

### 1. PURPOSE OF POLICY/PROCEDURE

The purpose of this policy and procedure is to outline:

- How and when GenU Training charges fees for courses
- How fees paid in advance are protected
- When and how learners are required to make payments
- How refunds will be processed.

### 2. SCOPE

This policy applies to all workers within genU Training issuing and/or administering fees, charges and refunds and providing learners with information regarding the protection of pre-paid fees, refunds and charges.

### 3. POLICY

#### 3.1 Informing Learners

In accordance with Standard 5, Clause 5.3 of the Standards for Registered Training Organisations 2015, Principle 3 of the Skills First Quality Charter and the South Australian Training Fee Framework, genU Training provides learners with (or directs them to) information on the following *prior to* enrolment and commencement:

- All fees that must be paid.
- Payment terms and conditions including deposits and refunds.
- Refund terms and conditions – e.g., how to request a refund and conditions under which a refund is provided.

#### 3.2 Learner Fee Categories

genU Training has three tuition fee levels for all training delivered:

Fee Category	Description
<b>Standard (Government Subsidised Training)</b>	Learners eligible for subsidised training in states in which genU Training hold a funding contract or agreement pay reduced fees.
<b>Concession</b>	<p>A concession fee of 20 per cent of the standard, subsidised hourly tuition charge (Vic) or 25c in the dollar (South Australia) may be available to learners who are eligible for a subsidised training place and hold a current:</p> <ul style="list-style-type: none"> <li>a) Health Care Card issued by the Commonwealth; or</li> <li>b) Pensioner Concession Card; or</li> <li>c) Veterans Affairs Gold Card; or</li> <li>d) An alternative card or concession eligibility criterion approved by the Minister.</li> </ul> <p>The concessions provided for <b>a)</b> Health Care Card issued by the Commonwealth or <b>b)</b> Pensioner Concession Card also apply to a dependent spouse or dependent child of a card holder.</p> <p>Learners must provide a copy of the relevant card at enrolment and a copy must be retained on the learner's file.</p>
<b>Full Fee</b>	<p>Full fees are applicable to learners</p> <ul style="list-style-type: none"> <li>• who are not eligible for a government subsidised place in a qualification and/or skill set in any state that genU Training holds a subsidised training contract or agreement</li> <li>• Are participating in a course that is not offered as part of a subsidised training program, including: JobSeeker Training though Training U For Work, Professional Development, Short Courses and eLearning through the Commercial Programs Team.</li> </ul>

In determining eligibility for subsidised training, genU Training is bound by the requirements of:

- Victoria - Standard VET Funding Contract Skills First Program, which must be read in conjunction with the current version of the Skills First Program Guidelines About Fees.
- South Australia – Training Fee Framework and supporting attachments

These requirements include learner groups who regardless of other eligibility requirements must only be charged the concession fee or a reduced rate including under state and commonwealth initiatives including but not limited to:

- JobTrainer (S.A and Vic)
- Indigenous Completions Initiative (Vic)

All prospective learners will undergo an assessment of eligibility for any government subsidised training during the pre-enrolment process. For further information regarding genU Training’s process for assessing eligibility see genU Training’s Pre-Enrolment and Enrolment Procedure and Pre-Enrolment and Enrolment Procedure (South Australia)

Information on Government subsidised training can be found via the:

- Skills First Program can be found on the Department of Education and Training website (<http://www.education.vic.gov.au>)
- Subsidised training in South Australia website (<https://providers.skills.sa.gov.au>)

### 3.3 Additional Fees/Charges

Learners may incur additional fees above standard tuition fees that include but are not limited to the following based on individual circumstances:

