

ACT USER CHOICE FEES AND REFUND POLICY

ACT User Choice Funding

Funding is available for ACT residents in select qualifications. These are generally available to both new entrant and existing worker trainees

The courses are subsidised for all eligible participants with a further concession rate available for those in receipt of some government benefits.

Fees

Payments Schedule

Where an employer has engaged Academy Green Learning for training services, they will be required to read and accept a Training Services Agreement (TSA). Accompanying the TSA will be the related ACT User Choice 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 ACT User Choice Payment Schedule.

Program	Student fee	Concession fee
BSB30120 Certificate III in Business	\$350	
BSB40120 Certificate IV in Business	\$1200	\$700
BSB40520 Certificate IV in Leadership and Management	\$600	\$100
SIR30216 Certificate III in Retail	\$500	
SIT30622 Certificate III in Hospitality	\$350	
FBP30121 Certificate III in Food Processing	\$500	
MSM30116 Certificate III in Process Manufacturing	\$350	
TLI31222 Certificate III in Driving Operations	\$350	
TLI20421 Certificate II in Supply Chain Operations	\$350	
TLI30325 Certificate III in Supply Chain Operations	\$500	
TLI40324 Certificate IV in Supply Chain Operations	\$500	

Fee Exemptions

The tuition fee must not be charged where:

- the trainee leaves one employer and recommences within 12 months with another employer, in the same qualification and with the same Training provider
- the Australian Apprentice/Trainee is required to go to a different Training Provider because of a change of RTO process

NOTE: In the ACT, for students that can demonstrate genuine hardship, Academy Green Learning will waive the tuition fee and apply for reimbursement from the Chief Minister, Treasury and Economic Development Directorate.

Proof of identification and evidence of eligibility will need to be provided.

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Concession Fees

A funded trainee is eligible for a fee concession if, at the commencement of training they:

- hold a current health care card or pension card, or
- can prove genuine hardship.

Where the Australian Apprentice/Trainee is under 18 years of age this rule will apply if the parent/ guardian holds one of the above cards.

Proof of identification and evidence of eligibility will need to be provided.

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.

Refunds

Withdrawal Without Penalty

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

Where a student withdraws after the 'without penalty' cut-off, a statement of fees shall be issued that includes all fees and any fees refunded.

Overcharging

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

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:

2. If Academy Green Learning closes or is no longer approved to deliver ACT User Choice training.	Any fees paid in advance of the due date/milestone shall be refunded.
3. Where applicable, the student withdraws but	Any fees paid will be transferred and applied to the

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meets the requirements of a lower-level qualification.	lower-level qualification. Any overpayment shall be refunded.
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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.

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