Fees and Charges Policy & Procedure

Doc No: PP007

1.0 Purpose

LITA Training's Fees and Charges Policy and Procedure provides applicants and students and where relevant, their employers, with accurate and timely information in relation to all fees and charges related to their course of interest, including, but not limited to:

- tuition, student services and amenities fees
- administration and incidental fees (where applicable), and
- fees and charges, including subsidies granted against an approved government funded training place.

In 2020-2025, LITA Training has a funding contract through the South Australian government for Skilling South Australia and a Standard VET Agreement with the South Australian Department of Education for the provision of VET for Schools.

2.0 Responsibilities

The CEO is responsible for ensuring this policy and procedure is implemented.

3.0 Scope

This policy and procedure covers all of LITA Training's training and related services.

4.0 Definitions

Applicant means a prospective LITA Training student or interested party.

Student means an enrolled learner that has agreed to use the services provided by LITA Training.

Incidental fee is a charge for an essential good or service that the applicant/student has the choice of acquiring from a supplier other than LITA Training and is for:

- equipment or items that become the physical property of the individual and that are not consumed during the course, or
- food, transport and accommodation costs associated with the provision of field trips that form part of the course.

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 enrols.

5.0 Policy

LITA Training is committed to protect and safeguard all students' fees and to ensure that no student is disadvantaged. The LITA Training *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 LITA Training ceases to provide a course of study in which a student is enrolled.

LITA Training 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.

LITA Training makes readily available through customised course brochures for each course on offer on its website, indicative fees for government subsidised training and never uses any fee amount until the amount is published on its website. 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 *Schedule of Fees*: this may include full or partial exemptions and rebates from fee payment based on criteria specified through funding arrangements. This Schedule will also include itemised detail of any incidental item that the student/employer is expected to provide.

The applicant/student will always receive a copy of their individualised *Fee Schedule,* regardless of who pays (refer next point).

Course fees may be paid on behalf of a student by their employer or another third party. In the case of the forklift short course, where a third party will be arranging payment, LITA Training seeks a purchase order from the third party and issues an invoice for payment on completion.

All fee for service students enrolling in a short course must pay their full fees up-front (never more than $1,500).

LITA Training has in place the following payment policy for its various student cohorts:

- for short courses paid by the employer: invoice forwarded for payment to employer on Day 1 of the short course;
- for short courses paid by the individual: invoice forwarded prior to Day 1 of the short course and payment required prior to commencement;
- for full qualifications paid by the employer: and employee completes the qualification invoice forwarded to the employer at the completion of the course;

- for full qualification paid by the employer and employee does not complete the qualification: invoice forwarded to the employer at the point of student withdrawal for pro-rata fees incurred;
- for full qualification (Skilling South Australia) paid by the student (it is atypical for LITA Training to enrol a full fee-paying funded student): an invoice is issued on a quarterly basis in arrears of training; and
- for full qualification paid by the student (it is atypical for LITA Training to enrol a full fee-paying fee for service student): an up-front deposit of $1,000 is required prior to enrolment with an up-front invoice issued, and the balance of the course paid in arrears of service delivery on a quarterly basis, not totalling more than $1,500 per quarter
- For South Australian VET for Schools secondary students: an invoice is issued to the school for the collection of fees and never to the student or parent/legal guardian/s.

No up-front deposits are taken for any course unless it is a full fee-paying fee student.

The applicant/student will receive advice on the potential for fees to change during the student's course pre-enrolment, in line with this *Policy and Procedure*, within the Student Handbook and on the LITA Training 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 LITA Training's control and/or in the case of domestic students subsidised through SA government 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.

LITA Training course fees cover:

- tuition fees;
- course learning and assessment materials;
- conduct of assessments, and
- all other materials used to deliver the courses.

A booking fee of $75 applies to all truck licence upgrade bookings. This fee is non-refundable for any cancellations in all circumstances

All fee-paying MC students will incur a fee of $1500 to be paid 7 days in advance, with remaining fees to be paid on day of completion prior to receiving certificate of competency. MC students where employer is paying must provide a purchase order from the employer on a letterhead.
Any cancellations made within the 3 days prior to the MC booking, the course will not be refunded, full fee to be charged.

In addition, to support high quality training services, LITA Training charges an additional fee to the employer over and above any Government subsidy, where relevant and as agreed by LITA, the industry association. In 2025, this fee is:

- LITA members incur a fee between $850 - $1,200
- non-LITA Members incur a fee between $1,700 - $2,400.

This fee is invoiced separately and directly to the employer.

LITA Training also charges a certification issuing fee for assessment only services. This fee is:

- LITA members incur a fee of $65 per unit
- non-LITA Members incur a fee of &75 per unit.

When LITA Training collects student fees in advance, it will not collect more than $1,500 as advance fee (pre-paid fee).