Fee type	Description
<b>Amenities fee</b>	A “reasonable” amenities fee may be charged for services such as, comfortable amenities and facilities.
<b>Materials fee</b>	genU Training will not charge learners a materials fee. Where applicable learners are to be directed to purchase any required materials / books from a third party. Under circumstances of financial hardship learners may apply for a loan book to be provided by genU Training which must be returned in good condition at the end of the class. If it is not returned in satisfactory condition the learner must pay genU Training the full retail price of the book.
<b>RPL fees</b>	<p>Where a learner wishes to apply for RPL for a unit(s) they are required to pay an Application Fee of \$250 (including GST). This fee allows genU Training to make a determination regarding the learner’s RPL application.</p> <p>During the application process genU Training will determine the applicable fee for each RPL unit. This per unit fee is determined on a case-by-case basis, however, will be a minimum of \$250.00 and maximum of \$500.00. For learners in receipt of Government funding, RPL costs still apply.</p> <p>All RPL costs must be paid up front, prior to the RPL assessment process commencing. Please see genU Training’s Recognition of Prior Learning Procedure for further detail.</p>
<b>Replacement Certificate and/or Statement of attainment</b>	If a learner loses or misplaces their original Statement of Attainment or Certificate, a replacement document can be provided for a charge of \$20.

<b>Complaints and appeals</b>	There is no cost for a learner to make a complaint or appeal, or to have the outcome of a complaint or appeal reviewed internally, however if the learner requests an external review by an independent body, costs may be incurred. The cost of the initial session with an independent body will be paid by genU Training, however further costs incurred will be payable by the learner/appellant/complainant (See genU Training’s Complaints, Appeals and Compliments Policy and Procedure for further detail).
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There are no additional costs to learners associated and under no circumstances is a fee to be applied to the following processes:

- Credit Transfer Fees – see genU Training’s Credit Transfer Procedure
- Reassessment – see Assessment and Reassessment Procedure

### 3.4 Fee Waivers / Exemptions – For Government Subsidised Training

genU Training will not charge tuition fees to learners enrolment in subsidised training as per the fee waiver clause of the [Skills First Guidelines About Fees](#) (pages 1-2)

Where applicable an eligibility exemption for Skill First Funding for Victorian residents may be applied for. See Pre-enrolment and Enrolment Procedure for further detail.

In cases of extreme hardship/exceptional circumstances a fee waiver may be granted for a learner who does not fit into the abovementioned categories.

### 3.5 Protection of Fees Paid in Advance

genU Training requires that a prospective or current learner does not prepay fees in excess of a total of \$1500. Therefore, learners shall not be charged more than \$1500 at enrolment and no more than \$1500 per payment plan increment after the course has commenced.

While Standard 7, Clause 7.3 of the Standards for Registered Training Organisations 2015 allows RTOs to collect up to \$1500 in prepaid fees without having to take any action to protect these fees, it is genU Training’s policy to protect all prepaid fees by ensuring that if a learner’s enrolment is cancelled and not all agreed services are provided, he/she will:

- Be placed into an equivalent course at another location, if the new location is suitable to the learner, and receive agreed services at no additional cost, or
- Be paid a refund of all prepaid fees for services yet to be delivered.

### 3.6 Fee payment

The learner or third party is required to make payment for training and assessment services delivered as part of their enrolment contract. Learners and/or the approved the third party will receive an invoice for payment required.

Payments may be made via:

- Credit Card
- Direct Debit / Payment Plan
- Direct Deposit
- BPAY

A receipt is provided to the learner upon any payments taken and a copy is provided to genU Training’s Accounts Department for filing and reference.

### 3.6.1 Payments required for genU Training course under this policy

Where fees are payable by a learner or third party the following parameters must be considered and applied to all enrolments.

Course Type	Payment upon enrolment /prior to training required	Ongoing payment plans accepted	Payment Upon Completion of Training (via invoice) accepted	Minimum Payment	Maximum Payment
Qualification courses and Skill Sets	Yes	Yes	No	A minimum deposit of \$100 or 10% of the total course fee (whichever is greater) must be paid prior to commencement.	The deposit and/or ongoing payments must be less than \$1500 where paid in advance for training services not yet delivered until all fees are paid.
Training U For Work Courses	No	No	Yes	<p><b>Individual bookings:</b> No fees in excess of \$1500 to be taken by any party prior to course delivery.</p> <p><b>Group bookings:</b> minimum course fee of 12 participants to be paid upon completion of training (unless an alternative quote is provided prior to the course being scheduled)</p>	Full payment of course fees payable upon completion with invoice sent to third party provider (ESP)*
Commercial Programs (Accredited Courses)	Yes	No	Yes	<p><b>Individual bookings:</b> A minimum deposit of \$100 or 10% of the total course fee (whichever is greater) must be paid prior to commencement for courses in excess of \$1500.</p> <p>Courses under \$1500 full payment is required upfront.</p> <p><b>Corporate/group Bookings:</b> A minimum deposit of \$100 or 10% of the total course fee</p>	Full payment of course fees payable upon completion with invoice sent to third party for whole group bookings.

