

Policy and Procedure No. 16

Course Fees

1. Policy Objective

The objective of the Course Fees Policy and Procedure for St John Ambulance Western Australia Ltd (St John) Registered Training Organisation (RTO) No. 0392 (St John RTO) is to ensure that St John RTO will inform participants of course fees and collect course fees in accordance with the Standards for RTOs 2015.

This Policy and Procedure supports the following Standards Registered Training Organisations 2015:

- ▶ Standard 5.3;
- ▶ Standard 7.3; and
- ▶ Schedule 6.

2. Policy

1. This Policy and Procedure version is effective as of 10 January 2022.
2. For the purposes of this Policy and Procedure “St John RTO Stakeholders” refers to the First Aid Training Services Administration team, the Customer Experience team, the Marketing Programs team, other relevant departments in St John WA as well as third party providers.
3. St John RTO Stakeholders will inform their staff of the requirements of this RTO Policy and Procedure.
4. St John RTO Stakeholders will adhere to this Policy and Procedure at all times.
5. St John RTO will charge fees for its Vocational Education and Training (VET) courses.
6. St John RTO does not collect fees in advance that are in excess of \$1500.
7. St John RTO will inform of and collect course fees prior to participant course enrolment.

Information on course fees is available on St John WA website and at regional sub-centres. All fees are payable at enrolment via the St John WA website, Customer Service Call Centre or a regional sub-centre.

8. St John RTO will inform all participants enrolling into a St John RTO training course per St John RTO Policy and Procedure No.14 Ethical Marketing.
9. St John RTO will have Course Fee arrangements in place for:
 - ▶ Public; and
 - ▶ Corporate Clients.
10. St John RTO’s cancellation policy is as follows:
 - ▶ A full refund will be given where a minimum of 10 business days’ notice of cancellation is given prior to the course date
 - ▶ A 50% refund will apply where between 5 and 9 business days’ notice of cancellation is given prior to the course date, and

- ▶ No refund will be given where less than 5 business days' notice of cancellation is given prior to the course date.

11. St John RTO's class transfer policy is as follows:

- ▶ Class transfers may only be requested by the participant enrolled in the course and not by a third party
- ▶ One free transfer will be allowed provided a minimum of 10 business days' notice is given prior to the class date
- ▶ A transfer fee of \$25.00 will be charged for any transfers where between 5 to 9 days' notice is given prior to the course date. This fee is payable at the time of transfer.
- ▶ A fee equal to 50% of the course price will be charged where less than 5 business days' notice is given. This fee is payable at the time of transfer.
- ▶ Transfer requests for non-attendance or late arrival at a class will not be accepted. A new booking and payment of full course fee will be required.

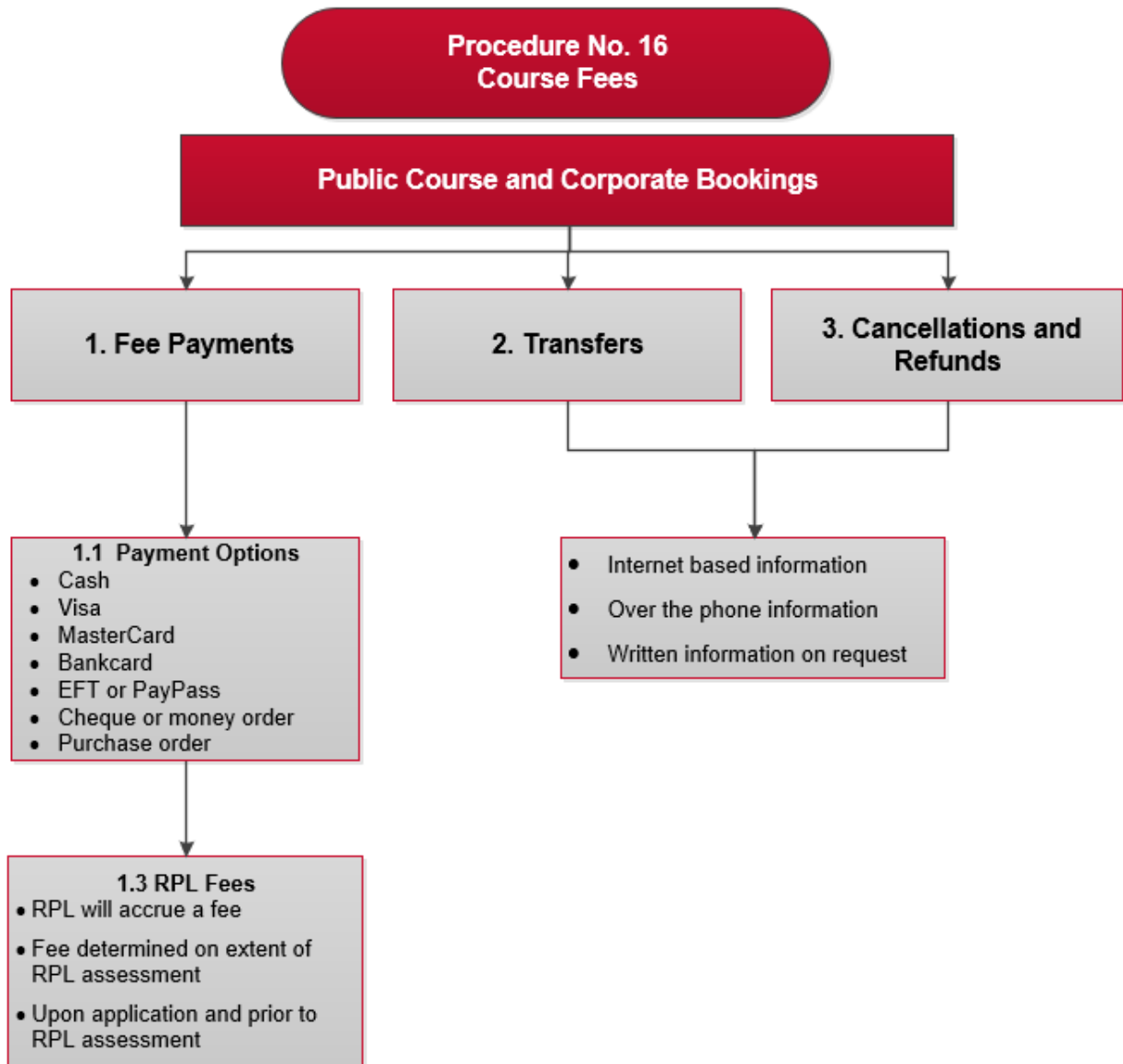
12. St John RTO guarantee to students is as follows:

