

Date of Implementation

13th May 2024

Date Reviewed

May 2024

Date Due for Review

May 2025

Fees and Charges Policy and Procedure (Clause 7.3)

Scope

This policy is applicable to individual students for fees and charges in relation to training programs or courses, any third party, employers or guarantor responsible for student's fees and charges for training programs or courses.

Overview

MiHaven Training charges a tuition fee (where applicable) or a co-contribution fee (where applicable) for all courses. A materials fee (also known as an incidentals fee- if applicable) may also be charged where resources are required or available to be purchased from MiHaven Training in order to undertake the course. This will be discussed prior to enrolment.

This Policy may change from time to time and the most current policy can be located on our website. A list of all indicative Fees is available on our website – schedule of fees. This fee information is kept up to date and students are informed that 'tuition fees as published are subject to change given individual circumstances at the application for enrolment interview/meeting'.

This Policy covers all training courses offered by MiHaven Training. The Training Operations Manager reviews fees and charges on a regular basis for accuracy and integrity. MiHaven Training will provide each student with a copy of the schedule of fees which will indicate what charges the student will be charged prior to commencing their training course. Concession Fees are applied when appropriate.

MiHaven Training will provide the following fee information, to each Student:

- a) the code, title and currency of the qualification;
- b) the total cost to them for their qualification, considering any fee concession entitlements;
- c) any other applicable fees, such as student services, amenities, textbooks, goods or materials.

Tuition Fees

The tuition fee is the base cost of a course and does not include the costs of additional material and incidental fees. Tuition fees vary by course. Tuition fees will also vary if students are eligible to be granted Credit Transfer for some units.

Tuition fees may be paid by the student, employer or other third party. Please refer to the Schedule of Fees form located on the MiHaven Training Website.

Government Subsidies

For *eligible students, the cost of tuition fees may also be partly or fully covered by a State or Territory Funding subsidy. Each Funding Contract has its own specific eligibility requirements. At the time of the applying for enrolment, MiHaven Training will evaluate whether a student is eligible for funding or not.

*edibility criteria applies.

Co-Contribution Fees

Where a course is partially subsidised by Government Funding, a co-contribution fee representing the remaining cost of the tuition fees is required to be paid directly to MiHaven Training prior to the commence of the program. This amount varies, due to concessional and non-concessional rates being applicable, the tuition fees may be paid by the student, employer or other third party.

Examples of evidence for reduced co-contribution fees include, but is not limited to, a health care card, pension concession card or Veterans Gold Card that will be current at time of commencement. A dependent spouse or dependent child of a card holder is also entitled to the fee concession. Please refer to the Schedule of Fees form located on the MiHaven Training Website.

User Choice

Student contribution fees are an apprentices/trainee's contribution to the cost of tuition and must be paid in line with Commonwealth Government funding:

- The current fee is calculated at \$1.60 per nominal hour for each unit of competency delivered/assessed.
- Each unit you undertake as part of your traineeship or apprenticeship will have a number of nominal hours in which the unit should be completed.
- The student contribution fee can be paid by the Employer on behalf of the student.
- Any changes to units of competency in a training plan will cause the student contribution fee to be recalculated and any adjustments required must be made to either party.

School-based apprentices or trainees are exempt from the student contribution fee.

Where payment of the student contribution fee will cause extreme financial hardship or if extreme financial hardship is a consideration, apprentices or trainees are required to communicate this to MiHaven Training at time application for enrolment. The student will need to complete and submit for assessment an Exemption of Student Contribution Fees Application Form and an Income and Expenditure Statement Form.

A full exemption may apply if the apprentice or trainee meets one of the following exemptions:

- The payment of the student contribution fee would cause me extreme financial hardship. Extreme financial hardship is categorised by a situation where an apprentice/trainee would have to forego food, shelter, or other basic necessity of living in order to pay the student contribution fee.
- The student has completed Year 12 in Queensland within the last calendar year and holds a Senior Statement issued by the Queensland Curriculum and Assessment Authority or equivalent certification and, the student must also be a Queensland resident.
- The student is under 25 years old as of the date of the apprenticeship contract commencement.

A partial exemption may also apply if the apprentice or trainee meets one of the following exemptions:

- The Student was/will be under 17 at the end of February in the year in which training is provided, and is not at school and has not completed year 12;

- The Student holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependent of a person who holds a health care card or pensioner concession card, and is named on the card
- The Student provides an official form under Commonwealth law confirming that the Student, his or her partner or the person of whom the Student is a dependent, is entitled to concessions under a health care card or pensioner concession card; or
- The Student is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Enrolment Form.
- Please refer to the Apprenticeship Info website for the most up-to-date User Choice Policy <https://desbt.qld.gov.au/training/providers/funded/userchoice>

Recognition of Prior Learning (RPL)

Fees are charged for those students wishing to undertake an RPL application, funding eligibility can also be assessed to undertake a RPL assessment. Please refer to the Schedule of Fees form located on the MiHaven Training Website. Please note there is a RPL Application Fee, for fee for service students of which is a non-refundable.

