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.

Fees and Charges

Standard Terms

Goodstart Institute of Early Learning will charge the student and the student will agree to pay, the purchase price of the training product or service which the student applies for, or product or service the student orders, as advertised on Goodstart Institute of Early Learning’s website at the time of your application or order, and any other fees and charges set out in this policy.

Fees and charges provided by Goodstart Institute of Early Learning are listed GST Exempt, except where expressly stated in the relevant Fee Schedule for the training product or service.

Goodstart Institute of Early Learning may review prices for courses, products and services from time to time without notice. Subject to this policy, the RTO will not increase the amount payable by a student for the relevant courses, products, or services once the student’s enrolment has been accepted and confirmed.

Payment Schedules

Goodstart Institute of Early Learning only requires payment in advance for the modules, products or services in which the student is immediately seeking to gain competency. In some cases i.e. for short programs and single unit programs this may be the entire course fee. However no student will be required to pay any more than $1,000 in fees in advance of their enrolment. Examples are included below for clarity.

Example 1 | Payments required for full qualifications at enrolment

Susan has been accepted for enrolment in the CHC30113 Certificate III of Early Childhood Education and Care. Susan will be required to pay for the Enrolment Fee of $120 in order to confirm her enrolment, and the cost of the first module of her qualification of study which is $320. The total fees Susan is required to pay in advance is $440.
Fees and Refunds

Susan will then be invoiced for the cost of each module as she requests access to those modules throughout her enrolment period.

Example 2 | Payments required or short programs and single units at enrolment

Rajesh has been accepted for enrolment into the Food Handlers Program. As this is a short program containing only one module of study Rajesh will be required to pay the Enrolment Fee of $120 in order to confirm his enrolment, and the cost of entire short program which is $480. The total fees Rajesh is required to pay in advance is $600 – the complete fee for this program.

Payment Terms and Methods

Where payment is required, students will be issued with an invoice detailing the fees to be paid, how to make payment, and the time period in which the payment is required to be made.

Standard payments terms are 14 days from the date of invoice being issued. Should a student require additional time to make payment they are able to negotiate a payment plan by contacting Student Services. Training products and services will not be issued where payment has not been received, unless permitted by RTO management.

Students are able to make payment using the payment methods detailed on the invoice provided. The standard payment methods Goodstart Institute of Early Learning uses are:

- Visa
- MasterCard
- Cheque
- Money Order
- Electronic Bank Transfer (EFT)

Employer Funded Study Assistance Program

Eligible Goodstart Early Learning Employees are able to study with Goodstart Institute of Early Learning under the Employer Funded Study Assistance Scheme if they have completed the relevant Employer Funded Study Assistance Form, and agreed to the relevant terms and conditions of the Employer Funded Study Assistance agreement.

If approved, the employee will be enrolled as an EFS learner and held accountable for the agreed amount of the course fees as per the relevant terms and conditions of the Employer Funded Study Assistance agreement.

Once a student has accepted the terms and conditions outlined on the Employer Funded Study Assistance Form and all relevant signed documents are received by Goodstart Institute of Early Learning and, providing the application has been approved, the student is now bound by the terms and conditions of the
Fees and Refunds

Employer Funded Study Assistance agreement. Goodstart Early Learning will pay the course fees for the approved student in the approved course.

For the most up to date copy of the Employer Funded Study Assistance Form, including the Terms and Conditions of Employer Funded Study Assistance please refer to the Goodstart Institute of Early Learning website.

Trainees and Apprentices

Goodstart Institute of Early Learning offers Traineeship and Apprenticeship study pathways to students who have secured employment with a Goodstart Early Learning service. These pathways may attract State or Federal subsidies, however, in most circumstances trainees and apprentices are required to pay a Student Contribution Fee towards the cost of their training. Some trainees and apprentices may also be charged full fees if there is no training subsidy available in their state/territory.

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.

Trainee and Apprentice course fees and student contribution fees may be covered under Employer Funded Study Assistance program, otherwise the trainee/apprentice is required to pay the contribution.

Certificate III Guarantee Subsidised Training

Only eligible Queensland residents may apply for Certificate III Guarantee Subsidised Training. Once a student’s eligibility has been determined at enrolment and the student is approved for subsidised training under the Certificate III Guarantee funding program the student is required to pay a Student Contribution fee of $200 to confirm their enrolment.