				<p>per person** (whichever is greater) must be paid prior to commencement for courses in excess of \$1500.</p> <p>Course booking under \$1500 full payment is required upfront.</p>	
Commercial Programs (Non-Accredited Training)	Yes	No	Yes	<p><b>Individual bookings:</b> A minimum deposit of \$100 or 10% of the total course fee (whichever is greater) must be paid prior to commencement for courses in excess of \$1500.</p> <p>Courses under \$1500 full payment is required upfront</p> <p><b>Corporate/group Bookings:</b> A minimum deposit of 10% of the total course fee per person** (whichever is greater) must be paid prior to commencement for courses in excess of \$1500.</p> <p>Course booking under \$1500 full payment is required upfront.</p>	Full payment of course fees payable upon completion with invoice sent to third party.

\* where a learner notifies genU Training of his/her intention to withdraw from a course between 1 and 7 days prior to the course commencement date, or on or after the course commencement date, full course fees are payable.

\*\* corporate/group bookings - minimum learner numbers are 8 and organisations will be charged for 8 people at minimum for group corporate booking

### 3.7 Refunds

All requests for refunds must be made by the learner in writing using the [Application for refund of training fees form](#) and sent to [training@genu.org.au](mailto:training@genu.org.au).

Where a learner decides to withdraw from a course after they have enrolled, refunds are **NOT** made automatically. Applications for refunds must be made in writing to genU Training, within the timeframes outlined below, for a refund to be considered.

#### 3.7.1 Refunds - Qualifications and Skill Sets

Withdrawal / Course Cancellation	Notification time frame of withdrawal / cancellation	Refund eligibility and fees still payable	Refund application timeframe	Refunds payable within
Learner initiated withdrawal / cancellation	More than 14 days prior to course commencement	Refund of all fees paid	30 days of notification of withdrawal / cancellation	30 days of receipt of application
Learner initiated withdrawal / cancellation	Between 1 – 14 days prior to course commencement	Refund of all fees paid; <b>less</b> <ul style="list-style-type: none"> <li>\$100 administration fee</li> </ul>	30 days of notification of withdrawal / cancellation	30 days of receipt of application
Learner initiated withdrawal	On or after course commencement date	Refund of all fees paid; <b>less</b> <ul style="list-style-type: none"> <li>\$100 administration fee</li> <li>Pro rata tuition fee for training services delivered*</li> </ul>	30 days of notification of withdrawal	30 days of receipt of application
genU initiated withdrawal (learner breach of policy and procedure)	At any time after commencement of the course where a learner has been found to be in breach of genU Training's policies and procedures (e.g., in relation to attendance/engagement, academic or general misconduct),	Refund of all fees paid; <b>less</b> <ul style="list-style-type: none"> <li>\$100 administration fee</li> </ul> Pro rata tuition fee for training services delivered*	30 days of notification of withdrawal	30 days of receipt of application
genU initiated course cancellation	Prior to course commencement where genU Training cancel a course or is postponed for more than 4 weeks.	Refund of all fees paid	30 days of notification cancellation	30 days of receipt of application
genU initiated course cancellation	After course commencement**	Refund of all fees paid for services not yet delivered.	30 days of notification cancellation	30 days of receipt of application

Outside circumstances requiring course cancellation	Where, by reason or reasons beyond genU Training's control, including Acts of Government authorities, civil strike and riots, the learner is prevented from commencing a course,	Refund all fees paid (at discretion of genU Training)	30 days of notification cancellation	30 days of receipt of application
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*\*The pro-rata tuition fee is calculated by multiplying the total nominal hours of the commenced unit/s by the hourly rate applicable on the learner's statement of fees.*

*\*\* Where suitable a learner may alternatively request to be transferred to an equivalent course at an alternative location, if such a course is available and suitable to the learner.*

### 3.7.2 Refunds – Short courses (accredited and non-accredited)

The following refund information relates to any short course where any payment may be collected prior to course commencement. This includes accredited and non-accredited training delivered by any team within genU Training.

