# RESPONSIBILITY

This policy is the responsibility of Halo Nation Training Pty Ltd (HaloNT) Registered Training Organisation (RTO) Provider Number 32485.

# SCOPE

HaloNT has established this policy to support the Australian Skills Quality Authority (ASQA) Standards for NVR Registered Training Organisations (RTO). The policy has been developed and implemented by HaloNT to support and provide clear instruction and guidance to trainees in relation to:

***fees and charges for products and services offered by HaloNT.***

This policy is the responsibility of HaloNT.

# REVIEW AND MAINTENANCE

Maintenance and review of this policy is the responsibility of HaloNT. HaloNT will maintain ongoing records of the elements and application of this policy.

# CHANGE RECORD

Date: 02 August 2014

Version: 0.2

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# INTRODUCTION

Halo Nation Training Pty Ltd (HaloNT) operates as an Registered Training Organisation (RTO) is registered in the state of Queensland, and operates under RTO number 32485. It delivers, under Partnership arrangements, a range of nationally accredited units of competency and courses as identified on training.gov.au. These units and courses may change from time to time, and HaloNT relies on the information provided on that website as evidence of its current delivery status.

HaloNT charges its partners fees for services including trainee paperwork audit and compliance checking, generation of Statements of Attainment or Attendance, and a range of other products and services.

HaloNT Partners operate with HaloNT under VQF Partnership and Services Agreements and may charge a fee for service to trainees wishing to undertaken units of competency or courses under HaloNT scope.

HaloNT requires the following as best practice for HaloNT Partners.

1. All Partners must publish all fees and charges in relevant marketing materials, program information forms, and as an addendum to any Trainee Handbook. Any course fee quoted to a trainee by a HaloNT Partner must clearly detail any and all inclusions, and must be the total course fee inclusive of any administration fees, materials fees and a certificate/card fees. Any course fee quoted may be a fee for either Formal or Informal training, but must clearly identify this. Any course fee that does not include an associated assessment fee must clearly state "**THIS COURSE FEE DOES NOT INCLUDE AN ASSOCIATED ASSESSMENT FEE. AN ASSESSMENT FEE MAY BE CHARGED UNDER A SEPARATE INVOICE."**
2. A tax invoice must be generated by the Partner that identifies all fees and charges made. Goods and Services Tax may not be applicable subject to Australian Taxation Office rulings relating to certain types of courses. Any appropriate ATO ruling will be published on the HaloNT website - halont.edu.au. Payment of all Formal, Informal and Assessment fees is paid to the HaloNT Partner.
3. HaloNT Partners may require a deposit to confirm a booking. HaloNT Partners may not collect a deposit that is greater that $1500 for any unit or course in advance of the course commencement. Any balance of payment for the course may only be charged at such time as the payment becomes due, and shall not exceed the cost of delivery of that component at any time.

Should the Trainer/Assessor be unable to continue delivering a course in which the trainee is enrolled, HaloNT will make every endeavour to relocate the trainee with another Trainer/Assessor. HaloNT does not provide physical resources for practical components, including completion of those practical components, unless they are expressly included in the training materials provided.

HaloNT may refuse to accept an enrolment, as its discretion, at any time, for any reason.

# CANCELLATIONS AND SUBSTITUTIONS

Once a Trainee has commenced a unit of competency or a course, no refund is available if the Trainee elects not to complete the program or module and/or submit an assessment for marking.

Bookings cancelled more than 10 business days from the course commencement will receive a full refund, less any non-refundable deposit component, within 15 days of requesting a refund from the HaloNT Partner.

Bookings cancelled less than 10 days from the course commencement will receive a 50% refund, less any non-refundable deposit component, within 15 days of requesting a refund from the HaloNT Partner.

Bookings cancelled less than 1 business day from the course commencement will not be eligible for a refund.

Students arriving more than 15 minutes late to a course will not be allowed to attend the course, and will be classified as a non-attendance. In this case our cancellation policy applies.

Any training participant who does not attend a course is considered to have abandoned the course, and no refunds will apply.

Training participants may be substituted by another participant at any time prior to commencement. Please note – some pre-requisites may apply to accredited courses. Training participants may elect, prior to the commencement of a booked course, to attend another cost with no attendance penalty.

# POSTPONEMENTS

The HaloNT Partner reserves the right to cancel or postpone a course to an alternative date due to insufficient numbers or unforeseen circumstances. All registered participants affected by such changes will receive a full refund or be offered the opportunity to transfer to the next available course.

# EXCLUSIONS

Circumstances in which a refund will not be granted for cancellation from a module/program;

* Change of mind;
* Change of employment or working hours;
* Domestic relocation;
* Financial hardship; or
* Retrenchment (a deferral may be granted)

Any other reason a Trainee submits as grounds for cancellation will be assessed by HaloNT on a case by case basis.

# PAYMENT OF REFUNDS

Trainees should seek all refunds from the HaloNT Partner who was commissioned to undertake the original training. All refunds, less any applicable administration fees, should be paid within 15 working days from receipt of the Refunds Application lodged with the HaloNT Partner.

All refunds will only be paid to the person or body (on behalf of the Trainee) from who the original payment was received. Where payment was made by credit card, refunds can only be made back to the credit card used in the original transaction.

# COMPLAINTS AND APPEALS

Should a Trainee wish to appeal a decision, they should address this, in the first instance, to their HaloNT Partner. Should the trainee be unsatisfied with outcome, they lodge an appeal directly to HaloNT. A Policy document outlining the Appeals process is located on the HaloNT website.

# SUMMARY OF FEES AND CHARGES

In addition to any fees and charges made by the HaloNT Partner, HaloNT may also impose the following fees and charges for services.

### Credit Transfer Application Fee $80

Trainees wishing to apply for a transfer of credit should follow the procedures outlined in the Credit Transfer Policy located on the HaloNT Website. On completion and submission of the required forms and documentation, the application form will be forwarded to the HaloNT Member Administration team for process of payment.

### Recognition of Prior Learning Application Fee\* $260

Trainees wishing to apply for recognition of prior learning (RPL) should follow the procedures outlined in the Recognition of Prior Learning Policy located on the HaloNT website. On completion and submission of the required forms and documentation, the application form will be forwarded to the HaloNT member administration team for process of payment. This fee is applied per unit of competency for which recognition is being sought.

### Certificate Re-print (SOA) $40

An administrative fee of $40 is charged to Trainees who require a reprint of their original certificate/testamur documentation. This fee is only applicable to requests for replacement certification. There is no charge payable be a trainee associated with issuing of testamur during the program.

Trainees who require these services should send an email outlining the course or unit and other relevant details to: info@halont.edu.au The trainee will then be contacted for more information if required.

# FEE REVIEW

An annual review of fees will be undertaken by HaloNT based on business needs and expectations, legislative and regulatory changes, independent market forces, administrative costs involved in program delivery and ongoing management of the program.

Any changes to any advertised fees and charges will be communicated via website at halont.edu.au