

24. Financial Management Procedure

24.1 Fees

Training Beyond 2000 offers training in qualifications which can be provided either on a:

- Full 'Fee for Service' basis; or
- NSW Government subsidised basis.

Training Beyond 2000 delivers nearly all training under a contractual arrangement with the Department of Education, which is subsidised under the Smart and Skilled Program.

24.2 Full 'Fee for Service' Training

Applicants who are unable to meet the criteria to enrol in government subsidised qualifications are able to enrol on a non-subsidised 'fee for service' basis.

The cost of completing a qualification on a fee for service basis is set out in the relevant Qualification Information Sheets on our website.

24.3 NSW Government Subsidised Training

Training Beyond 2000 Pty Ltd offers qualifications which are government subsidised under the Smart and Skilled Program.

What is Smart and Skilled?

Smart and Skilled is a reform of the NSW vocational education and training system which provides individuals with the chance to gain the skills they need to obtain a job and advance their careers.

To be eligible to be enrolled in the Smart and Skilled Program, you must:

- be an Australian citizen, a permanent Australian resident, a humanitarian visa holder or a New Zealand citizen; and
- be aged 15 years or older; and
- live or work in NSW; and
- no longer be at school or equivalent.

Each government subsidised qualification has a fixed qualification price, a government subsidy amount and a participant fee, also known as an Administration Fee. A participant contributes towards the cost of training through the payment of a fee to the training provider. The NSW Skills List identifies which qualifications receive a government subsidy.

Eligibility Evidence

Before applicants can enrol in a course, they will be required to supply evidence to support their eligibility. This evidence can be in the form of:

- Australian Birth Certificate or Passport; OR
- A Certificate of Evidence of Resident Status (CERS); OR
- Humanitarian Visa or visa noting asylum or refugee status;
- Live or work in NSW declaration;
- Previous highest level qualification declaration;
- Year 10 completion or equivalent declaration (if under 17):
- Postcode declaration; OR
- Commonwealth or NSW Government issued document providing evidence of living location e.g. driver licence OR
- an employer issued document confirming employment in NSW.

If applicants are unable to provide any or some of the above, they are welcome to contact Training Beyond 2000 at any time during business hours for further information and assistance.

A summary of acceptable evidence required to establish proof of eligibility and whether it must be sighted or retained is set out in the Smart and Skilled Fee Administration Policy at Appendix 3: *Proof of Eligibility – Acceptable Evidence*. The policy can be accessed at: www.smartandskilled.nsw.gov.au/ and on our website under the Admin/HR tab at: www.trainingbeyond2000.com.au

24.4 Smart and Skilled Subsidised Training

Training Beyond 2000 Pty Ltd conducts subsidised training for qualifications offered under the Smart and Skilled Program, for applicants falling into two categories, being:

- **traineeships** or
- **non traineeships**.

24.4.1 Traineeships

Traineeships are available where the applicant is a new entrant trainee and has been employed for not more than 3 month's full time or 12 months part time or casual or any combination of the above for a continuous period not exceeding 12 months.

Traineeships combine work based training with an employer and formal training from a training provider. They are established under training contracts between the employer and the trainee and are regulated by government.

Where funded qualifications are offered as traineeships, most new entrant trainees are eligible for a Smart and Skilled subsidy.

As a new entrant trainee, you are eligible to a government subsidy for your traineeship qualification, even if you already have a Certificate IV or higher qualification.

You can find out more information about the qualifications and calculate your course fee, if any, on the Smart and Skilled website at www.smartandskilled.nsw.gov.au.

For those NSW Trainees who commence their traineeship qualification on or after 1 January 2020 the Smart and Skilled training will be 'Fee Free'. Under this arrangement, the NSW Government will pay the full participant fee to the provider on behalf of the trainee. The subsidy will therefore cover the total cost of the training (i.e. the qualification price). 'Fee Free' training will be available to commencing trainees for 4 years, until 31 December 2023.

Information regarding eligibility for the Fee Free Traineeship can be located on the VET NSW website at: www.vet.nsw.gov.au.

24.4.2 Non Traineeships

Non traineeship subsidised courses are available where the applicant is an existing worker and meets the requirements to enrol in the Smart and Skilled Program, however, they do not meet the traineeship employment requirements referred to above.

24.5 Validation of Applicant Eligibility and Fee

Prior to enrolment, Training Beyond 2000 will provide each applicant with a Notification of Enrolment which sets out the course fee. The fee is validated from the Provider Calculator.