No refunds will be available for short courses including eLearning/training products/professional development where access to course content is immediate after purchase.

Withdrawal / Course Cancellation	Notification time frame of withdrawal / cancellation	Refund applied	Refund application timeframe	Refunds payable within
Learner initiated withdrawal / cancellation	More than 7 days prior to course commencement	Refund of all fees already paid (less materials fees where applicable and already provided)	30 days of notification of withdrawal / cancellation	30 days of receipt of application
Learner initiated withdrawal / cancellation	Between 1 – 7 days prior to course commencement	No refund and full course fees payable	30 days of notification of withdrawal	30 days of receipt of application
Learner initiated withdrawal	On or after course commencement date	No refund and full course fees payable		
Learner fails to notify and does not attend	On or after course commencement date	No refund and full course fees payable		
Corporate / group booking	More than 7 days prior to course commencement	Refund all fees paid less 10% deposit	30 days of notification of withdrawal / cancellation	30 days of receipt of application
Corporate / group booking	Between 1 – 7 days prior to course commencement	No refund applied, payment of up to 50% of total costs required		

Corporate / group booking	On or after course commencement date	No refund and full course fees payable		
genU initiated course cancellation	Prior to course commencement where genU Training cancel a course or is postponed for more than 4 weeks.	Refund of all fees paid	30 days of notification cancellation	30 days of receipt of application
genU initiated course cancellation	After course commencement	Refund of all fees paid for services not yet delivered.	30 days of notification cancellation	30 days of receipt of application
Outside circumstances requiring course cancellation	Where, by reason or reasons beyond genU Training's control, including Acts of Government authorities, civil strike and riots, the learner is prevented from commencing a course,	Refund all fees paid (at discretion of genU Training)	30 days of notification cancellation	30 days of receipt of application

### 3.7.3 Exceptional circumstances refund applications

If proof of extenuating circumstances is received, at the discretion of the General Manager Education & Training, Head of Qualifications and Funded Programs or Head of Commercial Programs, the learner may:

- Be scheduled into a future booking of the same course at no further fee, or
- Receive a partial or increased refund

## 4. PROCEDURE

### 4.1 Informing Learners

Information regarding fees, charges and refunds is contained within the following documents, accessible through the genU Training website ([www.genutraining.org.au](http://www.genutraining.org.au)):

- genU Training's Fee Structure
- genU Training's Learner Handbook
- genU Training's Fees, Charges and Refunds Policy and Procedure (this document).

All prospective learners must be directed to these documents and provided with a printed copy of the genU Training Handbook, along with an individualised Statement of Fees during the pre-enrolment process. See genU Training's Pre-Enrolment and Enrolment Procedure.

### 4.2 Referring learners to genU Training

#### 4.2.1 Job Seeker Referrals (South Australia – Subsidised Training)

For South Australian qualification and skill set courses, if an Employment Services Provider refers a job seeker on their caseload to a subsidised training place they may contribute to the cost of the course. This is determined through negotiation with the prospective learner and



provider. genU Training will then invoice the course fees to learner.

#### **4.2.2 Training U For Work – Referrals**

genU Training’s Training U for Work team deliver short course packages, industry specific fee for service training. Training U For Work accept learner referrals for jobseekers through Employment Service Providers.

Invoices for training are sent to the ESP upon completion of training and do not take fees in excess of \$1500 prior to commencement.

#### **4.2.3 Commercial Programs - Referrals**

genU Training’s Commercial Programs team deliver a combination of subsidised accredited skill sets, accredited fee for service short courses and non-accredited professional development programs.

