


Appendix 1. 2018 Fee Administration Policy

Enrolment fees								
Qualifications		Enrol type ⇒	Enrolment Fees				Fee for Service FFS	Duration (Fee for Service only) Maximum time to complete qualification from Start Date of enrolment
			Traineeship NSW Smart & Skilled		Entitlement model NSW Smart & Skilled			
Code	Title	Contract type ⇒	New Entrant (NE)	Existing Worker (EW)	1 st qualification	2 nd qualification		
CHC30113	Certificate III in Early Childhood Education and Care		\$1,000	\$6,600	\$1,600	\$1,930	\$6,600	12 months
CHC40113	Certificate IV in School Age Education and Care		\$1,000	NA	\$1,990	\$2,320	\$6,720	
CHC50113	Diploma of Early Childhood Education and Care		\$1,000	\$7,515~	\$4,420	\$4,970	\$7,515~	2 years
CHC50113	Diploma of Early Childhood Education and Care		\$1,000	\$11,690	\$4,420	\$4,970	\$11,690	
CHC33015	Certificate III in Individual Support		\$1,000	\$6,620	\$1,450	\$1,750	\$6,620	12 months
CHC43015	Certificate IV in Ageing Support		\$1,000	\$10,070	\$1,990	\$2,320	\$10,070	
BSB30115	Certificate III in Business		\$1,000	NA	\$1,320	\$1,580	\$5,140	
BSB42015	Certificate IV in Leadership and Management		\$1,000	\$5,790	\$1,580	\$1,850	\$5,790	
Single Unit of Competencies (UOC)		1 UOC	2 UOC'S	3 UOC'S	4 UOC'S	5 UOC'S	6 UOC'S	Refer to full qualification fee
		\$ 250	\$ 230	\$ 210	\$ 190	\$ 170	\$ 150	
		per UOC	per UOC	per UOC	per UOC	per UOC	per UOC	
Duration to complete single UOC's		3 months			6 months			
Re-enrolment / Continuing admin fee		\$300 + all outstanding account fees and / or additional marking fee						
Key legend								
~	To be eligible for this fee the student must hold either the CHC30113 - Certificate III in Early Childhood Education and Care qualification							
UOC	Unit of competency							
FFS	Fee for service enrolment (<i>applicable to any participant</i>)							
NA	Not eligible to enrol under this enrolment type for the applicable qualification							
	Eligible in some NSW regions							
Late fees	Where participants fail to complete within the qualification timeframe and where no request has been made in writing for an extension or approval granted, a monthly late fee \$100 per month will be charged and payable prior to any certificate or Statement of Attainment being released (<i>not applicable for traineeships</i>)							
Cooling off period	*Cooling off period of Zero to 48 hours is only applicable to fee for service enrolments							
	Note: Some modern Awards include provisions that require the employer to pay the fee on behalf of their trainee. Where this is the case, the employer will pay the participant fee. Please refer to your relevant award for further information.							
Re-enrol Admin Fee	Where a learner re-enrols into the same qualification within 28 days of their end date a \$300 REAF will be applied.							

Payment plan options

Enrol type ⇒	Traineeship		Entitlement model		FFS	 A division of globalpayments
	NSW Smart & Skilled		NSW Smart & Skilled			
Contract type ⇒	New Entrant	Existing Worker	1 st Qualification	2 nd Qualification	FFS	Eligibility criteria ↓
Options ↓						
1	✓	✗	✗	✗	✗	PAYMENT PLAN OPTION 1 - All qualifications: New Entrant Traineeships only Payment 1: \$300 course enrolment fee payable upon enrolling Direct Debit payment plan for ongoing minimum of \$50 is payable weekly until the qualification or course has been paid in full
2	✗	✓	✓	✓	✓	PAYMENT PLAN OPTION 2 - CHC30113 & CHC40113 enrolments only Payment 1: \$300 course enrolment fee payable upon enrolling Direct Debit payment plan for ongoing minimum of \$60 is payable weekly until the qualification or course has been paid in full
3	✗	✓	✓	✓	✓	PAYMENT PLAN OPTION 3 - All qualifications except CHC30113 & CHC40113 enrolments Payment 1: \$300 course enrolment fee payable upon enrolling Direct Debit payment plan for ongoing minimum payment of \$100 is payable weekly until the qualification or course has been paid in full