A Student Fee Estimator is available on the Course Finder search on the Smart and Skilled website. Applicants can refer to the Smart and Skilled website to check their eligibility and estimate their fee for NSW Skills List qualifications. Please note that this will be an estimate only and the final participant fee will be calculated through the Provider Calculator.

24.6 Levying Participant Fees

Participant fees will be levied in two circumstances:

- Full 'Fee for Service' participants; or
- NSW Government subsidised participants

Applicants in both categories will be advised of all fees prior to enrolling in a course.

Training Beyond 2000 will determine the payment arrangements for participant fees and the applicants will be made aware of these arrangements prior to enrolment.

24.6.1 Full 'Fee for Service' Participants

Full 'Fee for service' participants, being participants who are not subsidised will be issued with a tax invoice for an initial pre-payment of \$1500.

As per the requirements for each course offered by Training Beyond 2000, course participants are not required to pre-pay more than \$1500 prior to the commencement of the course.

Once payment has been received, participants will be issued with a tax receipt.

Upon receipt of the initial \$1500, Training Beyond 2000 will provide the participant with training materials for the whole course.

In cases where course fees exceed \$1500, the remainder of the fees will be collected by Training Beyond 2000 from the course participant throughout the duration of the course. No additional payments in addition to the initial \$1500 will be required until the course participants have commenced the course and have completed a proportion of the course equal to the percentage of the course that has already been paid.

All fees must be paid for by the participant by the time they complete their training. An Academic Transcript or Statement of Attainment will not be issued to a participant if there are any outstanding fees owing to Training Beyond 2000.

Training Beyond 2000 does not charge a fee for repeat attempts to complete a unit of competence.

24.6.2 NSW Government Subsidised Participants

For NSW Government subsidised participants, Training Beyond 2000 has an arrangement in place with the participant's employer (aged care provider), for the employer to pay the Smart and Skilled Administration Fee on the participant's behalf.

The specific participants undertaking training and the Administration Fee to be paid will be agreed with the employer (normally the relevant facility Educator and the relevant aged care operator's Head of Learning and Development) before training commences. The employer will be notified of any amendments to the specific participants undertaking training or Administration Fee, as soon as information is available.

The Administration Fee will be invoiced to the employer 3 months after commencement of the training. This will provide time for all Credit transfers and RPL to be determined and enable the correct Administration Fee to be charged.

Once payment has been received, the employer will be issued with a tax receipt.

At commencement of the course, Training Beyond 2000 will provide the participant with training materials for the whole course.

Consistent with the Fee Protection Mechanisms, at no stage will employers be required to pre-pay more than \$1500 for the course.

As in the case of Full 'Fee for Service' participants, Training Beyond 2000 does not charge a fee for repeat attempts to complete a unit of competence.

24.7 Fee Category Eligibility

24.7.1 Charging Fees

There are six categories of participant fees. Training Beyond 2000 will charge the participant the relevant fee set by the NSW Government. This fee will be determined when Training Beyond 2000 enters the applicant's data into the Smart and Skilled Provider Calculator.

Fee Categories

- i. Standard Participant – First Qualification
- ii. Standard Participant – Subsequent Qualification
- iii. Traineeship (for qualifications offered as part of a traineeship pathway)
- iv. Concession
- v. Fee Free Training
- vi. Fee Free Scholarships

i. Standard Participant – First Qualification

The Standard Participant – First Qualification fee applies to participants who do not already hold a post-school qualification from any tertiary sector. Qualifications include vocational and higher education qualifications achieved in Australia or overseas at any time previously.

Qualifications not deemed to be post-school qualifications are qualifications achieved:

- while at school as part of an individual’s secondary education;
- prior to turning 17.

The following qualifications have also been determined not to be classified as post-school qualifications:

- Certificate I level qualifications.
- Smart and Skilled Entitlement Foundation Skills.
- Any other Foundation Skills qualification that is aimed at developing foundation skills as identified in the “National Foundation Skills Strategy” (up to and including Certificate III), including:
 - English language, literacy and numeracy (such as listening, speaking, reading, writing, digital literacy and use of mathematical ideas);
 - Employability skills (such as collaboration, problem solving, self-management, learning and information and communication technology skills required for participation in modern workplaces and contemporary life).
- Certificate IV NSW Tertiary Preparation Certificate.

