

Date of Implementation

13th May 2024

Date Reviewed

May 2024

Date Due for Review

May 2025

Fee for Service Policy and Procedure (Clause 7.3)

Purpose

This document is intended to set out a policy and procedure for collecting Fee-For-Service (FFS) fees for enrolment in accredited training at MiHaven Training (including where training is delivered under third-party agreement). This FFS policy applies to all enrolled students not using or accessing any form of Queensland Government funding.

Scope

Fee for Service amounts are set by MiHaven Training as the RTO for each course we currently have on our scope of registration, these are reviewed and updated often and accessible from the MiHaven Training website. A student is required to pay fees, including enrolment fees, tuition fees, materials fees, textbook fees or any other fee that is mandatory for the specific course. These fees are reflected in the Schedule of Fees located on the MiHaven Training website and are also discussed with the individual student prior to applying to enrol with MiHaven Training.

Fees are payable prior to commencing studies with MiHaven Training, this is a step within the enrolment process, with the exception being if the total fees are greater than \$1500. MiHaven Training cannot accept fees in excess of \$1500 at any time in line with clause 7.3 of the Standards for Registered Training Organisations (RTOs) 2015.

This policy is applicable to individual students for fees and charges of training programs or courses, any third party, employers or guarantor responsible for student's fees and charges for training programs or courses.

Debt Collection

Where students fail to pay all fees and charges by the due date indicated on the invoice, MiHaven Training will manage the recovery of outstanding debts through debt recovery procedures. Debt collection takes place when MiHaven Training seeks to secure payment from students who are legally bound to pay money owed. It is important that any student involved in recovering debt is aware of their legal obligations.

By signing the application for enrolment form the student is agreeing to pay all relevant fees as all qualifications, including Statement of Attainments (SOAs) will not be issued to students who have not made full payment for their course.

General Conditions for Student Fee for Service

1. How FFS fees are charged:
 - a. Participant will be charged for the Full Fee for Service (FFS) Rate for training and assessment, unless they have access to Queensland Government Funding:
 - i. VET in School (VETiS)
 - ii. Certificate 3 Guarantee (C3G)
 - iii. Higher Level Skills (HLS)
 - iv. User Choice (UC)
 - v. Skilling Queenslanders for Work (SQW) under third-party agreement
2. Fee discounts:
 - a. We do not offer discounts for FFS Rate fees
3. Disclosure of Fees:
 - a. FFS fees along with all pertinent information about the offering is disclosed as Schedule of Fees during the enrolment:
 - i. Hard copy is given to students and,
 - ii. Downloadable copy is published on the MiHaven Training Website
4. Deposits:
 - a. 'Prepaid fees' (sometimes referred to as 'fees collected in advance') means fees that are collected before the relevant services have been provided. These include payments made at any time before, during or after the student enrolls.
 - b. MiHaven Training **cannot accept fees in excess of \$1500** at any time in line with clause 7.3 of the Standards for Registered Training Organisations (RTOs) 2015.
 - c. The MiHaven Training Refund Policy will apply in case of student withdrawal prior commencing the course.
5. Payment Options:
 - a. You can pay your fees by way of:
 - i. Upfront payment **not in excess** of \$1500, method through Cash, EFT or Bank Transfer. Please use your invoice number and full name as a reference.
Account Name: MiHaven Pty Ltd.
BSB 034167 Account 505508
 - ii. Approved Payment Plan*
 - The Individual Fees is totaling more than \$1500¹
 - All applications for a payment plan must be approved in writing by the MiHaven Training Operations Manager
 - Co-providers are not authorised to approve an application for a payment plan for fees payable to MiHaven Training
 - Payment information according to your agreed payment plan will be issued to the student. Information regarding payment will be forwarded to your nominated contact email or address.
 - iii. Fee Payment
 - Students must make sure that fees are paid in full by the due date written on the tax invoice.

- Statement of Attainment or Certificate and Record of Results will only be issued once outstanding fees have been paid in full.
- **Fees in excess of \$1,500 cannot** be paid to MiHaven Training at any one time in accordance with Clause 7.3 of the Standards for Registered Training Organisations (RTOs) 2015.
- Payment plans can be arranged in agreement with MiHaven Training.
- iv. Refund
 - Refund payments (if any) are calculated and paid as per our Refund Policy.
- v. Credit Transfer
 - Credit Transfer is applicable for those participants who have already completed other accredited units of competency, credit transfer application form alongside a copy of Statement of Attainment must be provided to MiHaven Training before the unit of competency starts.
 - If application for credit transfer form is submitted after the delivery of the unit of competency, then FFS will still apply.

*MiHaven Training only allows payment plans for fees more than \$1500. MiHaven Training recognises that some students may require a payment plan for amount less than \$1500. In these circumstances, please contact MiHaven Training Operations Manager (07) 4041 0407 to discuss whether a payment plan can be made for fees that are less than \$1500 in total.

6. Withdrawing from the course

- a. Participants need to advise MiHaven Training if they wish to discontinue from the course. Student withdrawal form is to be completed, the form is downloadable from MiHaven Training website
- b. Students can only withdraw from units that have not passed the training schedule end date.

7. Additional units to enrolment

- a. If additional units are requested, MiHaven Training will consider the request and will give advice in writing whether it is approved or not.
- b. There are instances that MiHaven Training may be unable to process the request due to operational factors (e.g. we may not have the resources available to deliver the unit), it may be not in MiHaven Training's scope of registration.
- c. Administration fees will apply per each request, and policy for FFS will apply.

8. Swapping units/qualifications and/or training class

- a. If participant swap units/ qualification and/or class, then they will need to withdraw from the first units/ qualification and/or class and adding the replacement unit.
- b. Administration fees will apply per each request, and policy for FFS will apply.

9. Extensions to the end date of training

- a. The end date of training for a unit is written on the training schedule, participants should strictly follow the training schedule provided by MiHaven Training to avoid any additional cost.
- b. If participants are unable to complete the assessments by the end date of training, extension can be requested, MiHaven Training will consider the request and will give advice in writing whether it is approved or not.

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- c. There are instances that MiHaven Training may be unable to offer an extension due to funding/ contractual obligations and/or operational factors (e.g. we may not have a trainer / assessor to assess the participants at a later date).
 - d. There are instances that MiHaven Training may extend the end date of training due to operational reasons. No fees will be charged in these circumstances.
10. Nominal Duration of Qualification
- a. Every qualification has a nominal duration, this can be found at the top of the qualification training schedule or accessed online through the Queensland Training Information Service (QTIS): <http://www.qtis.training.qld.gov.au/>
 - b. Once the nominal duration of the qualification is reached, a warning email will be sent out to the student to make contact with MiHaven Training, if return contact from the student has not been made within five (5) business days of the warning email, the student will be withdrawn, and a Statement of Attainment issued.
 - c. Students are able to request an extension of time (fees may apply), MiHaven Training will consider the request and will give advice in writing whether it is approved or not.