General Conditions for Student Fee for Service (FFS)

A Student will be charged for the Full Fee for Service (FFS) Rate for training and assessment, unless they have access to Queensland Government Funding:

- VET in School (VETiS).
- Certificate 3 Guarantee (C3G) and/or Higher Level Skills (HLS)
- User Choice (UC).
- Skilling Queenslanders for Work (SQW) under third-party agreement.

Disclosure of Fees along with all pertinent information about the offering is disclosed as Schedule of Fees during the application for enrolment interview/meeting. Copies are given to Students and, a downloadable copy is published on the MiHaven Training Website. MiHaven Training cannot accept fees in excess of \$1500 at any time, per student in line with clause 7.3 of the Standards for Registered Training Organisations (RTOs) 2015.

Materials Fee

Material fees cover specific resources that you will need in the course of your study, such as: textbooks, protective clothing, specific tools and other items relevant to your course. For all User Choice funded students, employers are responsible for paying for these fees. We charge a separate fee for these as you may be able to source these elsewhere, buy them second hand or may already own them. An example of an optional cost is where you request for us provide printed copies of courseware that is made available to you online that you could print yourself. Material fees do not apply to all courses – if it applies this will be specified to you before enrolling. Lost or misplaced resources also incur a replacement fee.

Please refer to the Schedule of Fees located on the MiHaven Training Website.

(<https://www.mihaven.com.au/information-forms-policies-procedures>)

Testamur Reissue Fee

The reissue of a certificate and record of result or statement of attainment will incur a charge. Please refer to the schedule of fees.

Reassessment Fee

If you do not pass a unit, you are entitled to two (2) attempts per assessment task. Where a task is marked as *Not Yet Satisfactory*, you will be provided with feedback and given the opportunity to resubmit. If you exhaust your attempts, you will be required to re-enrol in the unit and participate in further training and undertake the whole assessment again. MiHaven Training will charge you a unit re-enrolment fee to reattempt the unit that you have not passed, this will be charged a fee for service unit of competency rate. Please refer to the Schedule of Fees located on the MiHaven Training Website.

You can make an appeal against any assessment decision by following the Complaints and Appeals policy outlined in the Student Handbook. Appeals will be dealt with following the Complaints and Appeals Procedure.

Payment Terms

Authority to Invoice

For students who are undertaking a traineeship or apprenticeship, the enrolment checklist asks for invoicing information, this will be completed as part of the application for enrolment paperwork to identify who is responsible for payments. For all other students, an invoice is generated on enrolment and is required to be paid prior to commencing your studies with MiHaven Training.

Fee for Service Payments

Students can negotiate a payment plan with MiHaven Training prior to enrolment, however an initial deposit of \$1500 is required on enrolment and prior to commencement of your first class. Please speak with the Enrolments Team during your application for enrolment interview/meeting for more information. Please note all students must be fully financial prior to the end of the delivery of their program. No student will be issued their Qualification or Statement of Attainment until all fees are paid in full.

Payment Terms

Prior to course commencement, MiHaven Training will provide each student with a copy of the schedule of fees, this will include the payment terms. MiHaven Training has standard payment terms of 7 days. Where payment has not been made and the invoice due date has passed by more than 30 days, MiHaven Training may elect to cease training until payments are recommenced. If payments are not recommenced MiHaven Training may elect to formally withdraw the student and engage the services of a debt collector.

Debt Collection

Where students fail to pay all fees and charges by the due date, MiHaven Training will manage the recovery of outstanding debts through debt recovery procedures. Debt collection takes place when MiHaven Training seeks to secure payment from students who are legally bound to pay money owed. It is important that any student involved in recovering debt is aware of their legal obligations. By signing the application for enrolment form the student is agreeing to pay all relevant fees as all qualifications, including Statement of Attainments will not be issued to students who have not made full payment for their course.

Prepaid Fees/ Payment

- Students must make sure that fees are paid in full by the due date on the tax invoice.
- Statement of Attainment or Certificate and Record of Results will only be issued once outstanding fees have been paid in full.

Fees in excess of \$1,500 cannot be paid to MiHaven Training at any one time in accordance with Clause 7.3 of the Standards for Registered Training Organisations (RTOs) 2015.

