

MAX Solutions Refunds, Fees and Charges Policy and Procedure (Training)



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1. Purpose

The purpose of this Policy and Procedure is to provide employees, agents, volunteers, and contractors of MAX Solutions with the appropriate guidelines surrounding the student refunds, fees and charges associated with MAX Solutions RTO training products. Where applicable this Policy and Procedure is further supported with Task Cards, Checklists and to be read in conjunction with other MAX Solutions Policies and Procedures.

The purpose of this policy and procedure is to clearly outline:

- How course fees are determined and charged
- Payment terms and conditions including deposits
- What fees cover
- How fees paid in advance are protected; and
- The conditions under which a refund may apply.

2. Commencement of Policy

This Policy and Procedure will commence on 12th February 2019. It replaces all other policies or arrangements governing this subject (whether written or not).

3. Application of this Policy

This Policy and Procedure applies to employees, agents and contractors of MAX Solutions.

4. Overview of Fees and Charges

This Policy and Procedure provides all employees, agents, volunteers, and contractors with information on the process for student refunds, and for determining fees and charges for all MAX Solutions Courses. All fees and charges for the delivery of vocational training and assessment services must be approved by the RTO management prior to their publication, quotation to clients or tender submission.

5. Determining Courses Fees

MAX Solutions is required to ensure that full course fees associated with any given training package are provided to students prior to enrolment. These fees are detailed on the Fees & Charges Schedule and can be located on our webpage

Course fees disclosed must include all costs associated with the training course and will comprise of:

- Course/Tuition fees
- Materials and equipment fees
- Administration Fees (which are not to be refunded, unless in the event of course cancellation by MAX Solutions).

Students requiring concession or fee waivers are required to provide evidence prior to invoicing which is generally 2 weeks after commencement however, MAX Solutions reserves the right to adjust fees at any time to ensure compliance with applicable State and Federal laws

Existing students will be notified of any fee changes within 10 business days on the website or email / face to face or through notices and all relevant documents will be updated accordingly

All persons responsible for payment for fees must sign the statement of fees declaration agreeing to pay fees in accordance with the agreed terms and conditions.

MAX Solutions must adhere to obligations as stated in the Standards for Registered Training Organisations (RTO's) 2015 Clauses 5.1 to 5.3 Informing and protecting students. In addition, funded student fees across various states, fees may be dictated by the State Training Authority.

6. Fee for Service

Under the Standards for Registered Training Organisations (RTO's) 2015 Clause 7.3, Protecting pre-paid fees by students. MAX Solutions will not accept either directly or through a third party more than \$1,500.00 payment in advance for a prospective or current learner.

In regard to fee payment schedules, once approved the fee payment schedule will be set up for any remaining payments to be made, with invoices being based on a 30 day payment period.

7. Funded Training Courses

For funded training courses, the amount to be charged for Student Contribution/Tuition Fees must be in accordance with the Contractual Obligations of the State Training Authority Contract. Fee Payment Schedules can be set up for payments over an agreed period, with invoices being based on a 30 day payment period.

8. Fee Concession Entitlement

A student is entitled to a Fee Concession if they hold a current:

- Health Care Card issued by the Commonwealth;
- Pensioner Concession Card; or
- Veteran's Gold Card
- A dependant spouse or dependant child of a card holder is also entitled to the Fee Concession

9. Cooling Off Period

MAX Solutions acknowledges the students' rights as a consumer including a cooling off period of 14 days. Written request to withdraw within the cooling off period must be received from the student by MAX Solutions. The **Student Completion Withdrawal Form (Training)** may be used as written evidence of intent to withdraw during the cooling off period.

10. Payment Plans

- Students may, at the discretion of Operations Management, organise to pay their course fees in instalments
- All payment plans must be agreed upon prior to the commencement of the course
- The instalment dates are fixed, and all payments must be made on or before the due date
- Instalment dates will take into consideration the delivery schedule of the program,

11. Course Cancellation

In instances when MAX Solutions cancels a course and the student has been notified, where applicable - the student is entitled to a full refund or transfer of funds to another course.

In the instance that the course has been cancelled after it has commenced (and prior to completion), MAX Solutions will offer the student an alternative course or part thereof. If the student accepts the alternative course, no refund will be given, and no additional fees will be charged.

