

## South Australia

### Funded Activity – STL Qualification Fees and Charges Policy

#### INTRODUCTION

JB Hunter (RTO ID 90277) is committed to the provision of a fair and equitable policy relating to the requirements around fees and charges, refunds and available exemptions.

In accordance with our contract with the South Australian (SA) Government for the delivery of Traineeships, JB Hunter has developed the following Fees and Charges Policy. This will ensure we meet the obligations under the terms and conditions of the Funded Activities Agreement (FAA) and that all Trainees and Employers engaging in a Training Contract are fully aware of all fees and charges that may apply.

#### FEES AND CHARGES

For government funded training places, fees will be charged in accordance with the fees and charges that apply to the relevant state funding contract and the relevant fees and charges policy.

All learners not eligible for government subsidised training will be advised of all fees and charges prior to enrolment. JB Hunter reserves the right to change or alter course fees without notice for fee-for-service training places.

Note: fees for education under the VET system do not attract GST.

#### PARTICIPANT COURSE FEES

##### Traineeships

Traineeships published on the SA Department's Subsidised Training List (STL) are paid partly by the SA Government and partly by the student or their employer. Participant course fees are a student's contribution to the cost of their own training. Participant course fees are determined by the Training Provider (JB Hunter) and cannot be paid or waived by the Training Provider.

JB Hunter charges a Participant Course Fee of \$350 per qualification. This is payable by either the Student or the Employer prior to the commencement of training. Training providers are required to charge a Participant Course Fee except where the student is exempt, or eligible for a concession.

#### COURSE FEE CONCESSION

JB Hunter will offer a Participant Course Fee Concession to eligible Australian Trainees if:

- a) At the commencement of training in a unit of competency in the course, the participant holds a current:
  - Health Care Card or;
  - Pensioner Concession Card or;
  - Veteran's Affairs Concession Card
- b) The participant is a Prisoner

## COURSE FEE EXEMPTION

Participants over the age of 16, who are, or have been, under the Guardianship of the Minister for Education and Child Development (or interstate equivalent) on any guardianship order will be exempt from paying the Participant Course Fee.

(Note: courses listed as “Fee Free on the SA Subsidised Training List” are fully subsidised and no Participant Course Fee will be charged. Courses designated as Foundation Skills Courses are fee free. In addition, no Participant Course Fee is charged for Bridging units sourced from the Foundation Skills Training Package).

## JobTrainer

The JobTrainer Fund <https://www.dese.gov.au/skills-reform/jobtrainer-fund> provides Job Seekers and young people, including school leavers, subsidised training to learn skills for jobs that are in demand.

## COURSE FEE CONCESSION

Students enrolling under the JobTrainer Fund will be entitled to “low fee training” if a Training Account is created during the JobTrainer Enrolment Period (see Government website) and the student is:

- Not employed and not enrolled in a secondary school or
- Aged 16 – 24 and not enrolled in school or
- A prisoner in a South Australian correctional institution

If the Trainee is under the age of 18 years, their parent/guardian may provide the above evidence on their behalf. Evidence of eligibility for “low fee training” will need to be uploaded during the online enrolment process.

JB Hunter will provide low fee training to eligible students, calculated at a rate of \$0.25 per nominal hour. This would mean, for example, that a typical Certificate III in Telecommunications would be charged at:

- $\$0.25 \times 700 = \$175.00$  (based on 25cents x 700 nominal hrs)

Note: the exact number of nominal hours will vary based on the electives selected

## INCIDENTAL FEES

JB Hunter does not charge for any other incidentals. However, participants should note they will be required to pay for and utilise their own PPE such as steel capped boots, long sleeved shirts, hard hats if relevant etc.

## FEE INCLUSIONS

The fees associated with the STL Qualification represent the total cost to a student to enrol, undertake training

and certification and covers:

- Enrolment fees
- Administration fees (with the exception of the \$55.00 transfer fee where more than one transfer has been granted)
- Credit card processing fees
- Account keeping and/or processing fees charged by external fee collection agencies
- The provision of materials essential to achieving competence
- The development and supply of a training plan
- The completion of the LLN assessment
- The issuance of one (1) copy of the relevant Certificate/Statement of Attainment to a student upon completion or withdrawal from their training.