Note: Lump sum payments can be made as long as they don't exceed the limits within our fee protection policy

Key legend

✓	Option available
✗	Option Not available
Notes	(i) No workbook or resources will be allocated for your qualification until the applicable fees have been paid depending on the payment option you have chosen (ii) Defaulted payment plans will result in suspension or cancellation of training and the full qualification fee will be due and payable within 14 days from the date of default notice.

Payment methods accepted

Credit Card (Mastercard / Visa accepted only) 2% surcharge applies
 Electronic Funds Transfer or Direct Deposit – Ezi Debit Payment plan
 In Person (Cheque, Cash, Eftpos, Credit Card accepted)
 Mail (Cheque only)

SCHEDULE of FEES

Effective 1st January 2018

Qualification name	Incidental fee description	Indicative cost only	Option or Required	KTS order or external
Certificate III in Individual Support	As used at time of enrolment	\$ 95	Optional for work based learners – compulsory for FFS enrolments	Internal order
	Work placement uniform – Black pants	\$ 40+	Essential <i>if undertaking work placement</i>	Various
	Black enclosed, non-slip shoes	\$ 40+	Essential <i>if undertaking work placement</i>	Various
	Name badge	\$ 9	Essential <i>if undertaking work placement</i>	Internal order
	Nurses Kit	\$ 55	Optional	Internal order
Certificate IV in Ageing Support	As used at time of enrolment	\$ 95	Optional for work based learners – compulsory for FFS enrolments	Internal order
	Work placement uniform – Black pants	\$ 40+	Essential <i>if undertaking work placement</i>	Various
	Black enclosed, non-slip shoes	\$ 40+	Essential <i>if undertaking work placement</i>	Various
	Name badge	\$ 9	Essential <i>if undertaking work placement</i>	Internal order
Certificate III in Early Childhood Education and Care	As used at time of enrolment	\$ 90	Optional for work based learners – compulsory for FFS enrolments	Internal Order
	Work placement uniform – Black pants	\$ 40+	Essential <i>if undertaking work placement</i>	Various – <i>check with host employer</i>
	Black enclosed, non-slip shoes	\$ 40+	Essential <i>if undertaking work placement</i>	Various
	Name badge	\$ 9	Essential <i>if undertaking work placement</i>	Internal order
	Wide brim hat	\$ 10	Essential <i>if undertaking work placement</i>	Various – <i>check with host employer</i>
Diploma of Early Childhood Education and Care	As used at time of enrolment	\$ 90	Optional for work based learners – compulsory for FFS enrolments	Internal Order
	Work placement uniform – Black pants	\$ 40+	Essential <i>if undertaking work placement</i>	Various – <i>check with host employer</i>
	Black enclosed, non-slip shoes	\$ 40+	Essential <i>if undertaking work placement</i>	Various
	Name badge	\$ 9	Essential <i>if undertaking work placement</i>	Various – <i>check with host employer</i>
	Wide brim hat	\$ 10	Essential <i>if undertaking work placement</i>	Various – <i>check with host employer</i>
Private tutoring	Additional 1:1 private tutoring	\$ 60/hour	Travel if not at KTS venue charged at \$.79 / km	Upon request
Replacement Certificates	\$50	Retrieval of archived records	\$50	Replacement assessment workbook \$ 85 (including postage and GST)
Recovery of late fees	As per Debt Recovery Agency fees	Reassessment of units	Refer to cost per unit after 3 rd resubmission	
*Late payment of fees	Any invoice more than 14 days overdue from due date of invoice will incur 4% interest charged to the full amount outstanding calculated daily until the account is paid in full.			