If the alternative course is not accepted, a full refund will be provided to the student, including the Administration Fee.

Further information on credit transfers following course cancellation is available in the **MAX Solutions Resulting, Credit Transfer and Recognition of Prior Learning Policy and Procedure (Training)**

12. Student Initiated Enrolment Changes

If the student wishes to change their enrolment into a different course being offered by MAX Solutions, any fees already paid may be transferred to the new enrolment. Any additional fees owing for the new training course enrolment are to be paid by the student.

Students wishing to withdraw from their enrolment are required to complete a **Student Completion Withdrawal Form (Training)** and submit this to MAX Solutions.

13. Institute Closure

In the event that MAX Solutions has had to close for any reason, Student will be entitled to apply for a refund for any units not yet started or completed. Students must apply for refunds in writing using the **MAX Solutions Refund Request Form (Training)**

14. Refunds

Prior to enrolment, MAX Solutions will provide each student a copy of their Refund Policy which is fair and reasonable and covers scenarios relating to withdrawal by the student, program cancellation, in the event of your closure and any other reasonable matter and that meets the standards set out by ASQA.

Where a student withdraws their enrolment during the 14 day cooling off period, MAX Solutions will grant a full refund.

After the cooling off period, refunds will not be provided unless:

- The student can provide medical reasons with a Medical Certificate; or
- The student can provide reasoning for their course enrolment to cease – personal hardship.

If a refund is granted, the refund amount is to be pro-rata based on unit progression of the course the student is undertaking. Where a student has partially completed a unit, the full pro-rata rate of that unit, and all other completed units, will be considered as fees which are not eligible for refund.

If a refund is not granted, any outstanding fees must be fully paid by the student.

Students must apply for refunds in writing using the **MAX Solutions Refund Request Form (Training)** and clearly outline the reasons for the refund request and attach any supporting documentation.

Where a student disagrees with a MAX Solutions decision regarding their request for refund, the student is entitled to lodge a complaint as outlined in the **MAX Solutions Complaints and Appeals Policy and Procedure (Training)**.

In the event of a student's enrolment being cancelled due to misconduct, no refund will be provided and any outstanding fees must be paid. Refer to the **MAX Solutions Student Discipline Policy and Procedure (Training)** for further information regarding student misconduct.

15. Outstanding Fees

All payment terms and conditions are listed on the students invoice as well as being clearly stated in your Training Agreement (if applicable).

If fees are 14-30 days outstanding, schedule reminders will be made to the payee. At this point, payment plans will be offered in agreement with the payee in an agreement to settle the outstanding payment.

If fees are outstanding after 30-74 days, MAX Solutions RTO management will determine if the payee will be referred to MAX Solutions legal representatives if there is no response from the payee after a second reminder letter has been issued. MAX Solutions legal representatives will then deal with the debt collection process.

In some instances, student course results may not be released until such time as the outstanding fees are paid. Non-payment of fees may result in the interruption of the students training.

16. Accounts and Records of Tuition and Other Fee

All accounts and records are maintained and managed by the MAX Solutions Finance Department and as per relevant regulatory requirements. A different account code within our chart of accounts is used to distinguish between funds received from government subsidized training and fee for service enrolments.

MAX Solutions keeps records, including evidence, to support any claim for a contribution towards revenue foregone as a result of granting concessions or waivers/exemptions.

17. Skills First Fees and Charges

Prior to the commencement of training, MAX Solutions will provide each Skills First Student a Statement of Fees that includes, at minimum

- The code, title and currency of the program;
- The total cost to them for their program, taking into account any Fee Concession or Fee Waiver entitlement;
- The approximate value of the government contribution expressed in dollars; and
- Any other applicable fees, such as student services, amenities, goods or mater

17.1. Fee Concessions

Application for concession is available to all enrolments in Victorian government subsidized training if studying at a Certificate IV level or below. The concession fee will be 20% of the published standard tuition fee as

published on MAX Solutions webpage, being the fee that MAX Solutions would have charged a non-concession government subsidised student in the same course at the same time.