The Commercial Programs teams accept:

- Learner self-referral for publicly advertised and accessed courses (accredited and non-accredited)
- Group/Corporate booking for professional development programs (accredited and non-accredited)

No fees more than \$1500 are charged to a learner or third party prior to commencement of any training undertaken by the Commercial Programs Team.

#### **4.3 Determination of Tuition Fees / Fee Structure**

genU Training charges learners in accordance with comparable market fees for all courses delivered. Fees are also determined based on a range of variables including program duration, delivery methods and resource requirements.

The Senior Management Team is responsible for determining all fees and charges, which are reviewed on an annual basis, and for updating the genU Training Fee Structure (Qualifications and Skill Sets) and Short Course Price List when changes to fees occur.

#### **4.4 Fee Waiver for Extreme Hardship/Exceptional Circumstances**

An Application for Fee Waiver form must be completed by the relevant Training Manger, detailing reasons for the requested fee waiver. The completed form must be submitted to the Head of Qualifications and Funded Programs or Head of Commercial Programs who will decide whether the waiver will be granted and inform parties accordingly.

If approved, the completed Application for Fee Waiver form must be added to the learner’s enrolment documentation and submitted to the genU Training Administration Team for processing. A copy of the form must be retained on the learner’s file following enrolment.

#### **4.7 Staff discount for genU Employees**

Where the fees are payable by the individual staff member of gen, genU Training offers a 25% discount on all fee for service tuition fees. Prospective learners will need to complete the Fee Waiver/Discount application form and have it approved by a Training Manager. A copy of the form must be retained on the learner’s file following enrolment.

Where fees are payable by genU for staff training an automatic discount of 10% is applied through KIPS.

#### 4.8 Fee Structure and Issuing Statement of Fees for all qualification learners

An individualised Statement of Fees must be produced and provided to every prospective learner prior to enrolment in a qualification with genU Training. To generate the statement of fees the genU Training Representative must use the relevant fee structure:

- [Victorian Fee Structure and Statement of Fees](#)
- [South Australian Fee Structure and Statement of Fees](#)

Factors taken into consideration when applying the Fee Structure to determine an individual's fees include:

- Fee type / level – Standard, Full Fee, Concession. (See genU Training Pre-Enrolment and Enrolment Procedure for further information regarding the process for assessing eligibility).
- Whether they are a referred Job Seeker
- Whether a fee waiver/exemption applies
- Whether the prospective learner has been granted Credit Transfers or will be assessed for any units via RPL.

The Statement of Fees provided to learner must include:

- Code, title and currency of program
- Fee type (Subsidised Standard, Subsidised Concession or Fee for Service)
- Total cost to the individual for the course – taking into account any fee concessions, waivers and reductions for Credit Transfers
- Any other applicable fees such as amenities, goods or materials fees

genU Training's statement of fees also include:

- Proposed start and end date
- Delivery location
- Expected mode of delivery
- Workplace arrangements and any required probity checks

Please note: If an RPL Application is approved or a Credit Transfer is granted after the Pre-Enrolment and Enrolment process, a new adjusted Statement of Fees will be provided to the learner.

#### 4.8 Collecting payment for training services

genU Training collects payment for training services via:

- Credit Card /Debit Card
- Direct Debit / Payment Plan
- Direct Deposit
- BPAY

The method used for collecting payment will vary depending on the type of course, total amount payable and way in which prospective learners have been referred to training.

##### 4.8.2 Payment – Qualification courses

The genU Training representative completing a prospective learner's PTR must ensure:

- Statement of fees is generated and provided to the learner
- Minimum payment of \$100 or 10% of total course fees (whichever is greater) is collected upon acceptance of enrolment offer.

