

POLICY AND PROCEDURE

STD 5 STD 7	Fees, Payments, Refunds		Clause 5.3, Clause 7.3
Approved:	Glenn Smith	Version 3	Annual Review Date: 23.04.2023

1. Scope

This policy and procedure applies to fee for service learners, State Government funded learners and apprentices and trainees and employees of Look Now Training Pty Ltd.

2. Policy

- 1.1 Look Now Training's Fees, Payment and Refund Policy is included in all learner and employer handbooks, as well as on the Look Now Training website.
- 1.2 Look Now Training will accept flexible payment arrangements, such as instalments, EFT, direct debit and credit card payments to accommodate the diverse financial situations of learners, employers and clients.
- 1.3 Look Now Training aims to safeguard learners' fees (particularly those paid in advance). Look Now Training will not accept more than \$1000.00 from an individual learner prior to the commencement of training for any course other than Diploma level. After study commencement, the remaining course costs may be charged in advance, however shall not exceed \$1500.00 at any one time, unless at the specific request of the learner or their Employer.
- 1.4 Payments in excess of \$1500 by an Employer for training delivered to one or more staff members are exempt from fee protection measures.
- 1.5 Look Now Training holds an unconditional Bank Guarantee sufficient to protect fees paid in advance by learners that exceed \$1500.
- 1.6 Other fees may also be applicable. Where additional fees apply, a detailed outline of additional costs will be provided to the learner in the course outline or other material provided to the learner prior to enrolment.
- 1.7 A non-refundable administrative handling fee of \$150.00 will apply to all courses except the Certificate 3 Guarantee Program, and funded Traineeships and Apprenticeships.

- 1.8 A non-refundable administrative handling fee of \$50.00 will apply to the Certificate 3 Guarantee Program.
- 1.9 Course withdrawals, cancellations and subsequent requests for refund for any Look Now Training course, must be in writing using either a withdrawal/cancellation form, email or letter to Look Now Training.
- 1.10 All learners have the right to appeal a refund decision made by Look Now Training by accessing the complaints and appeals policy and procedure. Learners wishing to submit an appeal of the refund decision should refer to the complaints and appeals policy and procedure.
- 1.11 This policy and the availability of complaints and appeals processes does not remove the learner's right to act under Australia's consumer protection laws.
- 1.12 Look Now Training dispute resolution processes do not remove the learner's right to pursue other legal remedies where they feel necessary.
- 1.13 Where a learner withdraws, completes or cancels from a course and does not return a loan resource, the learner may be charged a fee to cover the replacement cost of the resource.

FEE FOR SERVICE LEARNERS

Fees

- 1.14 Where a fee for service course is over \$200.00, a quote will be provided to the learner prior to enrolment. The quote provided will be valid for 30 days.
- 1.15 Fees for short courses must be paid in full on or before the commencement of the course.

Payments

- 1.16 Payment for fee-for-service learners is accepted in full or via instalments through EFT, direct debit and credit card.
- 1.17 Payments are to be made Look Now Training.
- 1.18 All outstanding fees must be paid in full before the learner will be issued with a Qualification or Statement of Attainment.

Refunds

- 1.19 The academic withdrawal date set for all fee-for-service courses is fourteen (14) days after the course start date. If a learner formally withdraws from study in writing prior to this date, they will be eligible for a full refund of fees less the administrative handling fee.
- 1.20 Where a fee for service learner is unable to commence a pre-paid short course:
- A minimum of 48 hours' notice is required to be provided
 - Where notice has not been provided, the full fee cost will be incurred

- Where notice is provided as stipulated above, the course fees paid less an administrative handling fee will be refunded
- 1.21 Special consideration may be given where special or unexpected circumstances prevent learners from commencing a course. This will be at the discretion of the Manager and may result in the waiver of the administrative handling fee. Evidence supporting the special/unforeseen circumstances will be required.
- 1.22 Where Look Now Training is unable to fulfil their obligations to the learner and provide the agreed services, a full refund will be provided.

STATE GOVERNMENT FUNDED PROGRAMS

User Choice – QLD

Fees

- 1.20 Prior to a learner's enrolment into an apprenticeship/traineeship with Look Now Training, the learner will be provided with:
- details of the total student contribution amount payable
 - full costs, method of collection, refunds, and exemptions;
 - access to this written policy via the Look Now Training website and/or Learner Handbook
- 1.21 Where unit/s of competency are changed within an apprentice's/trainee's training plan, relevant adjustments will be made to the student contribution fee i.e. refund or further charge.
- 1.22 Where the student contribution fees amount per nominal hour is adjusted by the Queensland State Government, the student contribution fees for any units not yet commenced will be adjusted.
- 1.23 Look Now Training will not charge more than the student contribution fee amounts contained in the relevant User Choice Policy, except as required periodically by the department.
- 1.24 Look Now Training may only charge less than the student contribution fee if the student is eligible for a full or partial exemption as detailed in the User Choice Policy.
- 1.25 The student contribution fee can be paid on behalf of the student by their employer or another third party but cannot be waived.

