- RPL application charges;
- Administration charges, including re-issuance of certificates;
- Payment options and terms;
- Consumer rights protection;
- Refund and cancellation policy; and
- Payment plan options.

Government funded courses will have fees and charges information detailed in the course fees schedule document.

Fee for services courses will have fees and charges information detailed in the TSTCA training schedule and on the TSTCA website.

Collection of fees

TSTCA may collect fees using a variety of mechanisms including, but not limited to:

- Direct transfer; and
- Credit card.

Members of certain organisations may be exempt from paying fees for training, others may pay a reduced rate. The rate is defined in the Fees Schedule. These learners' fees are subsidised by the Industry Funds.

TSTCA will provide a tax invoice for all required course fees and will follow Australian accounting standards to record the payment of invoices, issue receipts for payments received and accrue debts.

Full payment for all courses must be received by TSTCA seven (7) days before course commencement unless the learner has applied for a payment plan.

For further information on the financial controls implemented by TSTCA, refer to the [R7 Risk Management and Internal Audits Policy](#).

Learner fee protection

(Standard 7.3)

TSTCA will not collect more than \$1,500 as payment of fees in advance from an individual learner. Additionally, TSTCA will not require a learner to make subsequent payments which would result in a total of more than \$1,500 being collected in advance for that learner.

This restriction does not apply when an employer and/or the PJTF is funding the training of a learner. When this is the case, TSTCA reserves the right to collect more than \$1,500 in advance and to hold a balance of more than \$1,500 paid in advance for a learner.

TSTCA maintains a separate general ledger account to record receipt of fees.

Payment plans

Learners enrolling in full qualifications, including government funded courses, may apply for a payment plan to assist them pay their course fees in smaller instalments. Approved payment plans will detail the instalment amounts and due dates and will incur an administrative charge which will be added to the total fee for the course.

Cancellation and refunds

TSTCA complies with the general refund and cancellation policy of the Plumbing Industry Climate Action Centre for all fee for service courses. TSTCA has a specialised refund and cancellation policy for government funded qualifications.

All learners are made aware of the refund and cancellation policy that relates to their course as part of their pre-enrolment process. Refer to the [E1 Pre-Enrolment Review Policy](#) and [E4 Refunds and Cancellations Policy](#).

Consumer rights protection

Beyond the TSTCA refund and cancellation policy, all learners are entitled to any consumer rights afforded them by state or Commonwealth law. This includes, but is not limited to, the application of any cooling-off period which applies.

Apprenticeships

If TSTCA is to deliver [Australian apprenticeships](#), specific fee levying requirements will apply. In such cases the appropriate alternative supporting process should be utilised in place of the Collection of Fees process.

For more information on the delivery of Australian apprenticeships, refer to the App1 Apprenticeships Policy.

Government funding

If TSTCA is to deliver training which is funded by a State or Commonwealth agency or government, specific fee levying requirements will apply. In such cases the appropriate alternative supporting process should be utilised in place of the Collection of Fees process.

For more information on the delivery of government funded programs, refer to the Government Pillar.

Supporting Processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Develop fees and charges schedule	Process to determine fees and have them approved
Collect learner fees	Process to collect and receipt fees for service
Manage payment plans	Process to collect and reconcile part-payments of fees
Update marketing materials	Process to ensure that changes in the fees structure are communicated through all marketing and information channels
Manage fees and charges in excess of \$1500	
Audit financial records	Annual financial auditing procedure to confirm no fees over \$1,500 were incorrectly collected

Supporting Forms and Documents

Document Identifier	Name
Source	Demonstrating
Schedule of fees and charges	Financial records

--- End of Policy ---

Version Control

Version #	Date	Changes
1.0	27/10/2017	First release
2.0	24/04/2018	Option to pay fees in cash removed