- The minimum payment must be made via Credit Card or EFTPOS at time of enrolment at a genU Training location
- An invoice for fees already paid and remaining must be generated in VETtrak and sent to the learner
- A copy of the invoice must be saved into the learner's file with other PTR documentation

Payment plans for remaining tuition fees can be negotiated between genU Training and the learner at the time of enrolment. The following requirements apply:

- All payment plans must be made via direct debit. Cash payment plans are not available. Remaining fees must be made via regular instalments over the length of the course, as negotiated at enrolment and recorded on a Direct Debit Request form. Please note: Payment plans must be determined carefully to ensure payment amounts and spacing of instalments are such that pre-paid fees are below \$1500 per learner at any given time.
- The Course Fees and Direct Debit Information (2G) form must be completed at enrolment, indicating the learner's agreed/approved method of payment. For further detail see genU Training's Pre-enrolment and Enrolment Procedure.
- If a learner's account details change, the learner is responsible for notifying genU Training and providing the new details prior to the date of the next payment/instalment.
- For other terms and conditions please see the Karingal St Laurence Customer Direct Debit Service Agreement. Please note: A copy of this document must be provided to all learners who chose to pay their fees via payment plan/direct debit.

All payments must be made in line with terms and timeframes provided to the learner on the invoice or direct debit payment plan.

#### **4.8.3 Payment – Skill Sets**

The genU Training representative completing a prospective learner's PTR must ensure:

- Statement of fees is generated and provided to the learner
- An invoice for any fees already paid and remaining must be generated in VETtrak and sent to the learner
- A copy of the invoice must be saved into the learner's file with other PTR documentation

All payments must be made within 14 days of invoicing as per terms provided to learner on their invoice.

#### **4.8.3 Payment - Short Courses - Training U For Work**

Payment for courses delivered by genU Training – Training U for Work must be made in full upon completion of the course.

Where a learner notifies genU Training of his/her intention to withdraw from a course between 1 and 7 days prior to the course commencement date or on or after the course commencement date, full course fees are payable.

If proof of extenuating circumstances is received, at the discretion of the General Manager Education & Training, the learner may:

Be scheduled into a future booking of the same course at no further fee. Group based bookings are available where a minimum of 12 participants are being enrolled (unless an alternative quote is provided prior to the course being scheduled). If more than the minimum 12 participants attend the Training U for Work program, the provider will be charged the minimum group booking total, plus additional fees per participant.

Training U For Work Administrators must generate invoices to be sent to the Employment Services Provider that referred their jobseeker.

- An invoice for this fee will be sent by genU Training – Training U For Work Administrators. Where fees are payable by MatchWorks (A division of genU) an internal transfer through KIPS is actioned.
- For externals provider a general invoice must be raised through genU's Shared Services Help Desk.

Where an individual learner is self-referred or paying their course fees the invoice will be actioned through TechOne

Payment for all genU Training – Training U For Work Courses must be made within 14 days per information provided on the invoice from genU.

#### **4.8.4 Payment – Short Courses – Commercial Programs**

Payment for short courses must be made in full upon enrolment if they are under \$1500. For courses over \$1500 a deposit of \$1500 is required on enrolment with the remaining fees due on course completion.

genU Training's requirement to collect no more than \$1500 in prepaid fees applies only to individual learners and does not apply where an employer engages genU Training to provide training and/or assessment to its staff. For organisation bookings, full payment is due post course completion as per invoice requirements.

genU Training Commercial Programs Coordinators and/or Administrators must process internal invoices via KIPS and external invoices in CiAnywhere or via invoice request through Accounts Payable.

Payment must be made within 14 days per information provided on the invoice from genU to the individual or the organisation for corporate/group bookings.

#### **4.9 Late or Non-Payments**

Learners who are having trouble making payments on time are asked to call genU Training and speak to a genU Training representative to discuss alternative arrangements for payment during their period of difficulty. Payment plans may be re-negotiated at the discretion of genU Training.

In the event of late/non-payment where genU Training has not already been notified by the learner, the relevant Coordinator will attempt to contact the learner to negotiate a solution. If attempts to receive payment are unsuccessful, the learner may be suspended or withdrawn from training. The General Manager Education & Training must approve any decision to suspend or withdraw a learner due to non-payment.

In accordance with Clause 3.3 of the Standards for Registered Training Organisations 2015, if the learner still owes fees to genU Training at the completion of the course, he/she will not be issued with a Certificate or Statement of Attainment until outstanding fees have been paid.

