



## **Fees and charges**

### **Policy**

Guild Training is committed to the implementation of a fees and charges policy which is fair and equitable and complies with both state and federal funding requirements.

In accordance with the applicable State Training Authority, Guild Training must charge fees where applicable. Enrolment is not complete until statutory and RTO based fees and charges are paid.

This policy and procedure has been developed by the Pharmacy Guild of Australia as an all-inclusive document for delivery of training and assessment services in the state/territory Branches and should be read in conjunction with the individual state/territory Branch policies and procedures.

### **Procedures: actions and responsibilities**

<b>Action</b>	<b>Responsibility</b>
The Head – Guild Pharmacy Academy and State Branches are responsible for the implementation and management of fees and charges on all courses delivered by Guild Training.	National Secretariat State Branches
State Branches are responsible for incorporating state consumer laws, including cooling off periods, and state funding requirements into their fees and charges processes.	State Branches
All fees and charges information and requirements are outlined on all Guild Training Pre-Enrolment Information Guides. Fees and charges information and requirements are also included in the Training Agreement and on the Guild Training website. This documentation is forwarded to all learners and pharmacies prior to enrolment.	State Branches
<b>REVIEW OF FEES</b> Guild Training reviews all fees and charges for all courses on an annual basis. The decisions to alter fees and charges is based on a number of factors: <ul style="list-style-type: none"> <li>• State or Federal government requirements</li> <li>• The financial viability of the training course</li> <li>• Market forces</li> </ul>	National Secretariat State Branches
All training which falls under state or federal government funding and performance requirements is reviewed annually to incorporate State Training Authorities changes to fees and charges or upon notification. Additional changes may be made upon notification by State Training Authority.	State Branches
Training that does not fall under state or federal government funding and performance requirements is reviewed annually by the Training Managers to ensure on-going financial viability of training.	National Secretariat State Branches
Course fees and charges are increased if the Training Managers identify that the training costs necessitate an increase. This decision is based upon the current costs of the training. Research is undertaken into comparable courses to confirm the decision.	National Secretariat State Branches
Any changes to fees and charges are updated on Pre-Enrolment Information Guides, Alfresco and the Guild Pharmacy Academy website. These changes are communicated to Guild Training staff, Pharmacy Guild staff, members and clients through standard communication channels, e.g. Pre-Enrolment Information Guides, Guild News, Alfresco, etc.	National Secretariat State Branches
Branches agree to abide by this agreed pricing structure and will not change fees or charges without the approval from the National Secretariat.	National Secretariat State Branches
<b>ADDITIONAL FEES</b> Additional fees and charges will be applied for the provision of replacement certificates/statements of attainment and the replacement of lost training and assessment resources.	State Branches

Learners who do not complete their training and assessment requirements within the agreed timeframes may complete these training and assessment activities on a fee-for-service basis. Fees will be calculated based on Guild Training's Price Schedule. Branches would need to apply User Choice contractual arrangements when considering charging additional fees for training and assessment services	State Branches
No additional fees, other than those documented in Pre-Enrolment Information Guides will be charged to the learner or employer during their enrolment in a specified course.	State Branches
<b>CONCESSION HOLDERS</b> The Training Manager is responsible for the implementation and management of fees and charges on government funded courses delivered by Guild Training.	State Branches
In some states or territories, learners who hold a current concession card may receive a reduction in fees and charges when they enrol in government funded training. State Branches should monitor User Choice contracts and performance standards to ascertain required fees and charges. The following learners may be entitled to the concession rate on unit of competency fees: Persons and dependents holding (at the time of enrolment or commencement of training) <ul style="list-style-type: none"> <li>• A Pensioner Concession Card</li> <li>• A Health Care Card</li> <li>• A Repatriation Health Benefits Card issued by the Department of Veterans Affairs</li> <li>• Persons and dependents of persons in receipt of ABSTUDY/AUSTUDY</li> <li>• Persons and dependents of persons in receipt of Youth Allowance</li> </ul>	State Branches
Upon enrolment in a government funded training course, a learner may identify themselves as holding a relevant concession card and seek a discount of current fees and charges.	State Branches
The Training Manager is responsible for ensuring that learners who hold concession cards are only charged the applicable fee. The State Branch is responsible for ensuring that accurate records and documentation are maintained to demonstrate that correct fees and charges have been applied.	State Branches
<b>FINANCIAL DIFFICULTY</b> Where a learner is prevented from commencing training due to severe financial difficulty and who cannot enter into a payment arrangement, the learner may make application for fees and charges to be waived. The learner cannot commence training until this application is made and approved. The decision to waive or reduce fees based on financial difficulty is one that will be made by the Branch Director and Training Manager.  Decisions to reduce or waive fees should be recorded in the learner's records.	State Branches
Learners who are experiencing short-term financial difficulties can make application prior to the commencement of the course to pay by instalments on the basis that a minimum deposit (to be determined by the Branch) is paid to secure enrolment. A written agreement shall be signed that sets out the agreed terms and conditions.	State Branches
<b>FEE PROTECTION MEASURES</b> The Branch may collect up to \$1500 in prepaid fees from a learner without needing to take any action to protect these fees.  The Branch is only required to protect prepaid fees from individual learners and prospective learners. These requirements do not apply, for example, where an employer engages an RTO to provide training and/or assessment to its staff.  If the Guild never holds more than \$1500 in prepaid fees from any learner, you do not have to take further action to protect the fees of learners.	State Branches

