

FEE MANAGEMENT POLICY

Policy

This policy applies to Smartlink Training (“Smartlink”) and any of its third-party providers who offer any service/s on behalf of Smartlink Training under the third party arrangement agreement and will take steps to ensure that all prospective learners who wish to enrol in a course are provided with a copy of this fee management policy that contains accurate information in relation to course fees as per locations, payment terms and conditions, cooling off period, cancellation, withdrawing from a course, transfer, fee protection, no refund, LLN refunds, late payment fees and any other relevant information so that they understand their rights and obligations in relation to course fees prior to enrolment.

This policy is available:

1. In the pre-enrolment package;
2. For download from our website; or
3. By phoning or emailing our office.

As an RTO, we collect fees from our learners. We also provide or direct the learner to information specifying the:

- Fees that must be paid to us (please refer to the enrolment policy and fees management policy for full details)
- Payment terms and conditions
- Learner’s rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- Learner’s right to obtain a refund for services not provided by us if:
 - The arrangement is terminated early; or
 - We fail to provide the agreed services

Our delivery partners collect fees from learners who enrol in courses which they are delivering on our behalf under the third-party arrangement agreement. When a delivery partner collects fees, they must provide all the same information and follow the same policies and procedures as Smartlink, including applying the same fee management and refund policy and also the complaints and appeals policy and procedure as part of consumer rights. Students are provided with all the relevant information in the pre-enrolment information document which is available via Smartlink training website and also through email or post if required and through the relevant third party providers who train and assess on behalf of Smartlink Training under the third party arrangement agreement.

Relevant Standards

Clause 5.3 and 5.4

5.3. Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- a) all relevant fee information including:
 - i) fees that must be paid to the RTO; and
 - ii) payment terms and conditions including deposits and refunds;
- b) the learner’s rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- c) the learner’s right to obtain a refund for services not provided by the RTO in the event the
 - i) arrangement is terminated early; or
 - ii) the RTO fails to provide the agreed services.

5.4. Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third party arrangements.

Clause 7.3

7.3. Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.

PAYMENT

Payment may be accepted at any point in the enrolment process and students who pay prior to all stages being complete will be entitled to a full refund if they are found to be unsuitable for the course.

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WAGGA WAGGA NSW

1. Advanced First Aid incorporating HLTAID014 Provide Advanced First Aid, HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support, HLTAID009 Provide Cardiopulmonary Resuscitation **\$225**
2. Advanced Resuscitation incorporating HLTAID015 Provide Advanced Resuscitation and Oxygen Therapy and HLTAID009 Provide cardiopulmonary resuscitation **\$185**
3. First Aid Course incorporating HLTAID011 Provide first aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Express Refresher) **\$130**
4. First Aid Course incorporating HLTAID011 Provide first aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Express Starter) **\$160**
5. First Aid Course incorporating HLTAID011 Provide first Aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide Cardiopulmonary resuscitation (Standard) **\$180**
6. CPR Course incorporating HLTAID009 Provide cardiopulmonary resuscitation **\$65**
7. Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide first aid and HLTAID009 Provide cardiopulmonary resuscitation (Express) **\$150**
8. Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide first aid and HLTAID009 Provide cardiopulmonary resuscitation (Express Starter) **\$180**
9. Childcare First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide first aid and HLTAID009 Provide cardiopulmonary resuscitation (Standard) **\$185**
10. Anaphylaxis **\$70** incorporating 22578VIC Course in First Aid Management of Anaphylaxis
11. Asthma **\$70** incorporating 22556VIC Course in the Management of Asthma Risks and Emergencies in the Workplace
12. Low Voltage Rescue incorporating UETDRMP007 Perform Rescue from A Live Low Voltage Panel **\$85**
13. WHS incorporating UEED0007 Apply Work Health and Safety Regulations, Codes and Practices in the Workplace **\$300**
14. Provide Emergency life support incorporating HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation **\$125**

