

QLD SKILLS ASSURE FEES AND REFUND POLICY

Skills Assure Funding

Skills Assure is a Queensland Government initiative that identifies approved training providers offering subsidised or free vocational education to help individuals gain industry-relevant skills and improve employment prospects.

Academy Green Learning is a Skills Assure Supplier (SAS) approved to deliver funded qualifications under the following programs:

- Career Start
- Career Boost

For up-to-date information about Skills Assure Programs students can visit the following websites:

Career Start (<https://www.qld.gov.au/education/training/funded/career-start>) or

Career Boost (<https://www.qld.gov.au/education/training/funded/career-boost>)

If you are a Centrelink recipient, we will need documentation from you to assist us in calculating your Fee and your eligibility for a fee exemption.

Entitlement

Career Start Entitlement:

Under Career Start, an individual may access up to two subsidised training places through one of the following options:

- a general qualification at certificate III and an apprenticeship/traineeship, noting that if the apprenticeship/traineeship is done first, the individual is no longer eligible to access a general qualification under Career Start; or
- two apprenticeships/traineeships at either certificate II or III, including school based apprenticeships or traineeships (SATs).

In addition, under Career Start, individuals may access one subsidised introductory- level skill set.

An individual cannot do two general pathway qualifications under Career Start.

Career Boost Entitlement:

Under Career Boost, an eligible individual may access:

- one subsidised training place in either a certificate IV, diploma, or advanced diploma qualification under the general training pathway; OR
- a higher level apprenticeship/traineeship at certificate IV or above; and
- up to two subsidised skill sets in priority industries or sectors as part of the program.

An individual cannot do two general pathway qualifications under Career Boost.

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If the individual has already accessed two apprenticeships/traineeships through a school based apprenticeship or traineeship (SAT) or Career Start within the last 10 years, they are not eligible to undertake an apprenticeship/traineeship under Career Boost.

Subsidies

The Queensland Government will pay a subsidy for the qualification directly to the RTO. The amount of funding depends on qualification or course complexity, duration, and how well it aligns with workforce skill needs.

The Queensland Government provides higher subsidies to the RTO to help specific student groups participate in training. These include:

- students who need foundation skills training
- concessional students undertaking vocational qualifications
 - hold a Health Care, Veteran, or Pensioner Concession Card, or are the partner or dependent of someone with such a card and are named on the card
 - have a Commonwealth form confirming eligibility for concessions under a Health Care, Veteran, or Pensioner Concession Card
 - identify as Aboriginal or Torres Strait Islander (First Nations people)
 - have a disability
 - are adult prisoners
- apprentices or trainees from Priority Population Groups (PPGs), as identified in the Contract e.g. individuals from non-English speaking backgrounds or with a disability
- students enrolled in fee-free training initiatives e.g. Free Apprenticeships for under 25s, which focus on specific priority qualifications

Fees

Students are required to contribute to the cost of training through a co contribution (student) fee.

This fee can be paid by an employer, a family member, a friend, or another organisation, but it cannot be paid or waived by the RTO or any person or entity connected to the RTO.

Apprenticeships/Traineeships

Conditions that apply to Apprenticeships and Traineeships

- Co-contribution fees are set by the Department at \$1.60 per nominal hour for each Unit of competency and are calculated at the commencement of each unit. The Co-contribution fee applies consistently across all RTOs delivering apprenticeships and traineeships.
- Additional Co-contribution fees may be charged to the employer; however, these must be negotiated, agreed upon with the employer, and documented upfront, before the apprentice or trainee enrolls in training and training commences.
- When the individual converts from a school-based apprenticeship or traineeship (SAT) to a full-time or part-time apprenticeship or traineeship, Co-contribution fees must be charged for training and assessment for any units of competency not yet commenced. This does not apply to Free Apprenticeships for under 25s.

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Qualification	Average Student Fee	Average Concession Fee
Traineeships		
TLI30325 Certificate III in Supply Chain Operations	\$736	\$294.40
TLI31222 Certificate III in Driving Operations	\$668	\$267.20
BSB40520 Certificate IV in Leadership & Management	\$872	\$348.80
Apprenticeships		
TLI31222 Certificate III in Driving Operations	\$668	\$267.20

Free Apprenticeships

The RTO must not charge a fee to any individual who is eligible for a Government subsidy under the Free Apprenticeships for Under 25s initiative. The Department will cover the Co-contribution fee.

Concessions – Apprentices & Trainees

The RTO must charge only 40% of the standard fee if an apprentice/trainee meets any of the following criteria:

- under 17 years of age at the end of February in the year training is provided
- is not at school and has not completed Year 12
- holds a Health Care Card or Veteran or Pensioner Concession Card, or is the partner or dependent of someone who does; or
- identifies as Aboriginal or Torres Strait Islander (First Nations people).

If an apprentice/trainee is experiencing serious financial difficulties and can demonstrate this, they may qualify for a full fee exemption.