## **4.10 Refunds**

### **4.10.1 Applying for a Refund**

A learner who wishes to apply for a refund must complete an Application for Refund of Training Fees form obtained from genU Training administration staff or relevant Coordinator.

The learner must complete the form and return to genU Training via email to [training@genu.org.au](mailto:training@genu.org.au) within 30 days of being withdrawn\* or cancelling participation in the course in which they are enrolled.

If required, the learner is encouraged to seek assistance from the relevant genU Training representative to complete their application for refund.

*\*Learners withdrawing from qualification courses or skill sets must go through a formal withdrawal process. See Withdrawal Procedure.*

### **4.10.2 Assessment / Processing of Refund Applications**

All Application for Refund of Training Fees forms must be forwarded to the relevant Training Manager for approval.

Applications for refunds in line with genU Training's refund policy (3.7 Refunds) will be approved by the relevant Training Manager.

Any refunds outside of genU Training's refunds policy must be approved by the General Manager Education & Training. The relevant Manager must inform the learner of the outcome (in writing) within 10 working days of receiving the application.

If approved, the relevant Manager is to document their decision on the Application for Refund of Training Fees form and submit the completed form to a genU Training Administrator for processing. Once approved any refund will be payable by direct deposit within 30 days.

If not approved, the relevant Manager is to record their decision (and reason for non-approval) on the Application for Refund of Training Fees form.

A completed/processed Application for Refund of Training Fees form is to be retained on the learner's file.

### **4.8.3 Appeals**

A learner who is dissatisfied with genU Training's decision in relation to their application for a refund may choose to lodge an appeal following the process outlined under GenU Training's Complaints, Appeals and Compliments Policy and Procedure.

## 5. RELATED DOCUMENTS

### 5.1 Other Related Policies and Procedures

- genU Revenue Recognition Policy and Procedure
- genU Training Fee Structure
- genU Training Pre-enrolment and Enrolment Procedure (state based)
- genU Complaints and Appeals Policy and Procedure
- genU Training Complaints, Appeals and Compliments Work Instruction
- genU Training Recognition of Prior Learning Procedure
- genU Training Withdrawal Procedure
- genU Training Credit Transfer Procedure
- genU Karingal St Laurence Ltd Direct Debit Request Form
- Karingal St Laurence Ltd Customer Direct Debit Service Agreement
- genU Training Certification Issuance Work Instruction

## 6. LEGISLATION & RELATED REFERENCES

### Regulations and Contracts

- Standards for Registered Training Organisations (SRTOs 2015)
- Standard VET Funding Contract, *Skills First* Program
- Skills First Quality Charter
- Skill First Guidelines about Fees
- (SA) Funded Activities Agreement
- South Australian Vocational Education and Training – Training Fee Framework

### Commonwealth legislation:

- National Vocational Education and Training Regulator Act 2011
- Acts and Instruments (Framework Reform) Act 2015
- Work Health and Safety Act 2011
- Australian Human Rights Commission Act 1986
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Racial Discrimination Act 1975
- Racial Hatred Act 1995
- Sex Discrimination Act 1984
- Privacy Act 1988 and National Privacy Principles (2001)
- Fair Work Act 2009
- Skilling Australia's Workforce Act 2005
- Copyright Act 1968
- Competition and Consumer Act 2010

### Victorian legislation:

- Education and Training Reform Act 2006
- Occupational Health and Safety Act 2004
- Accident Compensation (Occupational Health and Safety) Act 1996
- Workplace Injury Rehabilitation and Compensation Act 2013
- Disability Act 2006
- Child Safe Standards 2016 (Vic)
- Child Wellbeing and Safety Amendment Act 2015 (Vic)

## 7. DEFINITIONS

Term	Definition
Fee Structure	A document outlining genU Training's course fees.
Statement of Fees	An individualised statement or quote produced by applying genU Training's Fee Structure. A Statement of Fees contains accurate, relevant and up-to-date fees and charges information, and any other details required by the Standards for Registered Training Organisations 2015 and the 2019 Guidelines About Fees.
Pre-paid fees	Fees paid by the learner which are attributed to services that have not yet been provided/delivered by genU Training.