Students have a right to obtain a refund if St John RTO terminates the arrangement early or fails to provide the agreed services. St John WA will notify participants in the event of this occurring.

If a course is cancelled, rescheduled or relocated by St John RTO, all liability is limited to the amount for which the course was purchased (including any fees or charges). Unless required by law (including Australian Consumer Law), St John RTO will not be liable for any other losses incurred by students as a result of the cancellation, rescheduling or relocation of any event, including any travel and accommodation expenses, loss of income from work etc.

13. St John RTO Stakeholders MUST have Workplace Instructions in place to supplement this Policy and Procedure.

3. Procedure Flowchart



4. Procedure

PUBLIC COURSE AND CORPORATE BOOKINGS			
1. Fee Payment			
1.1 Payment Options			
STEP	WHO?	WHAT?	WHEN?
1.	Marketing	<p>Provides information about:</p> <ul style="list-style-type: none"> ▶ Course fees; ▶ RPL; ▶ Concession rates; ▶ Transfer fees; and ▶ Cancellation and refund fees. <p>on the website and marketing material.</p>	Ongoing
2.	Customer Experience	<p>Processes payments:</p> <ul style="list-style-type: none"> ▶ Electronic Funds Transfer (EFT); ▶ Visa; ▶ MasterCard; ▶ Bankcard; ▶ Cash (paid over the counter to the First Aid Training Services Administration team at the Belmont Head Office or Regional Stakeholders); and ▶ Personal, Bank or Business cheque – made payable to St John Ambulance Western Australia Ltd. 	On enrolment
3.	Customer Experience	<p>Informs participants that concession rates are available to:</p> <ul style="list-style-type: none"> ▶ Full time students; ▶ Unemployed; and ▶ Pensioners. 	Prior enrolment
4.	First Aid Training Services	<p>Requests a copy of the full time student's card/student enrolment advice, Health Care Card or signed unemployment authorisation from Centrelink, Pension or Senior Citizens Card prior to enrolment into a course.</p>	On enrolment
1.2 RPL Fees			
STEP	WHO?	WHAT?	WHEN?
1.	People Learning	<p>Informs all participants of RPL fees verbally.</p>	If required

2. Transfers

Payment Options

STEP	WHO?	WHAT?	WHEN?
1.	First Aid Training Services	Makes internal arrangements to have transfer fee arrangements in place.	Ongoing
2.	Customer Experience	Provides accurate, current and consistent information regarding transfer fees prior to enrolment in form of: <ul style="list-style-type: none"> ▶ Internet based information; ▶ Information provided over the phone; and ▶ Written information upon request. 	Ongoing

3. Cancellations and Refunds

Payment Options

STEP	WHO?	WHAT?	WHEN?
1.	Customer Experience	Makes internal arrangements to have cancellation and refunds fee arrangements in place.	Ongoing
2.	Customer Experience	Provides accurate, current and consistent information regarding transfer fees prior to enrolment in form of: <ul style="list-style-type: none"> ▶ Internet based information; ▶ Information provided over the phone; and ▶ Written information upon request. 	Ongoing

Policy Administration		
Directorate:		Responsible Manager:
People & Culture		Head of People Learning
Risk Rating:	Review Cycle:	Review Next Due:
High	Annual	January 2023
Compliance References:		
Statutory:	Standards for RTOs 2015	
Industry	Vocational Education and Training	
St John Ambulance:	RTO	
Quality Management System:		
Document Location	G:\04. RTO Compliance\2021-22\RTO Policies and Procedures	
Version:	Decision Reference:	Synopsis:
1	Document Created	VET Reform and Standards for RTOs 2015
2	Minor Changes	St John RTO Stakeholder Feedback provided on 30/6/2015
3	Updated Spelling/Formatting Added reference to St John LMS	Following Review of Compliance Documentation Introduction of LMS
4	Annual review by RTO Stakeholders	1. New format. 2. Section 5 reduced 3. Section 6 added 4. Effective as of 1.11.2017
5	Review	TAC reference removed
6	Update	Annual review and update