SCHEDULE of FEES

Effective 1st January 2018

Concessions* Applies to 2018 Smart and Skilled enrolments up to Certificate IV level qualifications only		*A student or a dependant of a Commonwealth benefit or allowance recipient at the time of enrolment – evidence must be provided upon enrolment or no concession will apply.				\$240	Diploma	No concession applies
Smart and Skilled Fee Categories	Standard Student – First Qualification Refer to 2018 Fee administration policy	Standard Student – second Qualification Refer to 2018 Fee administration policy	Traineeship Fees Refer to 2018 Fee administration policy	Concession	As per above	Fee Exemptions ATSI students & those who meet the disability fee exemption criteria		
RPL or Credit Transfers	Smart and Skilled enrolments	POA – RTO to calculate when evidence supplied within 14 days from enrolment	Fee for Service enrolments	Full Qualification fees apply for RPL	Fee for Service enrolments	Credit Transfers – POA (<7 units remaining; unit fees apply + \$60 administration fee)		
Single or multiple unit fees outside of full qualification enrolments – Fee for service only								
1 UOC	2 UOC'S	3 UOC'S	4 UOC'S	5 UOC'S	6 UOC'S	7+ UOC's		
\$250/UOC	\$230/UOC	\$210/UOC	\$190/UOC	\$170/UOC	\$150/UOC	Full Qual. fee		
Copying of Submitted Assessments								
Unit Amounts	Cost Breakdown							
Single units	\$20 + GST							
Up to 10 units	\$100 + GST							
11-20 units	\$160 + GST							
21-30 units	\$220 + GST							
31+ units	POA							
Minimum 30 day turnaround. No copies will be taken until applicable fees have been paid.								
Add on items	Cost							
Postage	\$20 + GST							
Scan	As per unit costings							
USB + postage	To be supplied by learner + \$9							

Discontinuing / withdrawing student exit points

Should a learner wish to discontinue studies after any applicable cooling off period, the following must occur:

1. Learner informs the RTO **in writing** outlining their intention and reason for the discontinuation at: info@kts.edu.au
2. **The RTO will confirm any remaining fees** – these fees are calculated taking into account the following:
 - The duration of the enrolment in weeks beyond week 3 (**\$600 is non-refundable for all enrolments**) and
 - The number of units commenced and / or submitted and / or reviewed by a trainer and / or where there is documented interaction or participation between the learner and the RTO (*whichever is greater*) as at the advice date.

This remaining fee quote provides learners with an opportunity to withdraw without penalty and appropriate recognition for what has been undertaken with consideration to time, interaction or participation throughout the enrolment period.

See Appendix A (below) for a breakdown of exit points and relevant fees payable.

Exceptions:

- All New Entrant traineeship enrolments will incur the applicable Smart and Skilled enrolment fee as at the time of enrolment. This fee can be found on the Student copy of the Notification of Enrolment which includes a Commitment ID & fee details including any subsidies where RPL/CT is granted. **Therefore, exit point fees do not apply to New Entrant Smart & Skilled Trainees – in such cases, the total Notification of enrolment fee will apply.** In any case, the minimum \$600 non-refundable fee applies up until the conclusion of 3 weeks of enrolment and the full fee for enrolments beyond these first 3 weeks will apply.
- Where the original full course fee is **less** than the exit point fee and withdrawal occurs within the training contract period, the original course fee will apply. (e.g. NSW S&S NE Trainee: Notification fee = \$1000, learner withdraws at week 8; fee applicable to this enrolment - \$1000)

Appendix 2

Weeks of activity since enrolment date	All qualifications except CHC30113 & CHC40113	CHC30113 & CHC40113	Statement of Attainment max UOC's or next exit point fee applies
	Fee amount payable	Fee amount payable	
Zero to 48 hours (*cooling off period)	\$0	\$0	0-5
Enrolment date to 3 weeks	\$300	\$300	
3.1 weeks to 11 weeks	\$1,400	\$1,080	
11.1 weeks to 19 weeks	\$2,200	\$1,560	6-10
19.1 weeks to 35 weeks	\$3,800	\$2,520	11-15
35.1 weeks to 51 weeks	\$5,400	\$3,000	16+
51.1 weeks plus	Full qualification fee applies	Full qualification fee applies	

Remaining fee quotes are valid for 7 days from date of quote; should the learner fail to respond within 7 days, the enrolment will continue without change and all associated fees & conditions of enrolment will remain.