- Payment plans can be arranged in agreement with MiHaven Training.
- Refund payments (if any) are calculated and paid as per our Refund Policy.
- Credit transfer is applicable for those Students who have already completed other accredited units of competency, credit transfer application form alongside a copy of Statement of Attainment must be provided to MiHaven Training before the unit of competency starts.
- If application for credit transfer form is submitted after the delivery of the unit of competency, then FFS will still apply.

Deposits

- 'Prepaid fees' (sometimes referred to as 'fees collected in advance') means fees that are collected before the relevant services have been provided. These include payments made at any time before, during or after the student enrolls.
- MiHaven Training **cannot accept fees in excess of \$1500** at any time in line with clause 7.3 of the Standards for Registered Training Organisations (RTOs) 2015.
- MiHaven Training Refund policy will apply in case of student withdrawal prior commencing the course.

Payment Options

You can pay your fees by way of:

- Upfront payment **not in excess** of \$1500, method through Cash, Eftpos or Bank Transfer:
- Account Name: MiHaven Pty Ltd
- BSB 034167 Account 505508
- Reference- please indicate your full name

Periodic Payment

Periodic payment can be made through a payment plan. Application will be considered on its merits and is available to an approved individual. Invoices will be issued prior to the commencement of training.

MiHaven Training only allows payment plans for fees more than \$1500. MiHaven Training recognises that some students may require a payment plan for amount less than \$1500. In these circumstances, please contact the Training Operations Manager 07 40410407 to discuss whether a payment plan can be made for fees that are less than \$1500 in total.

Withdrawing from the Course

Students are required to advise MiHaven Training if they wish to withdraw from the course. A Student withdrawal form is to be completed; the form is downloadable from MiHaven website.

Additional Units to Enrolment

If additional units are requested, MiHaven Training will consider the request and will give advice in writing whether it is approved or not. There are instances that MiHaven Training may be unable to process the

request due to operational factors (e.g. we may not have the resources available to deliver the unit) it may not be in MiHaven Training scope of registration. Administration fees will apply per each request, and policy for FFS will apply.

Swapping Units and/or Qualifications

If a student enquires to swap units and/or qualifications, then they are required to withdraw from the original unit/qualification, prior to applying for enrolment into the replacement unit/qualification. Administration fees will apply per each request, and policy for FFS will apply.

Nominal Duration of Qualification

Every qualification has a nominal duration, this can be found at the top of each Training Schedule. For all traineeship and apprenticeships, please refer to the Queensland Training Information Service (QTIS): <http://www.qtis.training.qld.gov.au/>

Please note, once the nominal duration of the qualification is reached, a warning email will be sent out to the student to make contact with MiHaven Training, if return contact from the student has not been made within 10 business days of the warning email, the student will be withdrawn, and a Statement of Attainment issued (if required). Students are able to request an extension of time (fees apply), MiHaven Training will consider the request and will give advice in writing whether it is approved or not.

Extensions to the end date of training (Assessment due date)

The end date of training for a qualification is written on the training schedule. Students should strictly follow the training schedule provided by MiHaven Training to avoid any additional costs. If Students are unable to complete the assessments by the end date of training, extension can be requested, MiHaven Training will consider the request and will give advice in writing whether it is approved or not.

There are instances that MiHaven Training may be unable to offer an extension due to funding/contractual obligations and/or operational factors (e.g. we may not have a Trainer and Assessor to assess the Students at a later date). There are instances that MiHaven Training may extend the end date of training due to operational reasons. No fees will be charged in these circumstances.

How do I Withdraw?

Withdrawal must be made in writing using the withdrawal form available on the MiHaven Training website and submitted to MiHaven Training. Students should keep a copy of the withdrawal documentation as confirmation that the correct procedure was completed.

What Happens if I Withdraw from a Unit/ Program?

MiHaven Training will issue a Statement of Attainment (SOA) for all completed competent units, as long as all fees are paid in full.

When a student is deemed not yet competent

If a student wishes to re-enroll after a failed second attempt of a unit of competency, it is at the cost of the student unless there is a special circumstance and pre-approved for fees to be waived by the Training Operations Manager.

Special Circumstances

Special Circumstances covering a range of unexpected, extenuating and compassionate circumstances are those which were outside the control of the student and/or for which there was no opportunity to prepare in advance.

For MiHaven Training to be satisfied that special circumstances apply to you, you must be able to prove the circumstances:

- Were beyond your control
- Made it impracticable for you to complete your unit(s) of study.

Documentary evidence will be required to support your claim for Special Circumstances, and decisions will be made on an individual basis. If MiHaven Training makes the decision not to re-credit a student's fee, the student then has the right to apply for a review of the decision.