SHEPPARTON VIC

1. Advanced First Aid incorporating HLTAID014 Provide Advanced First Aid, HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support, HLTAID009 Provide Cardiopulmonary Resuscitation **\$245**
2. Advanced Resuscitation incorporating HLTAID015 Provide Advanced Resuscitation and Oxygen Therapy and HLTAID009 Provide cardiopulmonary resuscitation **\$185**
3. First Aid Course incorporating HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Express Refresher) **\$150**
4. First Aid Course incorporating HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Express Starter) **\$180**
5. First Aid course incorporating HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Standard) **\$205**
6. CPR Course incorporating HLTAID009 Provide cardiopulmonary resuscitation **\$65**
7. Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, and HLTAID009 Provide cardiopulmonary resuscitation (Express Refresher) **\$180**
8. Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, and HLTAID009 Provide cardiopulmonary resuscitation (Express Starter) **\$200**
9. Childcare First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, and HLTAID009 Provide cardiopulmonary resuscitation (Standard) **\$225**
10. Anaphylaxis **\$70** incorporating 22578VIC Course in First Aid Management of Anaphylaxis
11. Asthma **\$70** incorporating 22556VIC Course in the Management of Asthma Risks and Emergencies in the Workplace
12. Low Voltage Rescue incorporating UETDRMP007 Perform Rescue from a Live Low Voltage Panel **\$85**
13. WHS incorporating UEED0007 Apply Work Health and Safety Regulations, Codes and Practices in the Workplace **\$300**
14. HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation **\$125**

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Albury Wodonga NSW/VIC

1. Advanced First Aid incorporating HLTAID014 Provide Advanced First Aid, HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support, HLTAID009 Provide cardiopulmonary resuscitation **\$245**
2. Advanced Resuscitation incorporating HLTAID015 Provide Advanced Resuscitation and Oxygen Therapy and HLTAID009 Provide cardiopulmonary resuscitation **\$185**
3. First Aid Course incorporating HLTAID011 Provide first aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Express) **\$150**
4. First Aid Course incorporating HLTAID011 Provide first aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Express Starter) **\$180**
5. First Aid Course incorporating HLTAID011 Provide first aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Standard) **\$205**
6. CPR Course incorporating HLTAID009 Provide cardiopulmonary resuscitation **\$65**
7. Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, HLTAID009 Provide cardiopulmonary resuscitation (Express) **\$180**
8. Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, HLTAID009 Provide cardiopulmonary resuscitation (Express Starter) **\$200**
9. Childcare First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, HLTAID009 Provide cardiopulmonary resuscitation (Standard) **\$205**
10. Anaphylaxis incorporating 22578VIC Course in First Aid Management of Anaphylaxis **\$70**
11. Asthma incorporating 22556VIC Course in the Management of Asthma Risks and Emergencies in the Workplace **\$70**
12. Low Voltage Rescue incorporating UETDRMP007 Perform Rescue from a Live Low Voltage Panel **\$85**
13. WHS incorporating UEED0007 Apply Work Health and Safety Regulations, Codes and Practices in the Workplace **\$300**
14. HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation **\$129**

CANBERRA ACT

1. Advanced First Aid incorporating HLTAID014 Provide Advanced First aid, HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support, HLTAID009 Provide cardiopulmonary resuscitation **\$200**
2. Advanced Resuscitation incorporating HLTAID015 Provide Advanced Resuscitation and Oxygen Therapy and HLTAID009 Provide cardiopulmonary resuscitation **\$185**
3. First Aid Course incorporating HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Express Refresher) **\$105**
4. First Aid Course incorporating HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Express Starter) **\$150**
5. First Aid Course incorporating HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Standard) **\$200**
6. CPR Course incorporating HLTAID009 Provide cardiopulmonary resuscitation **\$55**
7. Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, HLTAID009 Provide cardiopulmonary resuscitation (Express Refresher) **\$150**
8. Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, HLTAID009 Provide cardiopulmonary resuscitation (Express Starter) **\$180**
9. Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, HLTAID009 Provide cardiopulmonary resuscitation (Standard) **\$200**
10. Anaphylaxis incorporating 22578VIC Course in First Aid Management of Anaphylaxis **\$60**
11. Asthma incorporating 22556VIC Course in the Management of Asthma Risks and Emergencies in the Workplace **\$60**
12. Low Voltage Rescue incorporating UETDRMP007 Perform Rescue from a Live Low Voltage Panel **\$85**
13. WHS incorporating UEED0007 Apply Work Health and Safety Regulations, Codes and Practices in the Workplace **\$300**
14. HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation **\$90**