Participants who hold any of the above qualifications will pay the First Qualification Fee to Training Beyond 2000.

The First Qualification fee also applies to fees for 15 – 17 year olds regardless of any previous qualification.

ii. Standard Participant – Subsequent Qualification Fee

Standard Participant – Subsequent Qualification Fee applies to participants who already hold a previous post-school qualification from any tertiary sector. This category includes vocational and higher education qualifications achieved in Australia or overseas at any time previously.

Where a participant completes a Smart and Skilled qualification and enrolls in another Smart and Skilled qualification (except an apprenticeship or traineeship), the participant will be charged the Standard Participant – Subsequent Qualification fee for the subsequent qualification.

iii. Traineeship fees

Traineeship fees for participants undertaking a Skills List qualification in 2019 as a new entrant trainee, the fee is capped at \$1,000.

For those NSW Trainees who commence their traineeship qualification on or after 1 January 2020 the Smart and Skilled training will be 'Fee Free'. 'Fee Free' training will be available to commencing trainees for 4 years, until 31 December 2023.

A trainee will be eligible for the traineeship fee regardless of the number or level of post-school qualifications they hold.

iv. Concession

Participants may be eligible for a concession or fee exemption in certain circumstances.

A participant who receives a specified Commonwealth benefit or allowance is eligible for a **concession fee** for a qualification up to and including Certificate IV. A concession fee is also available to a participant who is a dependent of a person receiving a specified Commonwealth benefit or allowance.

v. Fee Free Training

Participants who may qualify for a **fee exemption** include: Australian Aboriginal and Torres Strait Islander people as well as people with a disability (including the disabled person's dependent child, spouse or partner) and individuals with refugee and asylum seeker status.

vi. Fee-Free Scholarships

A participant undertaking a full qualification up to and including Certificate IV may be eligible for a Smart and Skilled Fee-Free Scholarship if they are:

- Aged between 15 and 30 (inclusive) at the start date for training and eligible for a concession fee (i.e. a Commonwealth welfare recipient); or
- Meet the Out-of-Home Care definition at the time of enrolment and are:
 - Aged 15 to 17 years and currently in out-of-home care; or
 - Aged 18 to 30 years and previously in out-of-home care; or
- Aged 15 and over, and be able to disclose (self-declare) at an enrolment that they meet the domestic and family violence definition

Further information about eligibility for Fee-Free Scholarships and Fee Free Training is set out in the Smart and Skilled Fee Administration Policy at Appendices 4, 5, 6, 7 and 8 which can be accessed at: www.smartandskilled.nsw.gov.au/ and on our website under the Admin/HR tab at: www.trainingbeyond2000.com.au

24.8 Costs Covered by the Training Provider

The price of a qualification will cover the total cost incurred by the training provider to deliver the training, including assessment. This will include the following:

- tuition;
- textbooks;
- workbooks;
- handouts; and
- practical assessment material such as wound dressing packs.

Course fees quoted to applicants are specifically to cover the costs of the training fees. Should there be any additional costs we will advise the applicant at the time of enrolment.

Training Beyond 2000 Pty Ltd will never request more than \$1,500 from participants prior to enrolment. Participants are able to make application to Training Beyond 2000 Pty Ltd to pay off their course costs by instalments.

The issuing of qualifications will only be made once all fees have been paid.

24.9 Refund Policy

Withdrawal With or Without Penalty

If a participant advises Training Beyond 2000 in writing they are withdrawing from their course at **least 7 days before** the commencement of any in-class workshops and before any course materials have been issued to them they will be eligible to have their course fees refunded to them with no penalty.

If the participant's notification of course withdrawal is less than 7 days before course commencement, the amount refunded will be the total fees paid by the participant to date less a processing fee of no more than \$200 and the cost of any course materials provided to the participant.

Should participants withdraw after they have attended training and after they have received course materials, no course fees will be refunded.

Refunds for Deferring Students

If a participant indicates they wish to defer training in an approved qualification, we will make all reasonable efforts to assist participants defer their training.

We will only permit a deferral of no more than 12 months from the date of receipt of notice from the participant that they wish to defer their training. Participants who do not recommence their training within 12 months will be recorded as a “discontinuing participant”.

In the event a participant has deferred but does not recommence their training, the participant will be issued with a Statement of Attainment for competencies completed, if any.

There will be no fee refund for deferring participants.