<p>Where the Branch collects more than \$1500 per learner in prepaid fees, the Branch will take action to protect the prepaid fees that exceed \$1500 for any learner. In these instances, the Guild will have at least one protection measure in place for each learner. The Branch can address learner fee protection by implementing one or more of the following arrangements:</p> <ol style="list-style-type: none"> <li>1. The Branch holds an unconditional financial guarantee from a bank operating in Australia where: <ul style="list-style-type: none"> <li>• The guarantee is for an amount no less than the total amount of prepaid fees held by the Branch in excess of the threshold prepaid fee amount for each learner for services to be provided by the RTO to those learners, and</li> <li>• All establishment and ongoing maintenance costs for the bank guarantee are met by the Branch.</li> </ul> </li> <li>2. The Branch holds current membership of a Tuition Assurance Scheme approved by its VET Regulator which, if the Branch is unable to provide services for which the learner has prepaid, must ensure: <ul style="list-style-type: none"> <li>• The learner will be placed into an equivalent course such that: – the new location is geographically close to where the learner had been enrolled, and – the learner receives the full services for which they have prepaid at no additional cost to the learner or</li> <li>• If an equivalent course cannot be found, the learner is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.</li> </ul> </li> <li>3. Any other fee protection measure approved by the VET Regulator.</li> </ol> <p>The Branch will be required to demonstrate how the amount of the guarantee was arrived at and how the Branch monitors and ensure that this level is always greater than the amount of fees required to be protected.</p> <p>The Branch chooses not to adopt any of the three options listed above it should adopt a fee payment schedule to ensure that it does not hold more than \$1500 in prepaid fees from any learner at any time.</p> <p>Therefore Branches could collect \$1500 upon enrolment or commencement but not collect any further fees until the \$1500 had been expended e.g. half way through the course. The Branch would need to be able to produce evidence to demonstrate this protection measure.</p>	<p>State Branches</p>
<p>Guild Training will ensure:</p> <ul style="list-style-type: none"> <li>• Pre-enrolment information provided to students reflects the applicable option it is applying</li> <li>• There is suitable evidence to ensure compliance against these areas, such as: invoices to students / employers, copy of bank guarantee, procedures relating to the review of their fees paid in advance.</li> </ul>	<p>State Branches</p>
<p>If the Branch is not collecting more than \$1500 in prepaid fees from any learner, this could be demonstrated through marketing and enrolment material that includes fee schedules that, collectively, show the Guild does not require more than \$1500 to be prepaid for any course.</p>	<p>State Branches</p>

Where the Branch collects fees from the individual learner, either directly or through a third party, the Branch must provide or direct the learner to information prior to enrolment of the commencement of training and assessment, whichever comes first, specifying: <ul style="list-style-type: none"> <li>• All relevant fee information including: <ul style="list-style-type: none"> <li>• Fees that must be paid to the Branch, and</li> <li>• Payment terms and conditions including deposits and refunds</li> <li>• The learner’s rights as a consumer, including but not limited to any statutory cooling-off period, if one applies</li> <li>• The learner’s right to obtain a refund for services not provided by the Branch in the event the arrangement is terminated early, or the Branch fails to provide the agreed services</li> </ul> </li> </ul>	State Branches
Copies of all relevant documents including invoices and payment schedules are to be maintained in the learner’s file.	State Branches

**Associated documentation**

- Pre-Enrolment Information Guides
- Learner handbook
- Training Agreement
- Enrolment forms
- Refunds, cancellations and transfer policy

**Related topics**

- Refund, cancellation and transfer policy

**References**

**Authority**

- National Training Manager – 15.03.2009
- National Training Manager – 15.06.2010
- National Training Manager – 29.07.2011
- Academy Compliance Manager – 04.10.2012
- Academy Compliance Manager – 21.10.2013
- Academy Compliance Manager – 18.06.2014
- Head – Guild Pharmacy Academy – 09.07.2016