

Smart and Skilled Fee and Refund Policy

Focal Holdings Pty Ltd is aware of its contractual responsibilities under the Smart and Skilled program with regard to the need to inform students of the fee and refund administration requirements prior to enrolment in the training program.

This policy is informed by the Smart and Skilled Operating Guidelines 2021 and the Smart and Skilled Fee Administration Policy 2021 and NVR Standards for RTO's 2015.

Procedure

- Fees to be paid by student will be confirmed on completion of the Notification of Enrolment Process and will be as calculated using the Provider Calculator. Prior to this the Student can access the [Smart and Skilled website](#) to check their eligibility and estimate their Student Fee.
- The relevant student fee as set by the NSW Government will be charged.
- Students will be informed regarding conditions for refunds prior to enrolment as part of the Smart and Skilled Student Information on our website.
- Students will be notified of any schedule of payments on completion of the Notification of Enrolment Process
- Any fee schedule will ensure that all fees are paid in full prior to completion of training and assessment.
- Student fees will differ depending on if the applicant has completed other qualifications since leaving school. Those who have will pay a higher student fee.
- **Focal Holdings Pty Ltd** retains all fees collected
- Any VET FEE-HELP fees applied for by students will be paid directly to the **Focal Holdings Pty Ltd** from the Commonwealth Government (N.B. This is not applicable as TIBC does not have VET FEE HELP)
- Where applicable (i.e. under certain Awards) the employer will pay the fee for certain Apprenticeships and Traineeships
- No extra fees will be charged to students under a sub-contacting arrangement.
- Students will be entitled to **two** attempts to complete a unit of competency without additional cost. Any further attempts will incur a charge **of \$200 per theory assessment and \$300 per practical assessment.**
- Fees will be adjusted to reflect any RPL or CT and, if completed after enrolment, any refunds or adjustments to outstanding fees will be made.
- Concession fees will be as set on enrolment and cannot be adjusted or claimed after a Commitment ID has been received
- Students who commenced training in one enrolment year and paid the full fee upfront will not be charged fees in the subsequent year if they have not completed their training.
- Information regarding any costs for expenses additional to the Smart and Skilled mandated Student Fee will be made available to students prior to enrolment by publishing on our website and in course information. This includes:
 - ✓ Essential equipment or textbooks – equipment or text books purchased to complete training and retained by the student on completion.
 - ✓ Optional charge: students may be charged for an item that is not essential for the completion of training.
 - ✓ Optional charge for an alternative form of access to an item or service that is an essential component of the training, but is otherwise made readily available at no additional fee by Focal Holdings Pty Ltd.

- For students who meet the disability requirements and who are continuing training in the following year, the concession fee they were charged originally will still apply – it will not be charged twice.
- Students will be notified as soon as practical after any change occurs that may affect the course services being provided. This includes changes of significant impact including:
 - Any new, or changes to, third party arrangements put in place
 - A change in ownership of the RTO entity.
- In all cases where a third party arrangement is in place, the third party will not collect any student fees or make any additional charges

Fee Protection

Focal Holdings Pty Ltd is aware of its obligation as Registered Training Organisation to protect student fees paid in advance. To this effect Focal Holdings Pty Ltd does not accept more than \$1500.00 in fees in advance from any student.

Recovery of Fees

If fees are not paid in full by the end of course delivery as per the payment schedule supplied at enrolment *no Certificate will be issued and in certain circumstances we may refer the debt to a Debt Collection Agency.*

Record Keeping

All records of enrolments and all related financial transactions including Funding Claims are maintained in the Accounting Software and Student Management System.

Refund Information

REFUNDS	
Circumstance	Refund Policy
Withdrawing from a training program	Students will be entitled to a full refund of fees paid if they withdraw more than 28 days before the scheduled start of the training program
	If a student withdraws within 28 days before the scheduled start of the training program they will be entitled to 25% of fees paid.
	If a student withdraws after the scheduled start of the training program no refund will be made.
If a training program is cancelled before commencement	A full refund of fees paid will be made
Provider Guarantee	
If for any reason the training program can no longer be delivered	A refund of the amount paid proportional to the amount of training not delivered will be made
If a student withdraws from training but has completed an embedded qualification (i.e. complete all the units for a lower level qualification)	No refund will be made

Related Policies

Notification of Enrolment Policy

Consumer Protection Policy

Complaints and Appeals Policy

Assessment Policy

Fee and Refund Policy (Fee for Service)

References

[Smart and Skilled Guidelines Operating Guidelines 2021](#)

[Smart and Skilled Fee Administration Policy 2021](#)

[NVR Standards for RTO's 2015](#)