

Purpose

The purpose of this Policy is to ensure that there is clear and transparent information available to students and other paying stakeholders accessing Nationally Recognised Training and Assessment services through Vative. Vative makes every effort to ensure all paying clientele are made aware of the fees, refunds and cancellations policy before accepting any engagement of services.

Vative exercise fair and reasonable financial dealings to ensure compliance with regulatory bodies.

Standards and Conditions

The following table represents areas which this policy and procedure relates to in accordance with Federal and State Government contract guidelines.

ASQA: Standards	VIC Funding Contract	NSW Funding Contract	QLD Funding Contract
Standard 5.3	Schedule 1, Clause 1.3 (b)		
	Schedule 1, Clause 1.3 (c)		
	Schedule 1, Clause 5		
	Schedule 1, Clause 10.5		

Responsible Parties

The Chief Executive Officer is responsible for ensuring this policy is adhered to.

Policy Outline

Vative charges fees for participation in both Fee for Service and Government subsidised training programs. Where fees are paid in advance, the payment records will ensure that the participant's payments are recorded separately within the accounting system and in sufficient detail so that training progress can be monitored against fees paid.

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Fees and Charges

Vative's fees and charges for each course vary depending on the state where the training is conducted, as they are subject to government-regulated course fees and funding.

Administration & Materials Fees

The following Materials and Administration fee will be charged for each Workplace based student upon enrolment, this fee may be payable by a student's employer (where applicable):

- ✓ Administration Fees: \$100 per Learner is incurred for the facilitated online enrolment.
- ✓ Material Fees: \$50 per Learner is incurred for either printed material or access to Vative's Learning Management System for e-learning materials.
- ✓ Carbon Off-set Fees: \$4 is applicable when client elects for printed learning material over available electronic. Proceeds from this fee are 100% donated to Carbon Positive Australia to plant new trees. This initiative is part of Vative's commitment in community climate action for a healthier environment.

Material and admin fees are subject to change and can be waived at the CEO's discretion.

VICTORIAN FEES & CHARGES

Certificate III in Competitive Systems and Practice

Learner Costs	Government Funding	Learner Fees	Admin & Material Costs
\$3,600	\$3,600	NIL	\$154

Certificate IV in Competitive Systems and Practice

Learner Costs	Government Funding	Learner Fees	Admin & Material Costs
\$4,350	\$4,350	NIL	\$154

Diploma of Competitive Systems and Practice

Learner Costs	Government Funding	Learner Fees	Admin & Material Costs
\$5,785	\$5,785	NIL	\$154

Graduate Certificate in Competitive Systems and Practice

Learner Costs	Government Funding	Learner Fees	Admin & Material Costs
\$3,934	NIL	NIL	\$154

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NEW SOUTH WALES FEES & CHARGES

Certificate III in Competitive Systems and Practice

Learner Costs	Government Funding	Learner Fees	Admin & Material Costs
\$5,870	\$4,470	\$1,400	\$154

Certificate IV in Competitive Systems and Practice

Learner Costs	Government Funding	Learner Fees	Admin & Material Costs
\$6,410	\$3,130	\$3,280	\$154

NSW Concessions under Smart and Skilled Funding

Learner Fees are subject to Concession discounts under Smart and Skilled where individuals hold a current and valid:

- Healthcare Card issued by the Commonwealth;
- Pensioner Concession Card;
- Veteran's Gold Card;
- An alternative card or concession eligibility criterion approved by the Minister for the purposes of the Skills First guidelines;
- The spouses card for a Dependent Spouse (or Dependent Child of a card holder);
- Referred Job Seeker;
- Or if the student self identifies as Aboriginal or Torres Strait Islander

Under a Concession, Learner fees will be at a rate of \$240

QUEENSLAND FEES & CHARGES

Certificate III in Competitive Systems and Practice

Learner Costs	Government Funding	Learner Fees	Admin & Material Costs
\$4,430	\$3,662	\$768	\$154

Certificate IV in Competitive Systems and Practice

Learner Costs	Government Funding	Learner Fees	Admin & Material Costs
\$7,520	\$6,592	\$928	\$154

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Cancellation Fees and Refunds

Withdrawing prior to enrolment

If training is withdrawn subsequent to the acceptance of the proposed contract, and/or not commenced within 90 days of signing, a 20% Operational and Administrative fee will be applied to the affected service element(s).

Withdrawing post enrolment

In the event that a Learner departs from their employment or, in consultation with the client, decides to withdraw from their training, written notification must be provided to Vative.

Withdrawals of funded participants will result in charges corresponding to their completion progress:

- ✓ \$2,700 if assessed less than 50% complete
- ✓ \$1,500 if assessed more than 50% complete.

The Enrolment and Administration fees are considered non-refundable.

Learners who have been granted a refund will transacted within 30 days from notification date.

Procedure Outline

All refund requests must be made in writing and submitted to the Chief Executive Officer through:

- ✓ Direct e-mail to accounts@vative.com.au with the subject heading "Request for Refund"; or
- ✓ Direct postal mail to 260A Blackburn Road, Glen Waverley VIC 3150, attention to Chief Executive Officer.

Clients requesting a refund of fees must provide the following details in writing:

- ✓ Purpose of refund
- ✓ Full name as depicted on the student enrolment form
- ✓ Contact telephone number (mobile, home or work)
- ✓ Contact e-mail address
- ✓ Address (work or home)
- ✓ Enrolled qualification(s)

The Chief Executive Officer will respond to the request directly with the student or the employer primary contact if the training is workplace based and the fees were paid directly by the employer on behalf of the student. The Chief Executive Officer will abide by the following timeframes to action requests for refunds in a timely and efficient manner:

- ✓ Respond to all written requests within 10 business days
- ✓ Authorise and issue a refund within 15 business days following the initial response to the client

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Payment Terms

The client will pay Vative within 14 working days of receiving an invoice. Late payments at the discretion of Vative may incur a 10% annual interest fee calculated monthly from due date of payment or optionally training may be deferred until payment is made.

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