
EDUCATION FEES PROCEDURE

2.2.1B

Document Title:	Education Fees Procedure 2.2.1b
Policy Owner:	Head of Education and Consulting
Policy approved by:	CEO
Initial Issue Date:	Jan 2015
Next Review Date:	Nov 2023

ALZHEIMER'S WA

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Policy Statement

This procedure describes the Alzheimer's WA process for setting fees and charges, and for issuing refunds of fees and charges for people undertaking training and education with Alzheimer's WA.

Fees and charges for students undertaking training and workshops conducted by Alzheimer's WA, will be collected in accordance with Alzheimer's WA Education Fees procedure.

Fees and charges for students undertaking vocational and educational training (VET), the *VET Fees and Charges Policy* for the appropriate year applies alongside Alzheimer's WA's procedure.

Underpinning Principles/Guidelines

Procedure Steps

Non-Accredited Workshops

- On receiving a request for external training or a booking for a scheduled workshop/course, staff will establish the needs of the organisation/person making the request and their entitlement to any free or discounted training.
- After consulting the Fee Schedule Education for the current year, the staff member will advise the requestor of the cost (if any) of the training and the means of making payment and provide a written quote. Once the requester has agreed the training is to go ahead, administration will request an invoice to be sent.
- Invoices raised and sent to the requester will clearly outline the timing of training delivery to accommodate revenue recognition in the correct month and will state the expected commercial terms for payment. It is expected that all invoices are paid within 7 days of receipt.

Vocational Education and Training (VET)

Fees must be collected in accordance with the Department of Training and Workforce Development's (DTWD) Fees and Charges Policy for the relevant year.

Enrolment is not complete until statutory and RTO based fees and charges are paid, deferred payment arrangements are made, or fees and charges waived.

Payment Options

- Students may only pay up to \$1500 of fees and charges prior to commencing the course.
- Students to provide written authorisation from their employer, for Alzheimer's WA to invoice that employer, for full or part thereof, fees and charges that the student may incur.

- Students may pay by instalments as set in conjunction with the Training Manager. Discretion is used for the payment schedule, depending on the course program. Students are provided with a minimum of eight weeks from the commencement of the unit to finalise all fees and charge payments.
- Students, who have fallen behind on payments, will not be eligible to attend further classes of the course they have enrolled in, until appropriate arrangements, agreed to by both the student and Alzheimer's WA, for cost recovery of outstanding debt, has been made.
- Training Manager, in conjunction with the Finance Department will follow up with the student as required.
- Students may make an application on the grounds of severe financial hardship for fees to be waived.
- Alzheimer's WA ensures students who have fallen behind in their payments are not enrolled in additional units, until appropriate payment arrangements agreed by both parties have been made.
- All fees and charges are to be paid in full prior to certification being issued, Alzheimer's WA reserves the right to withhold the issuance of a certificate where course fees have not been paid in full.

Refunds

Fees and charges will be refunded to participants in the following circumstances:

- Alzheimer's WA will refund course fees to participants, if a course is cancelled, discontinued for any reason, or rescheduled to a time unsuitable to the student or student has notified Alzheimer's WA prior to the course commencing – (cooling off period).
- Students may be eligible for a refund, if they withdraw from the course/workshop for a good reason and are unable to accept a place in an alternative session.
- A refund will not be available if the participant fails to turn up without prior notification of their inability to attend and alternative arrangements cannot be made.
- Students enrolled in VET courses with Alzheimer's WA, may be eligible for a pro rata refund of fees and charges, if the student withdraws for reasons of a personal circumstance beyond their control. In all cases, relevant documentary evidence (e.g. medical certificate) is required.

Legislation

Key legislation, regulations and other requirements include but are not limited to:

- National Standards for Registered Training Organisations (2015)
- Vocational Education and Training Act 1996
- Vocational Education and Training Fees and Charges Policy (Current Year)
- Apprenticeship Policy

Related Documents

- Fee Schedule – Accredited/Non-accredited Education

Revision History			
Date of Review	Summary of Revision	Revision Number	Revised By
Jan 2020	Updated template only, procedural steps	1.0.0	S Richards
Feb 2020	Reviewed and reformatted	1.0.1	GM Services
Apr 2021	Reformatting of document	1.0.1	Rachael Roberts
Aug 2021	Change of document ownership	1.0.1	Rachael Roberts
Nov 2021	Reviewed and updated	2.0.0	Andrew Crow