

## Smart and Skilled Fee and Refund Policy

Gimbal Training is aware of its contractual responsibilities under the Smart and Skilled program regarding 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 2018 and the Smart and Skilled Fee Administration Policy 2018 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.
- Gimbal Training retains all fees collected
- Where a student receives a VET Student Loan (or any other Commonwealth Government Loan) which is paid directly to our RTO, we will comply with all contractual and ethical requirements of the program including the payment of student fees.
- 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 three attempts to complete a unit of competency without additional cost. Any further attempts will be on case by case basis.
- Fees will be adjusted to reflect any RPL or CT and, if completed after enrolment, any refunds or adjustments to outstanding fees will be reported in the next training activity data file submitted to the Department.
- Concession and exemption fees will be as set on enrolment and cannot be adjusted or claimed after a Commitment ID has been received. Evidence for concession or exemptions shall be retained as per the Notification of Enrolment Policy
- Students who commenced training in before Jan 2015 and have previously paid a transition fee will not be charged additional fees in 2018.
- 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 Gimbal Training
- Aboriginal and Torres Strait Islander student who meet the disability requirements and students of refugee or asylum seeker status are exempt from fees for all enrolments in all training courses under Smart and Skilled.
- 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 change to or new 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

Gimbal Training is aware of its obligation as Registered Training Organisation to protect student fees paid in advance. To this effect it has the following fee protection policy in place:

- Fees and refunds policy

### 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 until all fees are paid.

### 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 before the scheduled start of the training program
	If student withdraws after start date, fees will be decided on a case by case basis.
If a training program is cancelled before commencement	A full refund of fees paid will be made

<b>Provider Guarantee</b>	
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

### **Evidence**

The following will be retained as evidence of compliance:

- Brochures /Student Information
- Copies of all marketing material
- Financial records including receipts of fees received
- Requests for deferral, transfer or withdrawals'

### **Related Policies**

- Notification of Enrolment Policy
- Consumer Protection Policy
- Complaints and Appeals Policy

### **References**

- Smart and Skilled Operating Guideline's 2018/Section 4
- Smart and Skilled Contract Terms and Conditions/ Section 17
- Smart and Skilled Fee Administration Policy
- NVR Standards for RTOs 2015