Refunds for Discontinuing Students

If a participant proceeds to discontinue their training, they must advise Training Beyond 2000 Pty Ltd in writing immediately. The participant will be issued with a Statement of Attainment for completed units of competency within **21 days** of notification of the discontinuance. There will be no fee refund for discontinuing participants.

A participant who wishes to recommence training after having discontinued their training will be treated as a new applicant and the Notification of Enrolment process must be carried out.

Partial refunds for Recognition of Prior Learning (RPL) and/or Credit Transfer (CT) granted

Applicants who have applied for RPL or CT for part of their qualification, will be eligible for a reduced course fee. All RPL and CT should be approved before commencement of the program, to ensure that the applicant is correctly billed for the reduced course fee.

Should the participant request RPL and/or CT after course commencement a revised course fee will be calculated and a partial refund provided, where applicable.

Refunds for participants withdrawn from the program, not of their own accord

Should Training Beyond 2000 close or be no longer able to provide training under the Smart and Skilled Program, the participant will be provided with a Statement of Attainment for the units of competence successfully completed and refunded the remaining course fees. In these circumstances, participants will also be referred to an alternative Registered Training Organisation that provides the same qualification training.

Refunds for participants who withdraw from the course, but have completed the requirements for a lower level qualification

Participants who withdraw from their course, but have completed the units of competence required for a lower level qualification, will be issued with a Statement of Attainment, listing the units of competency successfully completed. No refund will apply.

Transferring Participants

A participant undertaking a Smart and Skilled qualification may withdraw from a qualification with a Smart and Skilled Provider and transfer to another Smart and Skilled Provider to complete their qualification when:

- a. The participant chooses to of their own accord – there is no refund of fees already paid unless at the approval of the Director of Training Beyond 2000 in extenuating circumstances.
- b. Training Beyond 2000 ceases trading – the fees relevant to the non-completed units of competence will be refunded to the participant.
- c. Training Beyond 2000's Smart and Skilled contract has been terminated - the fees relevant to the non-completed units of competence will be refunded to the participant
- d. The participant is transitioning from a superseded qualification – no additional fees are required

24.10 Recovery of Outstanding Fees from Participants (Employer) Procedure

Training Beyond 2000 takes the following steps to recover outstanding fees from participants or employers who are paying the Student Administration Fee on behalf of the participants:

- The participants or employer (as applicable) will be sent a reminder notice 28 days after initial invoice to remind them fees are overdue
- If the outstanding fees are not paid within 14 days of the reminder notice the participant or employer (as applicable) will be contacted personally to discuss options of payment such as a payment plan
- **For Smart and Skilled subsidised training, notwithstanding a situation where the employer does not pay the Administration Fee, the participant will be issued with an Academic Transcript or Statement of Attainment.**

24.11 Consumer Protection Policy

Under Smart and Skilled funding arrangements, Training Beyond 2000 has implemented policies and procedures for dealing with participant's complaints, grievances and appeals in a constructive and timely manner. These policies and procedures are consistent with ASQA requirements and the NSW Quality Framework.

Our Consumer Protection Policy and Consumer Protection Procedures can be located on our website under the Admin/HR tab at: www.trainingbeyond2000.com.au

24.12 Consumer Protection Strategy

The Consumer Protection Strategy ensures participants receive training consistent with the national VET regulator's requirements (the Australian Skills Quality Authority) and requirements for training providers regarding the Smart and Skilled contract.

The strategy covers:

- participant's rights and obligations;
- participant's protection obligations of training providers;
- explanation of the measures the NSW Government has implemented to protect the rights of participants of Smart and Skilled training;
- complaints handling and dispute resolution process; and
- lists of other agencies to assist in complaints handling process.

The Consumer Protection Strategy can be downloaded from:

www.training.nsw.gov.au/forms_documents/smartandskilled/contract/consumer_protection_strategy.pdf

24.13 Request for Qualification Reprint

In the event a participant has destroyed or misplaced their Certificate/Statement, a \$30.00 reprinting fee will be charged when requested 60 days or more after the original document was issued. In the event the Certificate/Statement did not arrive via the post within 60 days after completion of the course, the participant must notify Training Beyond 2000 otherwise the \$30.00 fee to reissue will be charged. These details are set out on our website under the **Admin/HR** tab.

This Financial Management Policy and Procedure is available on our website under the **Admin/HR** tab.