

Fee and Refund

Version Information

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Purpose

This policy governs the way in which Goodstart Institute of Early Learning charges and collects fees for training products and services and in which circumstances refunds of course fees may apply.

Scope

This policy applies across all training products and services offered by Goodstart Institute of Early Learning. Exceptions to this policy may apply under state or Commonwealth Government funding agreements, in these circumstances the student will be provided a funding specific fee policy or exception document.

Pre-payment of Course Fees

Goodstart Institute of Early Learning complies with Standard 7.3 'Protect prepaid fees by learners' of the Standards for Registered Training Organisations 2015, Australian Skills Quality Authority. No more than \$1,000 in student fees are collected by Goodstart Institute of Early Learning prior to training products or services being delivered.

Pre-paid student fees will be refunded in accordance with the Refunds section of this document, and in line with the relevant cooling off periods which may apply.

Fees, Charges, and Refunds

The table below will help students locate which fees, charges, and refund terms apply to them within this policy.

Student or Funding Type	Section
Permanent Goodstart Employee (Employer Funded Study)	Section A
Fee Paying Students (Fee for Service)	Section B
Trainees and Apprentices	Section C
Cert 3 Guarantee and Higher Level Skills (Qld only)	Section D
Smart and Skilled (NSW only)	Section E

Fee and Refund

Section A - Permanent Goodstart Employees (Employer Funded Study)

General Terms

Permanent (full-time and part-time) Goodstart Early Learning Employees are able to study any course with Goodstart Institute of Early Learning at no cost or obligation. At enrolment students will be asked to provide their Goodstart employment details (Employee ID, Job Title, Employment Status (Full-time or Part-time), Centre Name, and Centre Director's Name). These employment details will be confirmed with the Goodstart Early Learning payroll department, and once confirmed the student will be approved for no cost study with Goodstart Institute of Early Learning.

Fees and Charges

Confirmed permanent (full-time and part-time) Goodstart Early Learning employees will not be required to pay any course or tuition fees. However additional fees may be charged in the following circumstances:

- Students who request printed copies of course materials will be charged a fee of \$27.50 (including GST) per cluster.
- Students who require their completed Qualification or Statement of Attainment reissued will be charged a fee of \$55.00 (including GST)

In these circumstances students will be provided with a tax invoice which details the fees to be charged and the relevant payment methods and payment terms that apply.

Refunds and Cooling Off Periods

As Permanent (full-time and part-time) Goodstart Early Learning employee students do not pay course or tuition fees, no cooling off periods or refunds apply.

Section B - Fee Paying Students (Fee for Service)

Note – From 1 October 2018 Goodstart Early Learning only accepts enrolments from permanent Goodstart Early Learning Employees. The information in this section applies to students who are fee paying students that are **not** Goodstart Early Learning Employees who commenced enrolment prior to this date.

General Terms

Fee paying students are required to pay the fees outlined within the relevant course Fee Schedule provided to them at enrolment. Once a fee paying student has commenced their enrolment their course fees will not change for the duration of their enrolment, meaning students are guaranteed a fixed price for their tuition.

Fees and Charges

The following standard course fees are charged for fee paying students – note GST does not apply to course fees:

- \$120.00 Enrolment fee (payable on commencement)
- \$160.00 Unit fee (per unit, payable prior to the unit's materials being released to student)

Students will not be charged for Credit Transfer, however standard unit prices will apply for Recognition of Prior Learning.

Fee and Refund

Additional fees may be charged in the following circumstances:

- Students who request printed copies of course materials will be charged a fee of \$27.50 (including GST) per cluster.
- Students who require their completed Qualification or Statement of Attainment reissued will be charged a fee of \$55.00 (including GST)

Tax invoices detailing the type of course fee, payment methods, and payment terms are provided to all fee paying students. Course materials will not be released to students until payment has been received in full.

Refunds and Cooling Off Periods

A standard cooling off period of 14 calendar days from date of enrolment will apply. Students will receive a refund, less the Enrolment Fee where request for cancellation has been made to Student Services in writing within the 14 calendar day cooling off period. Where students have only paid the enrolment fee no refund will be made.

A cooling off period of 5 calendar days applies for new units commenced. Students will receive a full refund of the unit fee paid where request for cancellation has been made to Student Services in writing within the 5 calendar day cooling off period for released units.

A student may request a refund for units of competency they have paid for, but not commenced. In these instances, the student will be refunded the full amount for pre-paid and non-commenced units. Where a student has paid for and commenced a unit and requested to cancel enrolment outside of the cooling off period no refund will be paid.

Section C - Trainees and Apprentices

General Terms

Goodstart Institute of Early Learning offers Traineeship and Apprenticeship study pathways to students who are permanent (full-time and part-time) Goodstart Early Learning employees. These pathways may attract State or Federal subsidies, however, in most circumstances a Student Contribution Fee will be charged as part of their training. These Student Contribution Fees will be covered by Goodstart Early Learning as part of Employer Funded Study.

