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Fees and Charges Policy

Document Control

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V2.0	13/8/2024	L Canale	Review and update of initial policy

Policy

Liift Learning will advise learners of applicable course fees, the cancellation and refund policy prior to enrolment. This policy ensures consistency, fairness and transparency for learners enrolled into a course of study with Liift Learning.

Purpose

Liift Learning will ensure that all fees charged, and refunds provided for training and assessment services are according to the payment terms agreed to at the learner enrolment or client service agreement.

This Policy and Procedure supports the following Standards Registered Training Organisations 2015:

5.3. Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

a) all relevant fee information including:

- i) fees that must be paid to the RTO; and
- ii) payment terms and conditions including deposits and refunds

b) the learner's rights as a consumer, including but not limited to any statutory cooling off period, if one applies

c) the learner's right to obtain a refund for services not provided by the RTO in the event the:

- i) arrangement is terminated early; or
- ii) the RTO fails to provide the agreed services.

5.4. Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

Scope

This policy applies to all Liift Learning staff involved in receiving payment and providing refunds for learners, clients and other stakeholders

Fees and Charges

The schedule of fees and charges may include the following but not limited to:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program
- any additional fees such as fees for re-issuing an AQF certificate, re-assessment fee or other miscellaneous charges
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee
- the nature of the guarantee given by Liift Learning to honour its commitment to deliver services and complete the training and/or assessment once the learner has commenced study
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing learners, group bookings etc
- the fees and charges for additional services, including such items as issuance of a replacement qualification or statement of results and the options available to learners who are deemed not yet competent on completion of training and assessment; and
- Liift Learning refund policy.

Learner Fees Terms and Conditions

- The initial fee payment must be made prior to commencing training or within 7 days of receiving an invoice from Liift Learning. Liift Learning may suspend or discontinue training if fees are not paid in accordance with the agreed fee schedule. This is outlined in the training proposal.
- Qualifications and Statements of Attainment will not be issued until course fees are paid in full.
- Where a course exceeds \$1,500, the invoice is structured by a fee payment schedule where \$1,500 is collected at enrolment and the remainder is collected during the course and prior to completion.

Refunds

A learner who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. Liift Learning staff who are approached with initial notice of cancellation are to ensure the learner understands their rights with regards to the refunding of course fees. The learner is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

The following refund policy will apply:

- Prior to commencement. Learners, who give notice to cancel their enrolment 14 days or more prior to the commencement of a program, will be entitled to a full refund of fees paid.
- Learners who give notice to cancel their enrolment 3 -13 days prior to the commencement of a program will be entitled to a 75% refund of fees paid.
- Learners who cancel their enrolment either 2 days prior or after a training program has commenced will not be entitled to a refund of fees. This includes accessing your online learning platform and commencing online assessments.
- Any rescheduling of face-to-face assessments will incur a transfer fee of \$25.
- Non-attendance of the face-to-face assessment will incur an administration fee of 25% of the course fee.
- An exception to this policy is where Liift Learning fails to fulfil its service agreement and fees are refunded under our guarantee to clients.
- Discretion may be exercised by Liift Learning in all situations, if the learner can demonstrate that extenuating or significant personal circumstance led to their withdrawal.

Liift Learning reserves the right to cancel a course if intake numbers are insufficient. In the unlikely event that Liift Learning is unable to deliver a learner's course in full, a refund will be offered for all the unused course money paid to date. The refund will be paid to the learner within 2 weeks of the day on which the course ceased being provided. Alternatively, enrolment may be offered in a different course by Liift Learning.

Liift Learning reserves the right to change its fees and conditions in accordance with the Changes to Terms and Conditions policy (see below)

Changes of course fees will not apply to learners who have paid and or have already commenced their course. If a learner believes that these changes are unreasonable, they have the right to access Liift Learning complaints and appeals processes.

No refund will be granted to a learner whose enrolment is terminated for failure to comply with Liift Learning policies and procedures. Learners who commit behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund. Please refer to the Behaviour Misconduct Policy for further guidance.

Guarantee to clients

If the course does not start on the agreed starting date or the course ceases to be provided before it is completed, Liift Learning will make every effort to transfer the learners' enrolment to another RTO. If this is unsuitable, Liift Learning will issue a full refund for any services not provided. The basis for determining "services not provided" is to be based on the units of competency completed by the learner and which can be issued in a statement of attainment at the time the service is terminated. This refund will be paid to learners within 14 calendar days of the default day with a statement explaining how the refund amount has been calculated.

Changes to terms and conditions

If at any time there is a change to the agreed services to be provided or policies relating to the learner's rights and the payment of fees and other charges, Liift Learning must advise current learners in writing (email) prior to any of these changes coming into effect. This includes changes in relation to new third-party arrangements or changes to ownership of Liift Learning.

Learners are to be notified of any changes to terms and conditions 28 calendar days prior to these changes coming into effect. On being informed of these changes, learners have the right to appeal the decision of Liift Learning if the decision effects the terms of their enrolment or the services agreed to at the beginning of their enrolment. The appeal of any decision is to be handled in accordance with the Appeals Policy and Procedure.