

## Purpose

The purpose of this policy is to ensure any learner or potential learner registered with Transqual Pty Ltd, are provided with information in relation to any fees, charges and/or refunds.

## Scope

This policy applies to fees, charges and refunds that relate to the Transqual's provision of training and assessment services, whether the learner is undertaking training with government subsidies, paying full fees or paying concession fees.

The following were considered in the development of this policy:

- Standards for Registered Training Organisations (RTO's) 2015
- State and Territory User Choice contractual obligations and guidelines

## Policy

Transqual Pty Ltd will make every effort to ensure potential clients and learners are made aware of its fees, charges and refund arrangements before accepting an enrolment for a qualification or course with Transqual Pty Ltd.

### Transqual Fees and Charges

#### 1. Notification of Fees and Charges prior to Commencement

Transqual Pty Ltd will advise each Learner of any fees, resource costs, incidental expenses and other charges that may apply to the program before the learner enrolls. This is applicable not matter the type of course they are enrolled into, whether it be Fee for Service Course, qualification or a Government funded qualification or course. In the instant where an employer is paying for an employee's enrolment, Transqual also provide this information to the employer.

Please note that each course or training and assessment service offered by Transqual has a specific fee. These fees are outlined either upon initial inquiry to a course, outlined in our website or stated prior to commencement of a State or Territory Government funded enrolment. Government funded course fees are outlined on each respective State or Territories funding and subsidy page located Transqual's website [www.transqual.com.au](http://www.transqual.com.au).

#### 2. Fees and Charges

Fees and charges for fee-for-service courses or qualification are determined by Transqual Pty Ltd. All Fee for service courses must be paid by the learner or their employer (unless on pre-approved account) prior to the commencement of a course otherwise the learner may not be able to participate (or where negotiated to participate in the course, the learner may not receive a certificate, if payment is not made). NB: This is subject to conditions please refer to the Fee Protection section).

State and Territory government subsidised Traineeship programs may stipulate the fees that a learner is to pay. (These are outlined on our website under on each respective State or Territories funding and subsidy page but are subject to change).

Learner's enrolling or who have enrolled into NSW Smart and Skilled program with Transqual Pty Ltd must pay the applicable administration fees as set out by Smart and Skilled. Transqual will calculate the relevant fee using the Smart and Skilled Provider Calculator, the student's eligibility criteria and any applicable Recognition of Prior Learning and/or Credit Transfer arrangements. Further information on Smart and Skilled Administration Fees can be located on our website at: <http://www.transqual.com.au/nsw-smart-and-skilled/>

All nationally recognised qualifications and courses with units of competency outcomes delivered by Transqual Pty Ltd are GST-Free in accordance with the Australian Taxation Office GST Rulings GSTR 2000/27, GSTR 2001/1 and GSTR 2003/1.

### 3. Fee Concessions and Exemptions

Government funded courses have concessions and exemptions for eligible students. Refer to Transqual's website under each respective State or Territories funding and subsidy page or call your respective State/Territory regulator or Australian Apprenticeship Centre for more information.

### 4. Credit Transfer and Recognition of Prior Learning Fees

This section applies only to fee-for-service enrolments.

*Credit Transfer (CT)* – There is no fee to submit a Credit Transfer (CT) if the unit is equivalent to the qualification's Unit of Competency on Transqual Pty Ltd's scope of registration. Fees may apply for those units not equivalent to the current unit of competency where a gap training and assessment has to occur.

*Recognition of Prior Learning (RPL)* – RPL fees can vary between qualifications and may increase if any gap training is required. A quote for RPL will be issued to the learner once the RPL Application Form has been completed and received by Transqual. This then enables Transqual to assess the learner's RPL application and gap training requirements to ensure a precise quote is given.

### 5. Repeating Assessments (Not yet competent result)

Learners are able to attempt assessment to complete a unit of competency on two (2) occasions within their initial learner course fee (unless the Unit of Competency is a regulated Licensing unit whereby the learner will have to pay per attempt because of the legislation requirements i.e TLILIC20012 Operate a Forklift Truck. Transqual will inform students of costs of reassessment of these units prior to rescheduling).

## 6. Re-issuing of Certificates

Learners who require a replacement of their certificate following their first issue, will incur a \$88.00 (including GST) fee for re-issuing each certificate and/or statement of attainment. Learners must contact Transqual Office as specific details will be required by Transqual prior to re-issuing.