6.0 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.

All course fees are made available on the individualised course brochures posted on LITA Training's website.

Course fees are always discussed with the client during the application process. As part of this application process, LITA Training ensures that the prospective student understands that any incidental charges, such as non-consumables which are kept by the student, 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 employer or employment services agency.

The applicant acknowledges their understanding of LITA Training's terms and conditions of calculating and collecting fees through signing against the relevant Clause on the LITA Training's *Application and Enrolment Form*. This is reinforced and further clarified if required at the time of the student's enrolment.

LITA Training will supply each individual with a *Schedule 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 the incidental items that the student/employer is expected to supply.

Where relevant, prior to the commencement of training, LITA Training will sight and retain copies of all documentation demonstrating an individual's eligibility for any 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, LITA Training 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 South Australian government subsidised training, the relevant government funded tuition fees will be used to determine the amount. LITA Training 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.

For VET for Schools students, LITA Training will only charge the set fee for each course, as approved by the Minister and recorded on Schedule 1a, Training Product Summary, Standard VET Agreement.

Fees Paid in Advance

Prior to commencement of a course (which may be a short course), LITA Training does not accept payment of more than $1,500 from a student. Following course commencement LITA Training collects further fees in advance if at any time the total amount paid for services yet to be delivered does not exceed $1,500.

Schedule of Fees

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

The Schedule of Fees lists the qualification/skill set/stand-alone units being delivered, the estimated program duration, the total cost of the course plus any other fees incurred (for example Student incidental material costs).

It also informs of any government subsidy that will cover some or all of the tuition and /or other course fees.

The Schedule is individualised, taking into consideration the applicant/student's circumstances.

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

Payment of Fees & Charges

Course fees may be paid on behalf of a student by their employer or another third party. In the case of the forklift short course, where a third party will be arranging payment, LITA

Training seeks confirmation from the third party and issues an invoice for payment on completion.

Where the student is responsible for payment of the course fees, they my elect to pay required to pay their student fees either in full (in accordance with the fees in advance policy) or in line with a payment plan and usually through a direct debit arrangement agreed by the student.

Where students are unable to pay in a timely manner, they will be encouraged to notify LITA Training's CEO to discuss alternative options.

Where an employer or third party is responsible for payment of the course fees, an invoice will be provided by LITA Training on a mutually agreed payment cycle. This has been confirmed in writing between both parties as part of the enrolment process.

In the instances of the VET for Schools program, LITA Training will issue an invoice to the home school, set at the government approved fee for each enrolled student (refer to Schedule 1a Training Product Summary, Standard VET Agreement). LITA Training will ensure that the invoice contains all relevant information required by the home school and will forward the invoice to the home school's address, as provided by the home school.

The home school is required to pay the invoice within 30 days of receipt of an accurate invoice.
In the event of a disputed amount, the home school must pay the undisputed amount and notify LITA Training of their concerns. LITA Training and the home school will work in good faith and endeavour to resolve any disputes in relation to any discrepancy promptly.

Exemptions in the case of Hardship
LITA Training may apply full exemption or a reduction from the fee where payment of this fee would cause extreme financial hardship to the student, but only at the time of the participant's enrolment and by advising LITA Training's CEO in writing. All requests will be considered within 3 business days by LITA Training's CEO and the outcome issued in writing. Exemptions are at the discretion of LITA Training's CEO.

However this exemption does not apply to students undertaking a Skilling South Australia subsidised program, as LITA Training is not permitted to waive nor pay any course fees.

LITA Training'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
LITA Training will withhold the issuing of qualification certification in the event that a student or a third party has not paid the due fees.

Evidence of Fee Payment
Where LITA Training collects course fees, it retains evidence of its collection.

Refunds of Fees
LITA Training considers refunds in accordance with its *Student Withdrawals, Cancellations, Suspension and Refunds Policy and Procedure*, inclusive of all funded/subsidised students eg VET for Schools students.

7.0 Forms and Records

The following forms should be used in conjunction with this procedure:

- FORM Application and Enrolment
- FORM Credit Transfer and RPL Application
- FORM Complaint Lodgement
- FORM RTO Decision Appeal
- TEMPLATES Schedule of Fees (various in Schedule of Fee subfolder)
- SUPPORTING DOCUMENT Course Brochure (individualised for each course on offer)
- SUPPORTING DOCUMENT Staff Handbook
- SUPPORTING DOCUMENT Student Handbook

The following references should be read in conjunction with this procedure:

- POLICY AND POCEDURE Marketing
- POLICY AND PROCEDURE Credit Transfer
- POLICY AND PROCEDURE Recognition of Prior Learning
- POLICY AND PROCEDURE Student Withdrawals, Cancellations, Suspension and Refunds