General Training

Qualification	Average Student Fee	Average Concession Fee
TLI30325 Certificate III in Supply Chain Operations	\$1840	\$1472
TLI31222 Certificate III in Driving Operations	\$1640	\$1312

Concessions – General Training

When the student falls into one of the following categories, the concession fee is set at 80% of the actual student fee:

- Holds a Health Care, Veteran or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds such a card and is named on the card;
- Holds an official form issued under Commonwealth law confirming that they, their partner, or the person of whom they are a dependant is entitled to concessions under a Health Care, Veteran or Pensioner Concession Card;
- Identifies as Aboriginal or Torres Strait Islander;
- Has a disability;
- Is an adult prisoner

Full fee exemption

The SAS must apply a full Co-contribution fee exemption where the student falls into one of the following categories:

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- Skilling Queenslanders for Work or SQW participants – this training is provided fee-free to Students with any additional costs met through SQW funding;
- Specific fee-free training programs as announced by the Queensland Government;
- Foundation skills – this training is fee-free;
- Lower-level vocational Qualifications for concessional Students – this training can be provided fee-free to Students, as determined by the RTO

Where payment would cause extreme financial hardship, the RTO may also waive the Co- contribution fee. A Co-contribution fee waiver process should be in place at the time of enrolment.

Where a student appeals a Co-contribution fee waiver decision, the RTO will review the appeal and evidence submitted. The RTO will ask for further supporting evidence and review and make a final written determination.

Payment Schedule

Upfront charging and collection of the total Co-contribution fee is prohibited. The RTO cannot request or demand more than 30% of the total Co-contribution fee cost upfront.

The following schedule applies for the average student fee and demonstrates what each instalment payment may look like:

Qualification	Training Type	1 st Instalment	2 nd Instalment	3 rd Instalment	Total fee
TLI30325 Certificate III in Supply Chain Operations	Apprenticeship Traineeship	\$220.80	\$294.40	\$220.80	\$736
TLI31222 Certificate III in Driving Operations	Apprenticeship Traineeship	\$200.40	\$267.20	\$200.40	\$668
BSB40520 Certificate IV in Leadership & Management	Apprenticeship Traineeship	\$261.60	\$348.80	\$261.60	\$872
TLI30325 Certificate III in Supply Chain Operations	General Training	\$552	\$736	\$552	\$1840
TLI31222 Certificate III in Driving Operations	General Training	\$492	\$656	\$492	\$1640

Please note: this is an example only and actual fee amounts will be confirmed prior to confirming enrolment as the total amount is calculated on the nominal hours for each unit.

Payment Plan

- Instalment 1: is based on 30% of the total student fee payable and will be invoiced at the commencement of training
- Instalment 2: is based on 40% of the total student fee payable and will be invoiced at 30% of total unit completion
- Instalment 3: is based on 30% of the total student fee payable and will be invoiced at 70% of total unit completion

Payment Terms

Where an employer has engaged Academy Green Learning for training services, they will be required to read and accept a Training Services Agreement (TSA).

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Accompanying the TSA will be the related Payment Schedule which details:

- the indicative payment amounts per employee/student
- the payment terms such as when fees are due

Individually engaged students, or where students will be required to make payments, they too will negotiate payment terms by accepting the relevant Payment Schedule.

Protections

Fee Protections

Academy Green Learning has a responsibility to limit the collection fees paid by students to minimise the amount paid in advance at any time. To meet this requirement, Academy Green Learning cannot request a prospective or current student to prepay fees more than a total of \$1500 (being the prepaid threshold fee amount). This means paid prior to the commencement of a course or during the delivery of the course.

If for any reason Academy Green Learning need to cancel the course, it means that your total liability is limited to \$1,500 at the most. Employers are exempt from this threshold and can make payments greater than \$1500.

All students are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection.

Australian Consumer Law

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the [Australian Consumer Law](#) website which includes a range of helpful guides relating to specific areas of protection.

Goods and Services Tax (GST)

Training fees are Goods and Services Tax (GST) exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course. GST does however apply on the payment of some miscellaneous charges which are described below.

Refunds

Withdrawal Without Penalty

Where a student withdraws prior to the first agreed payment term, any payment made shall be refunded in full.

Proportionate Refunds

Where a student withdraws after the 'without penalty' cut-off, a statement of fees shall be issued that

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includes all fees and any fees refunded.

Fees are calculated at an individual unit level and where the amount already paid is higher than the number of commenced units, the difference shall be refunded.

Overcharging

Where it has been identified that an overpayment has occurred, the overpayment amount shall be refunded within 30 days of being identified.

Employer Refunds

Any charges to the employer beyond the co-contribution fee and Government subsidy, is negotiated in the Training Services Agreement.

Where the agreed service or additional item/s are not applied or met, a refund shall be paid.

Refund Circumstances

As payments are agreed to and made at specific milestones, there are generally no refunds to be made. There are however, limited circumstances where a refund may be applicable, being:

1. Where RPL or CTs have been granted after the fees have been agreed.	Student fees are recalculated and adjusted, and a refund is issued for the difference at the instalment payment.
2. If Academy Green Learning closes or is no longer approved to deliver Skills Assure funded training.	Any fees paid in advance of the due date/milestone shall be refunded.
3. Where applicable, the student withdraws but meets the requirements of a lower-level qualification.	Any fees paid will be transferred and applied to the lower-level qualification. Any overpayment shall be refunded.

Fees Recovery

Where fees become due and are not paid, Academy Green Learning shall email two payment reminders:

- 1st payment reminder – sent the day after due date
- 2nd payment reminder – sent 5 days after due date, also notified that training will be suspended until payment is made

A call will be made to discuss the matter. No training will be recommended until resolved.