

Please understand that in signing your enrolment form you are confirming your acceptance of the financial obligations of the program as outlined below.

1 ACCREDITED TRAINING - QUALIFICATIONS

NOTE: Clause 1.0 of this policy does not apply to students enrolling in subsidised programs under the Queensland Government Initiatives

1.0 Payment Options (Student) for Accredited Training – (Full Fees)

Students will not be enrolled and commence training unless either the course is paid in full or the upfront payment has been received. There are three payment options made available to maximise training access for our prospective students.

- **Full Upfront** payment on invoice;
- **Regular Instalments by credit card** (this will require the student to complete a credit card authorisation form for regular instalments to be drawn down against a credit card of choice. An initial **upfront payment of \$450.00** or 10% of total course fees (whichever is the greater) with the remaining instalments to be calculated as a monthly fee and **finalised within 6 months of commencement**. Qualifications will not be issued unless all outstanding monies are paid; or
- **Regular Instalments by direct debit** (this will require the student to set up direct bank transfer from their Bank to the bank details outlined on the LASA Invoice) On invoice an initial **upfront payment of \$450.00** or 10% of total course fees is required (whichever is the greater) with the remaining instalments to be calculated as a monthly fee and **finalised within 6 months of commencement**. Qualifications will not be issued unless all outstanding monies are paid.

Financial Arrears Policy for Accredited Training - a student is deemed as being in financial arrears in the following circumstances:

- A **Regular Instalments credit card** option has had 2 successive “Declined” attempts to process an instalment – the routine process date is the 15th of each month or where the student requests more regular instalments be taken, the dates nominated by the student.

In the case of Financial Arrears for any payment option provided by LASA Aged Care Training Institute, there will be a period of one (1) month to pay outstanding fees. Where this does not occur enrolment will be deactivated. Where this occurs, a student will be unable to attend classes, have outstanding work marked or results issued. Enrolment reactivation will only occur where outstanding fees are paid in full. Deactivation will be notified in writing. Any hardship caused by the deactivation will be the responsibility of the student.

1.1 Payment options (Employer) for Accredited Training (Full Fees)

Upon sign off of training quotation acceptance, your organisation will be invoiced prior to enrolment for the costs set out in the quote, unless prior arrangements have been agreed upon.

1.2 Payment Options for Accredited Training under the Queensland Government subsidised training through Certificate 3 Guarantee and/or Higher Level Skills Program

Students can only access training under the subsidised training once, so it is important you take time to consider your training options.

- Fees are to be paid up front at enrolment and prior to course commencement.
- Fees must be charged and collected by LASA Aged Care Training Institute and **must** not be waived or returned to the payer (except as indicated in relevant program documents).
- Fees may be paid by the student or a third party. LASA Aged Care Training Institute must not refund, waive, pay, return payment or provide a cash payment or bonus either by way of 'referral fee' or otherwise to any payer of the co-contribution fee (including third parties except as provided for in the relevant program policy)
- No Refund applied.

2 WITHDRAWALS, TRANSFERS AND REFUNDS

2.1 Refund Policy for Accredited Training (Full Fees)

Students must apply in writing to LASA Aged Care Training Institute to notify of withdrawal, cancellation or deferral of an enrolment, and intent to request a refund. Refunds may be granted at the discretion of LASA Aged Care Training Institute in accordance with the information below and students will be notified within fourteen (14) working days of the outcome of their request.

Approved refunds will be processed within thirty (30) days of the student being advised of the outcome of the refund application.

All LASA Aged Care Training Institute programs have a non-refundable up front enrolment fee of **\$450.00**.

2.1.0 **Course cancellation by the LASA Aged Care Training Institute**

Where the LASA Aged Care Training Institute cancels a course, the student may transfer the student fee to another scheduled/advertised course within 12 months of the original course date OR if this is not possible due to course availability a pro-rata refund will be provided.

2.1.1 **Course cancellation by a student / employer**

For full course enrolments where upfront payment has been received by LASA Aged Care Training Institute written application for refund must be received within one (1) month of enrolment date to be eligible for refund. Any approved refund will be less **\$450.00**. No refund will be granted for written applications received after one (1) month of enrolment date, unless special consideration applies (see below).

2.1.2 **Deferrals for Accredited Training**

A deferral may be awarded on an individual basis. Deferral requests must be submitted in writing to LASA Aged Care Training Institute and be accompanied by any relevant certified supporting documentation.

Where an Employer has paid for a staff member to enrol in a training program (qualification /skill set) and wish to cancel or transfer the program to another date, LASA Aged Care Training Institute **must** receive at least **ten** working days' notice. Any approved refund will be less **\$450.00**, unless special consideration applies (see below)

2.2 Refund Policy for Accredited Training in accordance with the User Choice 2010-2016 Policy clause 2.6.6

- (a) the provision for full refunds to Participants for Student Contribution Fees charged for training delivery that has not commenced at the time of the cancellation of enrolment
- (b) the provision of proportionate refunds where the Participant has withdrawn from a Unit of Competency/Module; and
- (c) the provision of refunds to employers/industry for additional charges paid beyond the Participant and government contributions

Special Consideration for Accredited Training

Students who withdraw from training due to compassionate or compelling reasons (such as death or serious illness of an immediate family member, or declared natural disaster affecting the student's place of residence) may be eligible for a refund under special consideration. Applications for refund under special consideration must be submitted in writing to LASA Aged Care Training Institute and be accompanied by all relevant certified supporting documentation. All applications will be treated in strict confidence.