FEE MANAGEMENT POLICY

BENDIGO VIC

- 1 Advanced First Aid incorporating HLTAID014 Provide Advanced First Aid, HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support, HLTAID009 Provide cardiopulmonary resuscitation **\$245**
- 2 Advanced Resuscitation incorporating HLTAID015 Provide Advanced Resuscitation and Oxygen Therapy and HLTAID009 Provide cardiopulmonary resuscitation **\$185**
- 3 First Aid Course incorporating HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Express Refresher) **\$150**
- 4 First Aid Course incorporating HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Express Starter) **\$180**
- 5 First Aid Course incorporating HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Standard) **\$205**
- 6 CPR Course incorporating HLTAID009 Provide cardiopulmonary resuscitation **\$65**
- 7 Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, HLTAID009 Provide cardiopulmonary resuscitation (Express Refresher) **\$175**
- 8 Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, HLTAID009 Provide cardiopulmonary resuscitation (Express Starter) **\$200**
- 9 Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, HLTAID009 Provide cardiopulmonary resuscitation (Standard) **\$225**
- 10 Anaphylaxis incorporating 22578VIC Course in First Aid Management of Anaphylaxis **\$70**
- 11 Asthma incorporating 22556VIC Course in the Management of Asthma Risks and Emergencies in the Workplace **\$70**
- 12 Low Voltage Rescue incorporating UETDRMP007 Perform Rescue from a Live Low Voltage Panel **\$85**
- 13 WHS incorporating UEECD0007 Apply Work Health and Safety Regulations, Codes and Practices in the Workplace **\$300**
- 14 HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation **\$125**

WANGARATTA VIC

1. Advanced First Aid incorporating HLTAID014 Provide Advanced First Aid, HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support, HLTAID009 Provide cardiopulmonary resuscitation **\$245**
2. Advanced Resuscitation incorporating HLTAID015 Provide Advanced Resuscitation and Oxygen Therapy and HLTAID009 Provide cardiopulmonary resuscitation **\$185**
3. First Aid Course incorporating HLTAID011 Provide first aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Express) **\$150**
4. First Aid Course incorporating HLTAID011 Provide first aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Express Starter) **\$180**
5. First Aid Course incorporating HLTAID011 Provide first aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Standard) **\$205**
6. CPR Course incorporating HLTAID009 Provide cardiopulmonary resuscitation **\$65**
7. Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, HLTAID009 Provide cardiopulmonary resuscitation (Express) **\$180**
8. Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, HLTAID009 Provide cardiopulmonary resuscitation (Express Starter) **\$200**
9. Childcare First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, HLTAID009 Provide cardiopulmonary resuscitation (Standard) **\$205**
10. Anaphylaxis incorporating 22578VIC Course in First Aid Management of Anaphylaxis **\$70**
11. Asthma incorporating 22556VIC Course in the Management of Asthma Risks and Emergencies in the Workplace **\$70**
12. Low Voltage Rescue incorporating UETDRMP007 Perform Rescue from a Live Low Voltage Panel **\$85**
13. WHS incorporating UEECD0007 Apply Work Health and Safety Regulations, Codes and Practices in the Workplace **\$300**
14. HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation **\$129**

Fees have a range due to a location loading being applied.

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Whereby the employer is paying the course fee, such employee shall receive an invoice which is to be paid within 7 days of the course being completed.

All fees will be clearly noted on brochures and associated websites. Fees can be paid in the following methods:

- Bank deposit;
- Bank cheque;
- Electronic bank transfer;
- EFTPOS;
- Credit card; or
- Cash.

Please note there is a bank surcharge between (2.16% to 2.30%) if you decide to pay via eftpos using a credit or debit card.

COOLING-OFF PERIOD

The decision to enrol in any training must match your career aspirations and hopes for the future. To assist you in making the right decision we allow a two-day cooling-off period immediately after the completion of your enrolment.

This cooling-off period allows you to firm up your decision to enrol and complete the training.