## 7. Other fees and charges

Other fees and charges may apply to courses and depending on the program, these charges may include but not limited to:

- Cancellation Fees
- Incidental expenses, which may include:
  - Item that are not essential for the student to complete the training or
  - Items for an alternative form of access to an item or service that is an essential component of the training but that Transqual makes readily available to the learner at no charge
- Photocopying
- Additional textbooks over and above those issued by Transqual
- Non-payment of fees
- Overdue fees
- Withdrawal from a course or qualification (refer to Withdrawal section for more information)

Any equipment or property that the learner either purchases separately or pays for as part of course fees becomes the Learner's property.

## 8. Withdrawal during a Fee for Service Course or qualification program

Withdrawal from a course or qualification program without five working days advanced written notice to Transqual Pty Ltd will result in automatic forfeit of all fees paid (however, outstanding fees may still apply for units that have been completed but not paid for). Learners will be given a Statement of Attainment for any completed assessment that leads to a whole unit of competence being met. (However if fees are not paid Learner's will not be entitled to a certificate until they have been paid in their entirety).

For periods of a year or longer since completing any earlier units of competency, a learner wishing to continue the course may have to undergo re-assessment against the unit of competencies, to ensure knowledge and skill levels have remained current. The re-assessment will be at the learner's cost and conducted by a qualified Trainer or Assessor.

Please note those learners on State or Territory user choice funding programs are subject to different rules and regulations in relation to cancellation and withdrawal. Please speak to either your employer, a Transqual representative or User Choice State or Territory representative for more information.

## 9. Fee Protection

Transqual Pty Ltd does not collect more than \$1,500 in prepaid fees (i.e. fees in advance prior to course commencement) from any learner who is paying for a course themselves (this does not include employers paying for fees). Therefore Transqual does not necessitate the implementation of fee protection arrangements.

Please refer to our Fee Protection Policy at <http://www.transqual.com.au/forms-policies/>

## Transqual Refunds

### 10. Fee for Service Refunds

Transqual will refund all or part of a learner's course fees under the following conditions within 30 days:

- If Transqual cancels a course for any reason and/or where the commencement of the course is postponed for more than four weeks
- A course has low enrolment numbers and has to be cancelled or rescheduled (Transqual is not liable to a learner for such cancellations or rescheduling except to refund course fees already paid by the learner or employer)
- without deduction, all fees where the learner's application for enrolment is refused by Transqual Pty Ltd
- All fees paid, less an administration charge, whereby reason or reasons beyond the learner's control, including acts of god, acts of Government authorities, civil strike and riots, the learner is prevented from attending the program
- A student has overpaid the course fee

Please note learners under the NSW Smart and Skilled program have different terms and conditions for fees, refunds and cancellation, therefore please refer to Smart and Skilled handbook.

### 11. Non-Refundable Circumstances

Transqual will not usually refund course fees where the student requests the refund because:

- 100% course cost will apply for those learner that do not turn up for a fee for service course that they have enrolled within. A minimum of 48 hours written notification prior to the commencement of the course date is required for cancellation of a course. If a learner fails to attend the training scheduled without prior notice of cancellation, Transqual Pty Ltd will charge the full cost of this course to the Employer/Learner Changed their mind about attending the course after enrolment
- Changed employment
- Changed work hours
- Moved out of the area and/or relocated or
- Were made redundant or retrenched

For additional information on Transqual's Terms and Conditions including cancellation either go to our website: [www.transqual.com.au](http://www.transqual.com.au) or refer to Transqual's Learner Handbook located at: <http://www.transqual.com.au/forms-policies/>

## 12. Recovery of outstanding Learner fees

Transqual collects all fees to be paid by the learner or the employer by the time they complete their subsidised training.

Transqual has a vigorous process for the recovery of outstanding fees from a learner or employer. The failure to pay a fee owing by either party is considered to be a breach of our account policies. This breach may be considered with the delay in release of learner results or testamur(s) until such time either the learner or the employer has paid the amount owing.

For significant debts, formal debt collection actions may also be undertaken.

## 13. Learner's Rights to Complaints and Appeal Decisions

If a learner is not satisfied with a Transqual's decision about fees or refunds, the learner may make a formal complaint or appeal that decision using the Transqual's Complaints and Appeals Form. The Complaints and Appeals Form is located on our website or they can call their nearest Transqual Office for the form to be sent out to them via post or email.

## Transqual's Responsibilities

The Chief Executive Officer (CEO) is responsible for ensuring all Transqual Employees, contractors and partner comply with this policy and any other related Transqual policies as well as any associated National, State or Territory legislation, requirements, guidelines or documentation.

This policy will be reviewed annually or following any fee, charges, or refund or legislative changes.



**Peter McCloy**  
Chief Executive Officer