



## Scope

This policy applies to all Student fees and charges related to training delivered by AMPT Services and includes fees and charges for the following:

- Government funded Studentships
- Fee For Service charges
- Recognition of Prior Learning
- Short Courses.

## Our Commitments

AMPT Services will charge fees where applicable and is prohibited from minimising the collection of fees or offering inducements that could be viewed as seeking a competitive advantage.

AMPT, either directly or through a third party will NOT require Students to prepay fees in excess of a total of \$1500.

## Publicly subsidised training

Each year the Department of Training and Workforce Development set fees for publicly subsidised training. These are based on the nominal hours assigned to each unit. Adjustments will not be made for Students who complete a unit in less time than the nominal hours specified. Regardless of mode of delivery, all Students enrolling in a publicly subsidised course are charged according to the same fee structure.

## Resource Fees

Resource fees are charges for materials that are considered essential to a course which do not form part of the course fee. The resource fee covers materials purchased and produced by AMPT Services.

## Charges for Students Transferring to Other RTOs

In situations where a Student transfers to another RTO, if training has not commenced, the new RTO will have course and resource fees transferred in full.

## Calculating Fees

A Fees Schedule is published each year and made available on the AMPT website.

For non-publicly funded training fees are negotiated on request:

- Fees for Recognition of Current Competencies
- Fees for on-site training
- Verification of Competency
- Upgrade of a Qualification.

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## Fee for Service

Fee for Service charges are determined by the CEO of AMPT Services. This fee applies to all Students who are not eligible for funding. Refer to the current year's fee schedule.

## Goods and Services that will not incur a separate fee

AMPT Services will not charge separate fees for goods and services that are considered our responsibility under the Standards.

## Payment of Fees and Charges

Student fees can be paid via bank transfer or credit card. Credit card payments incur a 2% credit card fee. Companies will be invoiced for the cost of training and assessment.

Course enrolment is not complete until fees have been paid. On enrolment, Students will take up the following payment options:

- Authorize the employer to be invoiced for the fees and charges
- Pay the fees by instalment – 50% on commencement and 50% mid-term. When paying by instalment, Students will be given a minimum of 8 weeks from the commencement of a unit, to finalise payment.

## Fees and Charges Refunds

The following should be read in conjunction with the VET Fees and Charges Policy of the Department of Training and Workforce Development. The usual business practice of AMPT Services is to invoice 50% of costs on commencement of services and 50% on completion of the training.

The following describes the refund policy for:

- Publicly funded Studentships
- Fee for Service Studentships
- Short courses.

## Fee Refunds for Publicly Funded Training & Fee for Service Training

To be eligible for a full refund of all course fees and 50% of the resource fees, the Student must withdraw before the census/withdrawal date which is displayed on the invoice.

The Student will only be eligible for a pro rata refund if training and assessment has commenced.

## Fee Refunds for Short Courses

Students who withdraw are entitled to a full refund of course fees and resource fees where;

- A course/Qualification or unit is cancelled or reschedules to a time unsuitable to the Student
- A Student is not given a place due to the maximum number of places being reached.

For Students who enrol in a short course and wish to withdraw within two working days prior to the delivery of the course, will be eligible for a full refund. Students who withdraw within two working

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## REFUND POLICY

days will be subject to the full fee. AMPT Services will endeavour to reschedule the booking to the next available course but no guarantee can be given.

### **Special Circumstances**

If a Student is forced to withdraw from the course for reasons beyond their control, eg serious illness or disability, AMPT Services may approve a pro rata refund if the Student can provide supporting evidence.

### **Payment by a Third Party**

If a third party makes payment of the Student fees on behalf of the Student, any refund will be returned to the third party.

### **No Refunds**

No refund will be approved if a request for a refund does not meet the eligibility requirements. There are no refunds for Students who do not obtain Qualification after an assessment.

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