The student may have their Student Contribution Fees covered by the Employer Funded Study Assistance Program providing the student has completed all necessary documentation and been accepted onto this funding scheme.

Further information regarding Certificate III Guarantee Subsidised Training and the eligibility requirements is available on the Goodstart Institute of Early Learning website.

Smart and Skilled Subsidised Training

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 bases 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.
Fees and Refunds

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.

The student may have their Student Contribution Fees covered by the Employer Funded Study Assistance Program, providing the student has completed all necessary documentation and been accepted onto this funding scheme. Where applicable (i.e. under certain awards) the employer will pay the Student Contribution Fees for eligible Trainees and Apprentices.

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.

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

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.


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.

Cooling Off Periods

The standard cooling off periods apply to all Goodstart Institute of Early Learning courses, training products and services, except where alternate cooling off periods apply for relevant State and Federal Government Subsidised Training Contracts. These cooling off periods apply to enrolments with Goodstart Institute of Early Learning and do not to take into consideration Traineeship and Apprenticeship probationary periods allocated at a Traineeship or Apprenticeship sign up.

Cooling off period for new enrolments

A standard cooling off period of 14 calendar days from date of commencement of an enrolment will apply. Students may receive a refund or partial refund of their fees as outline in the Refunds section of this policy.

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**Operations and Governance**

**Policy | OG15-01**

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Fees and Refunds

Cooling off period for units/modules commenced

A cooling off period of 5 calendar days applies for new units/modules commenced. Students may receive a refund or partial refund of their unit/module fees as outline in the Refunds section of this policy.

Refunds

Standard Terms

Cancellation of Enrolment within Cooling off Period

When a student has withdrawn or cancelled their enrolment within the cooling off period for new enrolments (outlined in this policy) the student will receive a full refund of tuition fees paid, less the Enrolment Fee. Where the student has only paid the Enrolment Fee no refund will be granted.

Enrolment Fees

Enrolment fees will not be refunded, except in the following circumstances:

• Student not accepted for enrolment – In the event of Goodstart Institute of Early Learning not accepting a student’s enrolment, students will be entitled to a full refund of enrolment fees and any tuition fees paid.

• Cancellation of course – In the event of Goodstart Institute of Early Learning cancelling a course (for reasons outside the control of the student), students will be entitled to a full refund or credit of funds to a future course.

Tuition Fees

Goodstart Institute of Early Learning’s standard Fee Schedules requires payment of Module Fees upon ordering each unit of competency/module. Orders can be made by submitting a competed Module Request Form to the Student Services Team.

Refunds of units/modules issued and/or commenced will only apply if the student cancels their enrolment within the cooling off period for units/modules commenced. No refund will apply for units/modules issued and/or commenced after this cooling off period has expired.

In the event of cancellation of enrolment in a course, any amounts received in advance for any modules not yet issued by the Student Services Team, will be refunded. Please note that the Institute does not accept any more than $1,000 of course fees in advance. Any amounts in deficit must be paid upon cancellation of enrolment within the standard payment terms unless other arrangements have been approved.

Employer Funded Study Assistance

Under the Employer Funded Study Assistance Scheme, Goodstart Early Learning pays the course fees for the approved student in the approved course. Students under this scheme are not entitled to any refunds in relation to the course fees paid by Goodstart Early Learning.
Fees and Refunds

Reduction or reversal of fees charged under the Employer Funded Study Assistance may occur only in the following circumstances:

- The student cancels their enrolment within the cooling off period for new enrolments. The student will be liable for the repayment of the Enrolment Fee under the Employer Funded Study Assistance Program.
- The student has provided sufficient evidence of compassionate grounds or extenuating circumstances where a reduction or reversal of fees has been approved by Goodstart Institute of Early Learning management.

Trainees and Apprentices

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.

Certificate III Guarantee Subsidised Training

Students who have been approved for Certificate III Guarantee Subsidised Training are required to pay a $200 Student Contribution Fee at enrolment. This Student Contribution Fee will only be refunded in the following circumstances:

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

Smart and Skilled Subsidised Training

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
Fees and Refunds

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.

- 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 status 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.

Associated Documents, Legislation, and Policies

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