

## Fees and Charges

The Department of Education and Training and Employment (DETE) in Queensland provide a level of funding to My Freight Career (RTO) as part of their User Choice Contract Scheme.

Under this contract, My Freight Career is required to charge Tuition Fees to its Students/Trainees. These Tuition Fees are tax deductible. In accordance with DETE stipulations, our policies regarding User Choice Fees and Charges are as follows:

### **1. Tuition Fees**

- a. Tuition Fees are a Student's contribution to the cost of tuition.
- b. The RTO must detail its fees and charges policy, including full costs, method of collection, refunds, and exemptions prior to enrolment and provide access to this written policy to Students.
- c. The RTO must retain evidence of tuition fees collected as well as evidence of Students who have been deemed as totally or partially exempt from the payment of tuition fees.
- d. Where a Student does not commence a Unit of Competency/Module, then the RTO must reimburse the Student for all tuition fees collected in relation to that Unit of Competency/Module.
- e. Where a Student withdraws from a Unit of Competency/Module after participating in learning activity, then a proportionate payment of the tuition fee must be reimbursed.
- f. The tuition fee is calculated at \$1.60 per nominal hour for each Unit of Competency delivered. (\$1.60 in 2015, \$1.60 in 2016, \$1.60 in 2017, \$1.60 in 2018).
- g. The RTO must not charge Students more than the tuition fee amounts contained in the User Choice Contract, except as required by the Department from time to time.
- h. If the RTO is contracted as an ESRTO, then the ESRTO is not required to charge tuition fees.
- i. If Recognition of Prior Learning or Recognition of Current Competency occurs, tuition fees will be calculated at \$1.60 per nominal hour for each Unit of Competency assessed.

### **2. Partial exemption – tuition fees**

- a. The RTO must not charge more than 40% of the tuition fee where the Student falls into one or more of the following exemption categories:
  - i. The student was or will be under 17 at the end of February in the year in which the RTO provides training, and the Student has not completed year 12;
  - ii. The Student holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependant of a person who holds a health care card or pensioner concession card, and is named on the card;
  - iii. The Student issues the RTO with an official form under Commonwealth law confirming that the Student, his or her partner or the person of who the Student is a dependant, is entitled to concessions under a health care card or pensioner concession card; or
  - iv. The Student is an Aboriginal or Torres Strait Islander person, and can provide acceptable evidence of this.

### **3. Total exemption – tuition fees**

- a. Where payment of the tuition fee would cause the Student extreme financial hardship, then the Student may be totally exempt from paying the tuition fee.
- b. The RTO must have a reasonable internal process to manage an appeal from a Student about the outcome of the Student's application under financial hardship.
- c. Where the Student is a School Based Apprentice or Trainee, total exemption applies.

#### 4. When should tuition fees be charged?

This following table identifies when fees should be charged according to the Delivery Type Identifiers.

Delivery Type Identifiers	Description	Tuition Fees
10	"10" delivery mode	Tuition fees applicable
20	"20" delivery mode	Tuition fees applicable
90	Recognition of Prior Learning	Tuition fees applicable
90	Credit Transfer	No tuition fee to be charged

#### 5. Refund policy

The RTO must have a refund policy that meets the requirements of the AQTF. This policy must also include:

- a. The provision for full refunds to Students for tuition and student support services fees charged for training delivery that has not commenced at the time of the cancellation of enrolment; and
- b. The provision of proportionate refunds where the Student has withdrawn from a Unit of Competency/Module.

#### 6. No charges

The RTO must not charge Students or their employer for:

- a. The provision or materials essential to achieving competence;
- b. The development and supply of a Training Plan; and
- c. The development and supply of the initial Training Record.