Where training subsidies are applicable, Trainees and Apprentices are provided a detailed fee schedule, outlining the Student Contribution Fees in which they are required to pay as part of their Traineeship prior to commencement of their enrolment. Student Contribution Fees for subsidised trainees and apprentices are invoiced and collected in accordance with the relevant State or Commonwealth Government contractual guidelines. These fees will be paid by Goodstart as part of no cost study under Employer Funded Study.

Fees and Charges

Traineeship and Apprenticeship fees vary between states/territories and the state and federal training subsidies which may be available. Students applying for a traineeship or apprenticeship will be provided detailed fee information and/or individual fee schedules prior to or at enrolment (depending on the relevant funding requirements and process).

Fee and Refund

Additional fees may be charged in the following circumstances:

- Students who request printed copies of course materials will be charged a fee of \$27.50 (including GST) per cluster.
- Students who require their completed Qualification or Statement of Attainment reissued will be charged a fee of \$55.00 (including GST)

In these circumstances students will be provided with a tax invoice which details the fees to be charged and the relevant payment methods and payment terms that apply.

Refunds and Cooling Off Periods

As Permanent (full-time and part-time) Goodstart Early Learning employees, trainees and apprentices do not pay course or tuition fees, as such no cooling off periods or refunds apply.

Where exceptions occur i.e. a trainee or apprentice is not an Goodstart Early Learning employee, cooling off periods and refunds will be implemented as per state/territory trainee and apprentice funding requirements. Details of such cooling off periods and refund arrangement will be provided prior to the application process.

In most cases Traineeships and Apprenticeships will usually have a defined probationary period in which a student may choose to cancel their enrolment without penalty – this is usually detailed within the training contract and the student's training plan. However, if no defined probationary period has been noted the following standard cooling off periods apply:

- A standard cooling off period of 14 calendar days from date of enrolment will apply. Students will receive a refund, less the Enrolment Fee where request for cancellation has been made to Student Services in writing within the 14 calendar day cooling off period. Where students have only paid the enrolment fee no refund will be made.
- A cooling off period of 5 calendar days applies for new units commenced. Students will receive a full refund of the unit fee paid where request for cancellation has been made to Student Services in writing within the 5 calendar day cooling off period for released units.

Refunds of Student Contribution Fees for Trainees and Apprentices will occur as follows:

- If a course is cancelled by Goodstart Institute of Early Learning, prior to the commencement date of the course, any Student Contribution Fees paid will be fully refunded.
- Should a trainee/apprentice cancel their enrolment prior to the commencement date of the course and the trainee/apprentice has paid Student Contribution Fees in advance, full refunds of fees will be made.
- Proportionate refunds of fees paid may be offered where a student withdraws from a unit of competency.

Please note: as Student Contribution Fees for Trainees and Apprentices are paid for by Goodstart Early Learning under no cost Employer Funded Study the refunds will be provided directly to Goodstart Early Learning.

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Section D - Cert 3 Guarantee and Higher Level Skills (Qld only)

General Terms

Only eligible Queensland residents may apply for Cert 3 Guarantee or Higher Level Skills Subsidised Training. Once a student's eligibility has been determined at enrolment and where the student is approved for subsidised training under the Certificate 3 Guarantee or Higher Level Skills funding program the student is required to pay a Student Contribution fee at enrolment to confirm their acceptance of the funding and commence their enrolment.

Further information regarding Certificate 3 Guarantee and Higher Level Skills Subsidised Training and the eligibility requirements is available on the Goodstart Institute of Early Learning website under the Subsidised Training page <http://www.goodstart.edu.au/About-The-Institute/Subsidised-Training>.

Special Terms

Students who commence enrolment in, or complete an approved Certificate 3 Guarantee funded program are no longer eligible to claim funded/subsidised training under Certificate 3 Guarantee scheme in any other program/training provider. Students can, however, undertake a higher level qualification under the Higher Level Skills subsidised training.

Students who commence enrolment in, or complete an approved Higher Level Skills funded program are no longer eligible to claim funded/subsidised training under Higher Level Skills scheme in any other program/training provider.

Fees and Charges

The following Student Contribution Fees will be charged at enrolment. Students must pay these fees in full prior to commencing their course. Goodstart Early Learning staff who are studying under this subsidised training will have these Student Contribution Fees paid for by Goodstart Early Learning under Employer Funded Study arrangements.

Cert 3 Guarantee

- Standard Student Contribution Fee - \$200 (excluding GST)
- Concession Student Contribution Fee - \$100 (excluding GST)
*NOTE to receive concession students must provide a valid Health Care Card at enrolment.

Higher Level Skills

- Standard Student Contribution Fee - \$350 (excluding GST)
- Concession Student Contribution Fee - \$175 (excluding GST)
*NOTE to receive concession, students must provide a valid Health Care Card at enrolment.

Students can view the detailed Fee Schedules which show a per unit breakdown of the fees for Cert 3 Guarantee and Higher Level Skills on Goodstart Institute of Early Learning's website (<http://www.goodstart.edu.au/About-The-Institute/Subsidised-Training>).

