

Name:	P.5.01 Fees and Payments Policy v1.2
Approved by:	Zac Hitchcock
Review by:	February 2022

SECTION 1 - INTRODUCTION

PURPOSE

The purpose of this policy is to provide a consistent approach to the handling of payments from students which meets the ASQA Standards for Registered College Organisations 2015 (“the Standards”) and, where applicable, state funding contracts.

SCOPE

This policy applies to fees, charges and fee protection applicable to the provision of training including clients undertaking training under a Government Funded Training Contract or Fee-for-Service (FFS) arrangement. This policy applies to the payments of fees paid for the delivery of courses to students. Equinox College does not accept prepaid fees in excess of the threshold prepaid fee amount as per the Standards, being \$1500.00. This policy aligns to the policy issued by third-party RTO Skills Generation RTO 41008

DEFINITIONS

Word/Term	Definition
Tuition fee	The Tuition Fee for the Delivery of the College.
Materials fee	A charge to cover the cost of manuals or other materials required by the Student for a specific course.
Enrolment fee	A charge to cover the Enrolment of a student.

SECTION 2 - POLICY

PRINCIPLES

Equinox College is committed to the fair and transparent application of fees and charges. Students are provided with details of all fees and charges prior to enrolment.

2.1 SETTING FEES AND CHARGES – FEE-FOR-SERVICE

2.1.1. Equinox College will review fees in a 12-month cycle.

2.1.2. Equinox College reserves the right to adjust fees without notice.

2.2 SETTING FEES AND CHARGES – FUNDED PLACES

2.2.1. Equinox College will charge fees per funding policy as determined by government funding bodies.

2.2.2. Where required, Equinox College will review and set fees based on market rates and conditions.

2.2.3. Equinox College reserves the right to adjust fees without notice, where state governments change the scheduled hourly rate any time during the Term of the Contract within a calendar year.

2.3 COURSE FEE INCLUSIONS

2.3.1. Unless specified otherwise, course fees include the cost of all compulsory training and assessment materials, including textbooks.

2.3.2. Course fees also include the issuance of one (1) copy of the relevant certificate to a student upon completion or withdrawal from their course. This includes Qualification Testamur's, Statement of Attainment, Record of Results and Statement of Attendance, and any other as required by government or other accrediting bodies.

2.3.3. Where a replacement certificate is required above this allowance, this is normally at cost to the student and is charged at \$55.00 plus GST.

2.4 INFORMATION ABOUT FEES AND CHARGES

2.4.1 Equinox College apply the following fee protection measure:

Equinox College will not collect pre-paid fee payment of more than \$1,500.00 from each individual learner prior to the commencement of an accredited training program. Following course commencement Equinox College may require payment of additional fees in advance from the Learner, but only such that at any given time, the total amount required to be paid which is attributable to training services yet to be delivered does not exceed \$1,500.00.

Learner fees are also protected by Equinox College's fair and reasonable refund policy which is outlined to clients prior to enrolment. All refund information is to be made available to clients prior to enrolment through:

- Website
- Equinox College Student Handbook
- Student Contribution Agreement

The fees, charges and refund policy are available by contacting Equinox College directly through admin@equinoxsg.com.au or via our website.

2.4.2 Where possible fees are to be confirmed prior to enrolment and the commencement of training:

- If the total invoice amount is \$1,500.00 or under, then it is to be invoiced as a lump sum on one invoice at enrolment.
- If the total invoice amount is \$1,501.00 and above, then it is to be invoiced in three (3) instalments of 33% each. The First Invoice would be raised at enrolment, the Second Invoice would be raised after 50% course completion, and the Third Invoice after 75% course completion.

2.4.4 The information provided to each client will include:

- i. the total amount of all fees including course fees, administration fees, and materials;
- ii. payment terms, including the timing and fees to be paid and any non- refunding deposit and administration fees;
- iii. any fees and charges for additional services; and
- iv. details of refund arrangements.

2.5 TERMS AND METHODS OF PAYMENT

Equinox College accepts the following methods of payment:

- Direct Deposit or Bank transfer
- Credit card
- EFTPOS

Payment terms are fourteen (14) days of receipt of the Invoice unless specified otherwise in the Agreement.

2.6 FULL OR PART FEE CONCESSION / EXEMPTION

A full or part-fee exemption/concession is applied in accordance with each State/Territories' funding guidelines. Fee exemption/concessions vary in each State/Territory. Fees are calculated in accordance with individual State/Territory Government Contract guidelines. Concession or exemption of fees is subject to evidence requirements.

2.7 RPL (RECOGNITION OF PRIOR LEARNING) FEES

Fee on application.

2.8 CREDIT TRANSFER

No fee payable.

2.9 LATE PAYMENT

2.9.1 Where a client is more than fourteen (14) days overdue with payments, Equinox College reserves the right to suspend all services until payment is made to bring fees up-to-date.

2.9.2 Equinox College may make alternative payment arrangements for clients experiencing genuine difficulty in paying their fees. Clients must advise Equinox College, in writing to initiate this option.

2.9.3 For long term, outstanding amounts, Equinox College may utilise the services of a debt recovery agency to ensure the collection of outstanding fees.

2.10 INCIDENTAL FEES

2.10.1 Where the student does not meet assessment deadlines and timelines are excessive, Equinox College will invoice the Client to cover the cost of re-assessment.

2.10.2 Where the Student does not meet the requirements of Vocational Placement, or does attend scheduled shifts, Equinox College will invoice the Client to cover the cost of extra facilitation, as outlined in the Student Handbook.

SECTION 3 - PROCEDURE

PROCEDURE

Procedure steps		Responsibility
1	Enrolment	
1.1	Student enquiry regarding course. Fees transparently quoted to student.	Administration Officer / Business Development Officer
1.2	Student to complete Enrolment form, including any Student Contribution Agreement.	Administration Officer
1.3	Confirmation of funding type/ eligibility	Administration Officer
2.	Invoice issued	
2.1	Invoice raised according to policy above and forwarded to student.	Operations Manager
3.	Payment received	
3.1	Once payment is made, payment recorded in Xero and Wise.NET.	Operations Manager
3.2	Receipt issued to payer.	Operations Manager

SUPPORTING DOCUMENTATION

Forms and Records Management

Form	Retention Time	Retention Location
Enrolment Form – Student Contribution Agreement	7 Years	Archived in student file (digital copy)
Xero Invoice	7 years	Xero
Xero Receipt	7 years	Xero

Related Material

Name	Location	Document Type
Equinox College Student Handbook	Sharepoint Website	Handbook

SECTION 4 – GOVERNANCE

RESPONSIBILITY

Policy Owner	Equinox Services Group General Manager Quality and Compliance
RTO Partner	Skills Generation RTO 41008

VERSION CONTROL AND CHANGE HISTORY

Version Number	Approval Date	Approved by	Amendment
1	25/02/2019	Zac Hitchcock	Creation of policy
1.1	15/02/2020	Zac Hitchcock	Addition of third party RTO
1.2	01/04/2021	Zac Hitchcock	Amendment to third party RTO details