Payments

- 1.26 Look Now Training will retain evidence of fees collected as well as evidence of all participants who have been deemed as totally or partially exempt from the payment of Student Contribution Fees.

- 1.27 Payment is accepted through EFT, direct debit or credit card.
- 1.28 Student contribution fees are payable as per the terms provided on invoice.
- 1.29 Payment plans are available to students only (not employers or third parties).
- 1.30 Payment plans must be kept up-to-date at all times.

Refunds

- 1.31 Where an apprentice/trainee cancels their training contract and has not commenced a unit of competency/module, the apprentice/trainee will be reimbursed for all student contribution fees collected in relation to that unit of competency/module.

Certificate 3 Guarantee program – QLD

Fees

- 1.32 Learners undertaking certificate III level training and non-concessional learners undertaking lower-level training will be required to contribute to the costs of their training through a co-contribution fee. Concessions apply to eligible learners.
- 1.33 Co - contribution fees are charged per unit and per qualification. The co-contribution fee for each qualification delivered by Look Now Training is detailed on the website and brochure for each qualification. The amount of the co-contribution fee is determined by LOOK NOW TRAINING and will be published in all promotional and course material and made available to the learner prior to enrolment.
- 1.34 The co-contribution fee can change depending on the delivery method and location, and these fees will be published and provided to learners to ensure that they can make an informed decision prior to enrolling.
- 1.35 The fee may be paid by the learner or on behalf of the learner by an employer or a third party and must be finalised prior to the commencement of study.

Payments

- 1.36 Eligible learners for the Certificate 3 Guarantee Program will be invoiced relevant co-contribution fees payable prior to commencement of study.
- 1.37 Payment is accepted through EFT, direct debit or credit card.
- 1.38 Payment plans are not applicable where the co-contribution is less than \$250.
- 1.39 If an employer or third party chooses to pay this must be made in one instalment.

- 1.40 All outstanding fees must be paid in full before the learner will be issued with a Qualification or Statement of Attainment.

Refunds

- 1.41 A refund of the co-contribution fee less the non-refundable administration fee of \$50, is available if a student applies in writing prior to the commencement of the course.
- 1.42 There is no refund of the student co-contribution once the training has commenced unless the learner has applied in writing for a refund and the application has been assessed and approved by the Manager.
- 1.43 LOOK NOW TRAINING will provide a full refund of fees paid in advance where a program or course cancelled before it starts.

3. Definitions

Learner: where the term learner is referenced in this policy, it is deemed to be interchangeable with the term 'student'

Special / Unexpected Circumstances – Special circumstances cover a range of unexpected, extenuating and compassionate circumstances which are those outside of the control of the learner and/or for which there was no opportunity to prepare in advance.

- Unexpected or exceptional circumstances may include:

Medical circumstances: an unexpected illness, a recurrence of a chronic illness or an accident. Disability or illness for which a variation has already been made will not be accepted unless the disability has been compounded by an unexpected change, or an additional condition relating to the disability.

Supporting evidence: supporting documentation must take the form of an original certificate or letter on letterhead from a registered treating medical practitioner, registered health practitioner or approved specialist, depending on the nature of the condition.

- Compassionate circumstances: Hardship or trauma such as death or serious illness of a close family member, severe disruption to domestic arrangements, being a victim of a crime or an accident.

Supporting evidence: supporting documentation may take the form of a letter from a registered Counsellor who has prior knowledge of the learner and their circumstances; an original medical certificate or letter on letterhead from a registered treating medical practitioner, registered health practitioner or approved specialist, depending on the nature of the condition; a letter from a person qualified to assess and support the application (e.g. clergy providing grief counselling); or a certificate from a funeral director or death certificate.

Supporting documentation will not be accepted from a relative, partner or personal friend of the learner, or friend of the learner's family.

- Special circumstances:

Religious observance or obligations

Formal legal commitments

Military service

Service with a recognized emergency management service

Unforeseen and significant employment related circumstances such as an overseas or interstate move at short notice

Supporting evidence: supporting documentation for this category may include a certified call from the Australian Defence Force service; a description of the emergency attended for State Emergency Service personnel; an original letter confirming changed employment circumstances; an original letter confirming commitments for athletes, performing artists or other; a copy of an accident report or a court summons.

Supporting documentation will not be accepted from a relative, partner or personal friend of the learner, or friend of the learner's family.