## **Smart and Skilled Fee and Refund Policy**

When you enrol in Smart and Skilled you may have to pay part of the cost of training, this is known as the Student Fee, the NSW Government subsidises the remainder of the fee. The fees (total and the amount you have to pay) are set by the government and cannot be changed. However, if you are entitled to a concession you will have this fee reduced and if you are entitled to an exemption then you will not have to pay any Student Fee.

When you check your eligibility as outlined in the Notification of Enrolment Student Information, you can also check out if you are entitled to a concession or exemption and how much your fees will be for the Qualification you to enrol in. We will confirm this amount when we complete the enrolment process.

Other information you should know about our Fees and Rends processes:

* Concessions or exemptions to student fees are set by the government on completion of enrolment and cannot be changed so make sure you provide us will all relevant information before you enrol.
* On enrolment we will give you a Schedule of Fees which will set out when and how you are to pay the student fee.
* We will let you know of additional equipment costs for equipment, text books or field trips prior to enrolment. This will be included in our Course Information and on our website.
* If fees are not paid in full by the end of course delivery as per the payment schedule supplied at enrolment United Transport Solutions will put in place the following procedure to recover fees
* No Certificates or Statements of Attainment will be issued until outstanding fees are paid
* If outstanding fees are not paid in full one month after course completion the matter will be referred to a debt collection agency
* In some circumstances (i.e. under certain Awards) your employer will pay the fee for Apprenticeships and Traineeships – we will let you know if this will be the case.
* There will be no extra fees if we use another party to recruit or deliver training and assessment on our behalf (known as a Third Party Arrangement).
* You will be entitled to two attempts to complete a unit of competency without additional cost. Any further attempts will incur a charge of $100 per unit.
* If you are awarded RPL or Credit Transfer before the enrolment process is completed your student fee will be adjusted to reflect the number of units awarded recognition.
* If you are awarded RPL after enrolment a refund of fees paid or an adjustment to any outstanding fees will be made.
* If you started training in 2015 and paid all the fees you will not be charged any further fees in 2016
* If have a disability and were charged a fee in 2015 this will not be refunded in 2016

**First or Subsequent Qualification**

Your student fee will differ depending on if you have completed other qualifications since leaving school. Those who have another qualification will pay a higher student fee.

**Concessions**For Qualifications up to and including Certificate IV, you are entitled to a concession if you are in receipt of a Commonwealth Benefit or are the dependent of someone on such a benefit

**Exemptions**

You will be entitled to an exemption of fees if you are:

* Aboriginal
* Disabled
* 15- 30 years of age and live in Social Housing
* 15-30 years of age and live, or have lived, in Out-of-home Care

**Fee Protection**

We are aware of our obligations as Registered Training Organisation to protect any student fees paid in advance. To this effect we do not collect fees in advance of more than $1500

**Refund Information**

We will make refunds to students in certain circumstances as listed in the table below. Applications for refunds must be made in writing: carlo.lauricella@unitedtransport.net.au

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| **REFUNDS** | |
| **Circumstance** | **Refund Policy** |
| Withdrawing from a training program | You will be entitled to a full refund of fees paid if you withdraw more than 14 days before the scheduled start of the training program. |
| After 14 days before the scheduled start of the training program no refund will be made |
| If a training program is cancelled before commencement | You will be entitled to a full refund of fees paid |
| **Provider Fee Refund Guarantee** | |
| IF for any reason we cannot complete the training | You will be entitled to a entitled to a refund of fees proportional to the amount of training not delivered |
| If you withdraw from training but have completed an embedded qualification (i.e. complete all the units for a lower level qualification) | No refund will be made |