At the end of your cooling-off period you will receive a notification of enrolment and a reminder of your cancellation and fee obligations, including the cost involved.

The cooling-off period applies whether you enrol in a course directly with Smartlink or one of our delivery partners.

CANCELLATION

After the two-day cooling-off period has passed, we are unable to refund monies for learners who do not turn up or who decide that they do not want to attend.

Changes to class times are allowed, but not within 48 hours of class commencing. No refunds will be given to learners for non-attendance, poor behaviour or other circumstances preventing you from completing the course.

This cancellation policy applies whether you enrol in a course directly with Smartlink or one of our delivery partners.

WITHDRAWING FROM A COURSE

If you leave or abandon your course before the scheduled completion date and time, for whatever reason, no refund will be given.

This policy applies whether you enrol in a course directly with Smartlink or one of our delivery partners.

TRANSFER

We reserve the right at our discretion to transfer a course to another date and venue. This action will in no way waive the terms and conditions stated herein. In the event of us having to cancel a course, without offering any acceptable alternative, then you shall be entitled to a full refund of monies paid and no further liability shall be incurred by us.

This policy applies whether you enrol in a course directly with Smartlink or one of our delivery partners.

FEE PROTECTION

Smartlink protects fees paid in advance by ensuring that all course fees are below the legally mandated threshold of \$1,500.00. If we are unable to provide services for which you have paid, you will be placed into an equivalent course such that the new location is suitable to you and receive the full services for which you have prepaid at no additional cost. If this is not possible you will be paid a refund of any prepaid fees for services yet to be delivered.

This policy applies whether you enrol in a course directly with Smartlink or one of our delivery partners.

NO REFUND

- Poor or non-attendance
- Expulsion for poor behaviour
- you simply changed your mind;
- you have in any way contributed to the problem;

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- you asked for a service to be done in a certain way against the advice of the business; or
- you asked for a service to be provided in a way against the Standards for Registered Training Organisations 2015; or
- were unclear about what you wanted
- Failure to attend classes
- Deciding that you do not wish to attend
- Other circumstance preventing you from completing your course

Changes to class times are allowed, but not within 48 hours of class commencing.

Late Fee Payment

It is the learner's/ employer's responsibility to pay fees on time according to the course fees as per the invoice issued at time of course enrolment. Any fee payments made late after seven days of the course completion date will incur a late fee payment of \$30.

Should the payment not be made at the agreed date, a demand (forced) letter will be sent. Seven days after that, overdue account will be sent to a debt collection agency without any further notice. Matters which have been referred to the collection agency will not be handled by Smartlink or our delivery partners and will be treated separately from any further accounts. Any costs incurred in the collection of fees are the responsibility of the learner, employer, parent, or guardian. Smartlink or our delivery partners will not pay these fees.

A learner/s with outstanding fees shall be suspended from undertaking any training and assessment services until such times as the outstanding arrears have been brought up to date. Smartlink will not be able to issue any statements of attainment until full payment has been made.

Should an extension be required for fee payment then please contact Smartlink or the delivery partner within seven days of the invoice being due to explain their individual circumstances as Smartlink will consider it on a case-by-case basis. Extensions are only granted by the CEO. Please note that no extensions will apply after the seven days of the invoice due date.

LANGUAGE, LITERACY AND NUMERACY REFUNDS

A refund will be provided to any student who has paid fees and then does not perform well enough on the language, literacy and numeracy test to complete the course with a reasonable level of support.

This policy applies whether you enrol in a course directly with Smartlink or one of our delivery partners.

Note: Under the National VET Regulator Act 2011, Standards 2015, we are entitled to withhold issuing you with a qualification or statement of attainment until such times as all fees have been paid in full, and we shall exercise our rights under this section.

CERTIFICATION

All certifications are only issued by Smartlink and never by a delivery partner, regardless of who collected your fees.

Clause 3.3

AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete and providing all agreed fees the learner owes to the RTO have been paid.

*** Note – Course fees may vary if a third party provider is delivering any service/s on behalf of Smartlink Training under the third party arrangement agreement which will still follow Smartlink Training's RTO fee management policy at all times.**