

Policy No. 16

Course Fees

1. Policy Objective

The objective of the Course Fees Policy and Procedure for St John Ambulance Western Australia Ltd (St John) Registered Training Organisation (RTO) No. 0392 (St John RTO) is to ensure that St John RTO will inform participants of course fees and collect course fees in accordance with the Standards for RTOs 2015.

This Policy and Procedure supports the following Standards Registered Training Organisations 2015:

- ▶ Standard 5.3;
- ▶ Standard 7.3; and
- ▶ Schedule 6.

2. Policy

1. St John RTO will charge fees for its vocational education and training courses.
2. St John RTO will inform of and collect course fees prior to participant course enrolment.
3. St John RTO will inform all participants enrolling into a St John RTO training course per **St John RTO Policy and Procedure No.14 Ethical Marketing**.
4. St John RTO will provide course fees information:
 - ▶ Via Course Fact Sheets;
 - ▶ Via St John Ambulance Website; and
 - ▶ Verbally during course enquiries and bookings.
5. St John RTO will have Course Fee arrangements in place for:
 - ▶ Public; and
 - ▶ Corporate Clients.
6. St John RTO will have Course Fee arrangements in place for:
 - ▶ Fee payments;
 - ▶ Transfer; and
 - ▶ Cancellations and refunds.
7. St John RTO will have specific Course Fee arrangements for:
 - ▶ Short Courses; and
 - ▶ Full Qualifications.
8. St John RTO will provide the following arrangements for public course bookings:
 - ▶ Fee payment options;
 - ▶ Transfers;

- ▶ Cancellations and refunds.
9. St John RTO will provide the following fee arrangements for public course bookings:
- ▶ Different payment options;
 - ▶ Fees paid in advance;
 - ▶ Concession rate;
 - ▶ RPL fees; and
 - ▶ Protection of fees in excess of \$1500.
10. St John RTO will have accurate, current and consistent course transfer fees and information available to potential participants prior and on enrolment.
11. St John RTO will have accurate, current and consistent course cancellation and refund arrangements and information available to potential participants prior and on enrolment.
12. This Policy and Procedure is to be read in conjunction with:
- ▶ **St John RTO Policy and Procedure No.14 Ethical Marketing;**
 - ▶ **St John RTO Policy and Procedure No.15 Pre-enrolment and Enrolment;**
 - ▶ **St John RTO Policy and Procedure No.17 Complaints and Appeals;** and
 - ▶ **St John RTO Policy and Procedure No.18 RTO Governance.**
13. St John RTO Stakeholders **MUST** have Workplace Instructions in place to supplement this Policy and Procedure.

Policy Administration		
Directorate:		Responsible Manager:
Community Services		Executive Manager Education Services
Risk Rating:	Review Cycle:	Review Next Due:
High	Annual	July 2017
Compliance References:		
Statutory:	Standards for RTOs 2015	
Industry	Vocational Education and Training	
St John Ambulance:	RTO	
Quality Management System:		
Version:	Decision Reference:	Synopsis:
1	Document Created	VET Reform and Standards for RTOs 2015
2	Minor Changes	St John RTO Stakeholder Feedback provided on 30/6/2015
3	Updated Spelling/Formatting Added reference to St John LMS	Following Review of Compliance Documentation Introduction of LMS