Concession fees apply in the following circumstances:

1. General Concessions in Victorian government subsidised training courses:

For enrolments in a Victorian government subsidised training courses at the Certificate IV level and below, MAX Solutions will charge the concession fee to an individual who, prior to the commencement of training, holds a current and valid:

- Health Care Card issued by the Commonwealth;
- Pensioner Concession Card; or
- Veteran's Gold Card; or
- an alternative card or concession eligibility criterion approved by the Minister for the purposes of the Skills First Guidelines about Fees.

2. Dependent Spouse or child

- The concessions provided for above also apply to a dependent spouse or dependent child of a card holder.

All concession evidence documents must be produced prior to commencement of training. MAX Solutions RTO Relationship Consultant or delegate will sight and retain evidence of Fee Concession entitlement by:

Sighting	Retaining
<p>One of:</p> <ul style="list-style-type: none"> • the original card • correspondence from the card issuer confirming a concession is granted to the individual and they may commence claiming their entitlement • the concession card displayed on a Digital Wallet through a Centrelink Express Plus mobile application on the cardholder's mobile device. The digital card may not be sighted via a screen shot of the card that is e-mailed or otherwise reproduced. 	<p>A written declaration attached to the student's file stating that the evidence has been sighted, showing the:</p> <ul style="list-style-type: none"> • name of your authorised delegate who • sighted the evidence; • date the evidence was sighted; • concession holder's name; and • card type
Or	
<p>the equivalent record of a concession card as extracted from Centrelink Confirmation eServices by the Training Provider.</p>	<p>An extract from Centrelink Confirmation eServices showing the card type and the date the extract was made.</p>
Or	
<ul style="list-style-type: none"> • confirmation from a Gateway Service Provider that it has connected to the Commonwealth Government's Document Verification Service (the DVS) and verified that an individual's name and concession card number match a current and valid record of concession entitlement in the DVS; 	<ul style="list-style-type: none"> • a transaction record generated by securely logging in to the administrative platform provided by the Gateway Service Provider, that shows: <ul style="list-style-type: none"> ○ the individual's name; and ○ that their name and concession card number were verified to match a current

<p>and</p> <ul style="list-style-type: none"> information from the student about the type of concession card they hold 	<p>and valid concession entitlement in the DVS;</p> <ul style="list-style-type: none"> a record of the type of concession card the student holds attached to the student file.
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Students, who cannot produce the concession evidence documents on enrolment day, may pay the concession fee and produce documents not later than 2 weeks after the commencement of training. Failing to produce the documents by this time will result in students being invoiced for non-concessional fee and will be required to pay the difference.

The following types of students are entitled to receive a Fee Concession whether or not they hold one of the concession card types listed above:

Under the:	a student can receive a Fee Concession for:	if they:	and the Training Provider must sight and retain:
Asylum Seeker VET Program	An enrolment in a skill set and a program at Certificate IV level and below.	<ul style="list-style-type: none"> Self refer and are eligible to participate in the Asylum Seeker VET Program or are referred to training by the Asylum Seeker Resource Centre or the Australian Red Cross. 	N/A. The evidence the student is eligible to participate in the Asylum Seeker VET Program (as specified in the Guidelines About Eligibility) is the evidence of their entitlement to concession.

17.2. Fee Waivers

Fee Waivers may apply on the grounds of financial hardship or as outlined in the Skills First Guidelines about Fees. Applications need to be supported by evidence and made in writing to the Operations Manager and or Director of Learning. Where payment of fees is determined to result in undue hardship the Operations Manager and or Director of Learning may elect to:

- Waive fees
- Negotiate a payment plan with the student
- Defer requirement for payment of fees to a negotiated date
- Award a Scholarship.

If the student meets the aforementioned criteria, they should contact the Operations Manager and or Director of Learning for further information on how to apply.

For students referred under one of the following initiatives a fee waiver will be applied and the detailed evidence must be sighted and retained:

Circumstance	MAX must grant Fee Waiver if:	MAX must sight:	MAX must retain:
Judy Lazarus Transition Centre	The student is from the Judy Lazarus Transition Centre (as a prisoner within the	Written confirmation from the management of the Judy Lazarus Transition Centre.	A copy of the written confirmation from the management of the Judy Lazarus Transition Centre.

	meaning of the Corrections Act 1986).		
Young people on community based orders	The student is required to do training under a community based order made under the Children, Youth and Families Act 2005 (the CYF Act).	Written confirmation from the relevant Youth Justice Unit of the Victorian Department of Justice and Community Safety that the student is required to do training under a community based order made under the Children, Youth and Families Act 2005 (the CYF Act).	A copy of the written confirmation from the relevant Youth Justice Unit of the Victorian Department of Justice and Community Safety.
Skills First Aboriginal Access fee waiver	the student self identifies as being Aboriginal or Torres Strait Islander descent and is reported as such through the 'Indigenous field of the Student Statistical Report) and is enrolling in any program	N/A	A copy of the enrolment form on which the student self-identified as indigenous.