NOTE: Where a replacement certificate is required, an upfront fee of \$27.50 including GST will apply.

## PAYMENT TERMS

Once an online enrolment has been completed, students will receive an invoice detailing the Participation Course Fee (if applicable). This fee may be paid by the student or on behalf of the student by a third party unrelated to JB Hunter (such as the employer) but cannot be paid or waived by JB Hunter.

Full payment is required prior to the commencement of training. If a Purchase Order (PO) has been provided from an approved account holder, an invoice will be raised with payment required within fourteen (14) days or prior to the commencement of training, whichever occurs first.

## SUBCONTRACTING OR THIRD-PARTY AGREEMENT

If JB Hunter enters into a Subcontracting or Third-Party Agreement arrangement, there will be no additional fees or costs charged to the learner.

## FEE PROTECTION

JB Hunter has measures in place that meet their requirement to protect pre-paid fees. However, where the total course fee is more than \$1500 for an individual learner, payment plans are available.

Student fees are also protected by JB Hunter's fair and reasonable refund policy which is outlined to clients prior to enrolment.

## REFUNDS

A student (or third party) will be entitled to a full refund of participant course fees if they **notify JB Hunter** of their intention to withdraw from their Traineeships during the “withdrawal with no penalty” period as detailed in the Student Handbook and extracted below:

“Students can withdraw from their traineeship and receive a full refund of participant course fees paid if they withdraw in writing within ten (10) days of their online enrolment being confirmed. This is the date that you receive your confirmation email from the Student Support team. If you withdraw more than ten (10) days after your enrolment has been confirmed, you will not be entitled to a refund.”

NOTE: No refunds will be granted due to students not attending or partially attending the duration of the training.

## CANCELLATIONS, REFUNDS AND TRANSFERS OF WORKSHOPS

### Transfers and non-attendance

JB Hunter does not work to a semester-based training program like many other education facilities. Instead, workshops are scheduled throughout the year and JB Hunter works with both students and employers to schedule training.

Once workshops have been scheduled students will receive a booking confirmation detailing important information about their training including location and venue information, dates and times, any specific health and safety requirements that might apply to the training (this includes what PPE and equipment they may need to bring on the day).

Students are permitted one (1) free transfer to a different workshop if the request is made more than three (3) days prior to course commencement. Less than three (3) business days will attract a fee of \$55.00 including GST as will any further transfers.

NOTE: A transfer fee will not apply if a medical certificate can be supplied.

Non-attendance at a scheduled workshop, without notifying JB Hunter will attract a fee of \$55.00 including GST.

### Non-Completion of Online Activities

Students are encouraged to complete their online learning in a timely manner and attend the scheduled workshop. Where the online learning and assessment has not been completed three (3) days before the students scheduled workshop, the enrolment into that workshop will be cancelled, and the student will have the opportunity to transfer to the next available workshop at no cost. Any further transfers will attract a fee of \$55.00.

JB Hunter reserves the right to cancel, postpone or re-schedule workshops/training courses due to low enrolment numbers or unforeseen circumstances. JB Hunter will offer a full refund or a transfer of registration, without additional charge, to the next available workshop/training course and will aim to ensure minimum disruption and inconvenience to students and customers alike.

Any debt collection fees incurred will be added to the balance of the learner or organisations account. For funded student places, debt collection fees will be added unless the funding contract states otherwise.

## **REASSESSMENT**

In the event that you fail a unit of competency, you will be permitted to re-sit the relevant workshop/training program at no extra cost. If on the third attempt you have not been deemed competent, you will need to liaise with your Student Support Officer. You may be offered the opportunity to attend the training and undergo an assessment for the fourth time, however it is important to note this this will attract a fee. The fee will be the rate charged for fee-for-service training.