Fee and Refund

Additional fees may be charged in the following circumstances:

- Students who request printed copies of course materials will be charged a fee of \$27.50 (including GST) per cluster.
- Students who require their completed Qualification or Statement of Attainment reissued will be charged a fee of \$55.00 (including GST)

Tax invoices detailing the type of course fee, payment methods, and payment terms are provided to all fee paying students. Course materials will not be released to students until payment has been received in full.

Refunds and Cooling Off Periods

Refunds Student Contribution Fees for Cert 3 Guarantee and/or Higher Level Skills subsidised training will only be applicable in the following instances:

- Goodstart Institute of Early Learning cancels the course in which the student has enrolled.
- The student cancels their enrolment prior to the commencement date of their course.

Where the Student Contribution Fee has been paid by Goodstart Early Learning under Employer Funded Study the refund will be provided to Goodstart Early Learning, only in the event of the above listed circumstances.

No other refunds will apply as per the requirements of the Cert 3 Guarantee and Higher Level Skills subsidised training contract requirements.

Section E – Smart and Skilled Subsidised Training (NSW only)

General Terms

As an Approved Provider of Smart and Skilled Subsidised Training, Goodstart Institute of Early Learning provides all information regarding Student Contribution Fees to be paid by the student on an individual basis at the completion of the Notification of Enrolment Process. The student's contribution fee will be calculated using the Provider Calculator. The student will be notified of the schedule of their Student Contribution Fees prior to confirming their enrolment in an approved Smart and Skilled qualification.

Student Contribution Fees will be adjusted to reflect any Recognition of Prior Learning or Credit Transfers and where applicable the necessary refunds or adjustments will be made.

Students will be notified of any additional equipment costs prior to enrolment. The Student Contribution Fee Schedule will ensure that all fees are paid in full prior to completion of training and assessment. Student Contribution Fees collected will be retained by Goodstart Institute of Early Learning.

Students who are Goodstart Early Learning Employees will have their Student Contribution Fees paid by Goodstart Early Learning under Employer Funded Study arrangements. Where applicable (i.e. under certain awards) the employer will pay the Student Contribution Fees for eligible Trainees and Apprentices.

Goodstart Institute of Early Learning will not charge additional fees to approved Smart and Skilled students where sub-contracting arrangements are made by Goodstart Institute of Early Learning.

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Any pre-payment of fees will be compliant with the Pre-payment of Course Fees section in this document which complies with standard 7.3 of the Standards for Registered Training Organisations, ASQA. Goodstart Institute of Early Learning does not collect more than \$1,000 in pre-paid student fees.

For further information please see the [Smart and Skilled Fee Administration Policy](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/fee_administration_policy_2019.pdf), New South Wales State Government. https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/fee_administration_policy_2019.pdf

Special Terms

Where a student does not complete a qualification at a certain level, but has completed all requirements of a qualification at a lower level with lower Student Contribution Fees, Goodstart Institute of Early Learning will refund the difference of the Student Contribution Fees.

Fees and Charges

Student Contribution Fees are calculated on application for Smart and Skilled. Students will be supplied a quote prior to their acceptance of Smart and Skills subsidised training.

Additional fees may be charged in the following circumstances:

- Students who request printed copies of course materials will be charged a fee of \$27.50 (including GST) per cluster.
- Students who require their completed Qualification or Statement of Attainment reissued will be charged a fee of \$55.00 (including GST)

Tax invoices detailing the type of course fee, payment methods, and payment terms are provided to all fee paying students. Course materials will not be released to students until payment has been received in full.

Refunds and Cooling Off Periods

Refunds of Student Contribution Fees for Smart and Skilled Subsidised Training will be processed as outlined below.

Withdraw/Cancellation without Penalty

Students will receive a full refund of Student Contribution Fees paid only in the following circumstances:

- Enrolment in the course has been cancelled by Goodstart Institute of Early Learning.
- Student withdraws/cancels enrolment prior to commence of their course.
- Student withdraws/cancels enrolment within 14 days of the commencement date, as outlined in the pre-enrolment guide cooling off period.

Withdraw/Cancellation with Penalty

Students will not receive a refund of Student Contribution Fees paid where they withdraw/cancel their enrolment after 14 days from commencement date, unless extenuating circumstances apply. See section below for more details.

Extenuating Circumstances

Refunds or partial refunds of Student Contribution Fees may apply where the following extenuating circumstances are applicable.

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- Where for any reason Goodstart Institute of Early Learning is unable to deliver the agreed training the student will be refunded Student Contribution Fees paid for any units not completed at that time.
- Should Goodstart Institute of Early Learning for any reason cease operation, or the Smart and Skilled contract is revoked, Goodstart Institute of Early Learning will follow the Transfer Out Process as outlined in the Smart and Skilled Operating Guidelines for Approved Providers. Student will be notified of this change of operating state as soon as practicably possible. Students will receive a refund of any Student Contribution Fees paid for units not completed at that time.
- Where a student does not complete a qualification at a certain level, but has complete all requirements of a qualification at a lower level with lower Student Contribution Fees, Goodstart Institute of Early Learning will refund the difference of the Student Contribution Fees.