18. Appeal

A student may appeal against a decision made with respect to outcome of the course or any other matter and the appeal must be lodged in line with MAX Solutions Complaints and Appeals Policy and Procedure (Training)

19. Related Documents

 The following documents are to be read in conjunction with this Policy and Procedure and are available on MAX Active;

Internal

- MAX Solutions Resulting, Credit Transfer and Recognition of Prior Learning Policy and Procedure (Training)
- MAX Solutions Complaints and Appeals Policy and Procedures (Training)
- MAX Solutions Student Discipline Policy and Procedure (Training)
- Student Completion Withdrawal Form (Training)
- RTO Application for Enrolment Form (Training)
- Credit Transfer Application Form (Training)
- MAX Solutions Refund Request Form (Training)
- MAX Solutions Statement of Fees Skills First

- Schedule of Fees
- PD – RTO Relationship Consultant
- Student Handbook

External

- 2024 Guidelines About Fees – Victoria
- 2024-25 Standard VET Funding Contract Skills First Program

Legislation & Standards

- Standards for Registered Training Organisations 2015
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Corporations Act 2001 (Cth)
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988
- Privacy and Data Protection Act 2014
- The Work Health and Safety Act 2011
- Education and Training Legislation Repeal Act 2017

20. Further Support and Feedback

 For further support or assistance on interpreting or understanding this and/or associated documents, please contact Quality & Ethics by email on quality@maxsolutions.com.au.

Staff can also get access to a variety of related information on the [Learning & Organisational Development](#) Team Site on MAX Power. This includes, but is not restricted to information for new starters, managers and copies of the PowerPoint presentations from all recent webinars.

 Quality & Ethics promotes continuous improvement and encourages constructive feedback regarding the effectiveness of this and/or associated documentation. Recommendations for improvement should be forwarded using the Staff Feedback facility available on the Intranet.

MAX Power/Tools & Information/Staff Feedback & Suggestions

21. Document Revisions

Action	Date	Name	Changes Made
Document Created	12/02/2019	Linda Douglas	Creation of Document
Revision	12/02/2019	Erin-Lea Hennessey	Format document in alignment with Document Development Style Guide. Content revision and QPI review of content and format conducted.
Revision	12/02/2019	Georgia Briggs	Review of content to ensure the document aligns with current processes.
Revision	13/09/2019	Erin-Lea Hennessey	Final Draft Review. Format document in alignment with Document Development Style Guide. Content revision and QPI review of content and format conducted. Submit to Head of Training for content approval.
Revision	19/02/2019	Erin-Lea Hennessey	Format document in alignment with Document Development Style Guide. Head of Training approved content ready to publish.
Revision	9/09/2020	Linda Douglas	New template and revision of process as now online not paper based
Revision	15/09/2020	Angie Moulds	Document reviewed and aligned with the Document Development Style Guide
Revision	26/10/2021	Linda Douglas Jessica Stockman Damien Shea	Document reviewed to ensure currency. Aligned the document according to the Document Development Style Guide.
Revision	2/11/2021	Erin-Lea Hennessey	Document reviewed and minor formatting applied to aligned with the Document Development Style Guide.
Revision	10/01/2023	Linda Douglas	Updated external document reference to reflect current contract for SVTS
Revision	26/06/2024	Amanda Yetman	Updated external document reference to reflect current contract for SVTS
Revision	26/06/2024	Rhiannon Crawford	QA reviewed & approved.
Revision	6/11/2024	Amanda Yetman	Updated reference to Credit Transfer P&P to a line to current P&P
Revision	15/11/2024	Rhiannon Crawford	Update to <i>Staff Feedback</i> pathway (Section 20) QA reviewed & approved.