Course Fees and Payments Policy

1. Purpose
To ensure all the fees and charges are applied consistently across the organisation and ensure they accurately reflect the requirements of the Standards for registered training organisations 2015.

2. Policy Statement
BCA National Training Group (BCA National) delivers high quality training programs to its clients and has a client basis with varying needs. The client basis includes private students, corporate clients and government agencies with various funding models including self/privately funded and government funded or supported programs. BCA National adjusts its fees and charges based on the specific needs and requirements for the successful delivery of the program and those of the students. Factors that may influence fees and charges may include but are not limited to:

- Location
- Travel and accommodation requirements
- Venue hire
- Number of participants
- AQF Level and of complexity of the program

Course fees, payment options and refunds will be applied in an equitable way.

3. Domestic student deposits, administration fees

3.1 Private fee-for-service students
Deposits will be collected in advance from private fee paying students. The deposit collected for enrolment will not exceed $1500 per student and will be specified within the course charges. This fee will be used to secure the position on the program. Methods of payment can include but are not limited to electronic funds transfer or BPay.

3.2 Traineeships and government-funded programs
Students who are on government-funded traineeships or programs will be required to pay the relevant state and program administration fee (where applicable) in accordance with the state’s contractual arrangements with BCA National. The contract may allow for a reduction in or exception to the administration fee based on criteria specified within the contract. Training Coordinators will assess the fee required on a case by case basis.

3.3 Corporate clients
BCA National and the corporate client will negotiate milestone payments for the program including any initial payments prior to commencement of the program. All payments will be documented in the client contract/agreement.
4. Payment plans and advance payments

BCA National understands potential students may need assistance with the payment of fees; as such, private, fee-for-service students may be offered a payment plan to assist with the affordability of courses. The payment plan will be negotiated between BCA National (Training Coordinator) and the student. Scheduled payments will be invoiced at the agreed milestones. BCA National will not hold any more than $1500 in advance payments for each student.

5. Non-payment of fees

Where a student or client has been invoiced and there is an outstanding debt, a final notice or email will issue within one (1) month of the due date for payment.

Where a student or client has entered into a payment plan and a payment is not received by the due date, the payment plan will become null and void and the remaining outstanding debt will become due and payable immediately. An extension of payment dates may be granted upon application by the student or client in writing stating the reason for non-payment, however the granting of such extension will be solely at the discretion of BCA National.

Where a debt continues after a final notice or email has been issued to the student, the student will be informed that if they make no further payment, or don’t contact BCA National concerning their debt, they will be withdrawn from their course unless the debt is paid or arrangements made with BCA National for that purpose.

No Certificates or Statements of Attainment will be issued until all outstanding debts have been paid.

6. International Students

6.1 Deposits and Administration fees

Deposits will be collected in advance from international students. The deposit collected for enrolment will not exceed 50% of the course fees per student and will be specified within the course charges. This fee will be used to secure the position on the program. The remaining 50% of the fees will be due no earlier than two weeks before the start of the second study period. For example if the course has 4 terms the fees would be due prior to commencement of the course and 2 weeks prior to the third term.

BCA National is a member of the Tuition Protection Service (TPS).

Any fees or additional costs for each course will be listed within the Confirmation of enrolment and will be made available prior to enrolment.

7. Legislation

Legislation which applies to this policy:

1) Standards for Registered Training Organisations 2015.
2) Education Services for Overseas Students Act 2000 (ESOS Act 2000 as amended), Education Services for Overseas Student Regulations 2001 (ESOS Regulations 2001 as amended).
8. Responsibility

- Chief Executive Officer.
- Chief Operating Officer.
- National Training Manager.
- Training Coordinators.
- Accounts team.

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