

Policy

Career Keys is committed to protect and safeguard all students' fees and to ensure that no student is disadvantaged. This Policy and Procedure is intended to ensure that all students training with Career Keys have accurate and timely information regarding all fees and charges associated with their chosen course. The Career Keys' *Fees and Charges Policy and Procedure* sets out to ensure the following principles are adhered to:

- **Transparency** – all fees and charges are transparent and students have access to the necessary information to make informed decisions regarding their training.
- **Accessibility** – equitable access to publicly funded training (where eligible).
- **Procedural fairness** – fair and just procedures for the administration of all fees and charges, including protection for students whereby Career Keys ceases to provide a course of study in which a student is enrolled.

Career Keys adheres to all regulatory and statutory requirements about fees and charges, or any subsequent relevant directions in regard to the imposition and collection of tuition fees and other fees for government subsidised and fee-for-service training, together with financial and accountability requirements with regards to student fees.

Career Keys makes readily available on its website its' annual indicative fees for government subsidised and fee-for-service training for each course/qualification it offers and never uses any fee amount until the amount is published on its website. Career Keys also provides a copy of the indicative fees to applicants through its application process. Final fees and charges are determined on a case by case basis and the applicant will receive a copy of their final fees and charges, including an itemised account and what proportion the student is eligible to receive government subsidized training (subject to meeting all eligibility and suitability criteria) in a *Statement of Fees*. This may include full or partial exemptions from fee payment based on criteria specified through funding arrangements.

For both indicative and set course related Fees (as outlined in the *Course Fees List*), the student will receive advice on the potential for fees to change during the student's course pre-enrolment, in line with this and Career Keys' *Student Withdrawals and Refunds Policy and Procedure*, within the Student Handbook and on the Career Keys' website. This may be due to CPI increases, significant price changes to products and consumables that form part of the program which are out of Career Keys' control and/or in the case of domestic students subsidised through QLD funding, changes to the course SCH rate which impact on the overall course cost. Student will have the right to withdraw and seek a refund in these instances. This policy is relevant to all domestic students.

Career Keys course fees cover:

- Tuition fees;
- Course learning and assessment materials;
- Conduct of assessments and
- All other materials used to deliver the courses.

When Career Keys collects student fees in advance, it will comply with Clause-7.3 of SRT0 2015 and will not collect more than \$1,500 as advance fee (pre-paid fee). 'Prepaid fees' means fees collected before the relevant services have been provided. These include payments made at any time before, during or after the learner enrolls.

Procedure

The following procedures detail the steps required in every case, regardless of available funding and suitability, concessions or fee-for-service payments and/or whether a student or a third party is paying full or partial fees and charges on behalf of the student.

Course fees are always discussed with the client during the application process. As part of this application process, Career Keys ensures that the prospective student understands that the charges are not part of the tuition fees; the purpose of the fees and charges; the total course liability to be incurred as when as when and how the fees and charges are to be paid which may include through a third party eg employment services agency.

The applicant acknowledges their understanding of Career Keys' terms and conditions of calculating and collecting fees and charges through signing against the relevant Clause on the Career Keys' *Application Form*. This is reinforced and further clarified if required at the time of the student's enrolment, with the student once again, required to verify their understanding through signing against the relevant Clause of the Career Keys' *Enrolment Form*.

Career Keys will supply each individual with a *Statement of Fees*, being an itemised list of all fees and materials, and any other charges incurred as a requirement for the course, prior to enrolment. The *Statement of Fees* clearly indicates the actual tuition fee that the individual is being charged and all other charges associated with the course, inclusive of a \$25 deposit and \$25 non-refundable administration fee (refer below).

Where relevant, prior to the commencement of training, Career Keys will sight and retain copies of all documentation demonstrating an individual's eligibility for the tuition fee waiver/exemption granted for audit or review purposes and to meet record keeping requirements as required.

General Requirements for Calculation and Levying of Fees

For each enrolment in a course or qualification, Career Keys will calculate a tuition fee on the basis of an amount for each scheduled hour of training. If a course is undertaken partly in one year and partly in a second or subsequent calendar year, tuition fees shall be calculated according to the fees applicable when the training is to be undertaken.

Where the applicant is eligible for government subsidized training, the relevant government funding tuition fees and charges will be used to determine the amount. Career Keys will not charge tuition (or other) fees for an enrolment for a condition of the funding prohibits the imposition of a tuition or other fee to that applicant, based on their circumstances.

Fees Paid in Advance

Prior to commencement of a course, Career Keys does not accept payment of more than \$1,000 from a student. Following course commencement Career Keys collects further fees in advance if at any time the total amount paid for services yet to be delivered does not exceed \$1,500. This means:

- all students must pay a deposit no later than on enrolment of \$25 for funded students and \$25 for fee for-service students
- students may opt for a payment plan and may negotiate the arrangements that suit their personal and financial circumstances; and

Students who do not want to be put on a payment plan need to pay the following:

- pay the deposit prior to or at enrolment
- pay the remainder of the course fee on an agreed schedule.

Career Keys' *Course Fees List* provides information about the fees related to both government-funded and non-government funded courses.

Statement of Fees

The issuance of a Statement of Fees is a requirement under both national and state regulatory authorities. Each student who enrolls into a course/qualification will receive a Statement of Fees.

The Statement of Fees lists the units being delivered within a qualification, the start and end date of each unit, and the nominal hours multiplied by the hourly rate. It includes the total cost of the course plus any other fees incurred (for example Student Levy and Materials).

It also informs of any government subsidy that will cover aspects of the tuition and /or other course charges.

Once completed, a copy is printed for the student's file and a copy is emailed to the student.

Payment of Fees & Charges

Students are required to pay their student fees and charges either in full or in line with a payment plan and usually through a direct debit arrangement agreed by the student. Typically, the agreed fee payment schedule is equal instalments every week for non-government funded students and fortnightly for government funded students.

Where students are unable to pay in a timely manner, they will be encouraged to notify Career Key's Student Services team to discuss alternative options.

Exemptions in the case of Hardship

Career Keys may apply full exemption or a reduction from the student contribution fee where payment of this fee would cause extreme financial hardship, but only at the time of the participant's enrolment, by completing Career Keys' *Special Circumstances Special Circumstances (Fee Waiver/Reduction) Form*.

Career Key's *Complaints and Appeals Policy & Procedure* is available to any applicant that wishes to appeal about the outcome of an application for a fee exemption under financial hardship.

Withholding of Certification

Career Keys will withhold the issuing of qualification certification in the event that a student has not paid the due fees and charges.

Responsible Officer

The responsible officer for the implementation and training for this Policy and Procedure is the Sales, Service and Marketing Manager.



Fees and Charges