Fee assurance conditions

In the event that KARBEN Training Solutions ceases to provide your VET course of study in which you are enrolled, you would be entitled to a choice of:

- a) An offer of a place in a similar VET course of study with a Second Provider without any requirement to pay the Second Provider any VET tuition fee for any replacement VET units;
- b) A refund of your upfront VET payments for any VET unit of study that the you have commenced but did not complete because KARBEN Training Solutions ceases to provide the VET course of study of which the VET unit forms part.

Fee Protection Policy

In keeping with the Standards for Registered Training Organisations (RTOs) 2015, we will not accept payment of more than \$1000 from each individual participant prior to the *commencement* of their course. Following course commencement, payment of additional fees in advance at any given time will not exceed \$1,500.

Interest Charges for overdue fees*

1. KARBEN Training Solutions will charge the customer interest on the daily balance of overdue accounts at the rate 4% higher than the rate of interest prescribed by the Uniform Civil Procedure Rules 2005 from time to time for its overdue accounts or that portion of the Customer's account that remains. No demand or notice to the Customer by KARBEN Training Solutions shall be required.
2. Interest shall accrue and be payable immediately on the invoiced amount if payment is not received by the due date and, at the option of KARBEN Training Solutions in its absolute discretion, may be capitalised monthly.
3. Interest on overdue accounts shall not merge with interest recoverable under a judgement in respect of an action for any overdue account monies.

Costs and Expenses

1. The Customer shall be liable for and shall pay to KARBEN Training Solutions on demand, all costs and expenses incurred or charged to KARBEN Training Solutions (in the case of legal costs on a full indemnity basis) as a result of attempts and/or actual recovery of any overdue payment of interest (including costs charged to KARBEN Training Solutions upon the lodgement of any overdue account with collection agency) and of the actual enforcement of any rights or payment of KARBEN Training Solutions in relation to any amounts owing by the customer to KARBEN Training Solutions.
2. Without limiting the operation of clause 1 above, the Customer shall be liable for any bank fees incurred by KARBEN Training Solutions for each dishonoured cheque together with KARBEN Training Solutions administration fee of \$21.00.

Refund Policy

When a refund may be applied for

Any requests for a full or partial refund will only be considered in exceptional circumstances and wholly and solely at the RTO's discretion. Reasons for a refund request may include:

- You have overpaid the course fee
- You enrolled in a course that has been cancelled by the RTO
- You enrol in a course only to repeat a failed unit/module but are then granted a pass in that unit/module by an external assessment review committee
- You formally advise our office with any applicable course / qualification cooling off period (not applicable for trainees)
- The Director or other Authorised representative of the RTO is of the opinion that you would be unreasonably disadvantaged if you were not granted a refund, for example if you meet with a serious misadventure and you were unable to continue your enrolment.

When a refund is not given

Circumstances not usually regarded as grounds for a refund include:

- Job change
- Change in work hours
- Inconvenience of travel to college / work
- Moving interstate
- Redundancy/retrenchment
- If your training contract expires before you successfully complete your assessment requirements
- Termination of enrolment or employment due to misconduct
- Change of mind after any applicable cooling off period

This document should be read in conjunction with the **NSW Smart and Skilled Fee Administration Policy 2018** found online at www.training.nsw.gov.au/forms_documents/smartandskilled/contract/fee_administration_policy_2018

Should you have any further questions in relation the KTS Fee Administration Policy, please do not hesitate to contact our office on (02) 4353 7188 or via email info@kts.edu.au