

Purpose

The following information will be provided to students about the RTO's Fees and Refund Policy for subsidised programs through Jobs & Skills WA. Fees are payable on all courses except for those identified on the fee free qualification list. The list can be found on the [Jobs & Skills WA website](#).

This policy is developed to ensure Gateway Training Academy fulfils its contractual and funding agreement responsibilities, alongside maintaining effective compliance with Clauses 5.1 to 5.3 Informing and protecting students, and Clause 7.3 Protecting pre-paid fees by students, of the Standards for Registered Training Organisations 2015.

Policy

All fees are to be paid at the specified time, as per the course information and can only be paid by credit card or EFT. As per the VET Fees and Charges Policy students must be given a minimum of eight weeks from the commencement of the unit to finalise payment when paying by instalment.

Tax Invoices will be issued as required and as an approved program, there is NO GST included in the course cost. If resource fees are charged there will be GST applied to the resource fees only. Students will also receive an itemised enrolment invoice.

Eligibility

To be eligible for Jobs & Skills WA funding students must meet the eligibility criteria below:

- Persons primary place of residence is in Western Australia
- Persons must be an Australian Citizen, Permanent Resident or holders of approved Visa subclasses:
 - holders of a sub-class 309, 444, 785, 790, or 820 visa;
 - secondary holders of a temporary visa of sub-class 457 or 482 visa; ○ holders of a Bridging Visa E (subclasses 050 and 051) where the visa holder has made a valid application for a visa of subclass 785 or 790;
 - Ukraine citizens who are holders of a visa sub-class 449 or 786; ○ Afghan citizens who are holders of a visa sub-class 449; and ○ holders of a bridging visa who are eligible to work, and who have made a valid
 - application for subclass 866.
- Persons must have a valid Unique Student Identifier (USI)

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- Persons under 18 years of age in the year of enrolment must be under a DoE Notice of Arrangement (NoA)2 (Full Time) or exempted from the School Education Act 1999.

This does not include Students undertaking a school-based program such as an Apprenticeship, Traineeship, Pre-apprenticeship, or Aboriginal School Based Training (ASBT) Program.

To be eligible for a concession rate, students must meet one of the criteria below:

- Persons and dependents of persons holding:
 - a Pensioner Concession Card.
 - a Repatriation Health Benefits Card issued by the Department of Veterans' Affairs; or
 - a Health Care Card.
- Persons and dependents of persons in receipt of services from the following Commonwealth support or employment services programs:
 - Workforce Australia; or
 - ParentsNext.
- Persons and dependents of persons in receipt of AUSTUDY or ABSTUDY.
- Persons and dependents of persons in receipt of the Youth Allowance.
- Persons and dependents of persons who are inmates of a custodial institution.
- Secondary school-aged persons, not enrolled at school

Temporary Residents

Persons holding one of the following visa types are to be treated as Australian residents for fee charging purposes and are also eligible for fee waivers and concessions:

- holders of a sub-class 309, 444, 785, 790, or 820 visa;
- secondary holders of a temporary visa of sub-class 457 or 482 visa;
- holders of a Bridging Visa E (subclasses 050 and 051) where the visa holder has made a valid application for a visa of subclass 785 or 790;
- Ukraine citizens who are holders of a visa sub-class 449 or 786;
- Afghan citizens who are holders of a visa sub-class 449; and
- holders of a bridging visa who are eligible to work, and who have made a valid application for a subclass 866.

Course Fees

Students are required to pay course fees unless they are enrolled into a Fee Free program or are approved for a severe financial hardship fee waiver. An hourly rate is calculated against each unit of competency's nominal hours. The hourly rate is determined by the category of enrolment indicated in the Vet Fees & Charges Policy.

Resource Fees

Resource fees may be applicable per unit of competency. Resource fees are defined as materials that are considered essential to a program but do not form part of the course fee. Resource fees are GST applicable.

Calculating Fees

Fees are calculated as per the Vet Fees & Charges Policy issued by the Department of Training and Workforce Development. The fee applicable is from the start date of the unit in which the subsidised student is enrolled, irrespective of the date of enrolment or duration of the course. Fees are calculated as per the category of enrolment regardless of delivery mode and time in which it takes for a student to complete the course.

Fee Caps

The following course fee caps apply per course in 2024:

- The maximum course fee for non-concession students undertaking a targeted fee relief course in 2024 is \$1,200 (excluding resource fees).
- For concession students and youth (under 25), the maximum course fee for undertaking a targeted fee relief course in 2024 is \$400 (excluding resource fees).
- For secondary school-aged persons not enrolled at school, the maximum course fee chargeable in 2024 is \$420. (Excluding resource fees)
- For eligible Diploma qualifications, the maximum course fee chargeable in 2024 is \$7,860

Existing worker trainees

Trainees under an existing worker traineeship are only eligible for fee concessions in select targeted fee relief courses and courses specified on the concession eligible Diploma and Advanced Diploma list. Lists of these courses for 2024 are available in the policy section of the Jobs & Skills WA website.

Other Fees

Other fees may be charged for goods and services that are not essential to the course, except for Fee Free Programs.

Credit Transfers

No fees will be charged for verified credit transfers.

Recognition of Prior Learning (RPL)

Course fees for RPL are set at \$150 per unit of competency. The fees associated with an RPL application and outcome are non-refundable.

Payment Options

An enrolment is not complete until fees are paid, a financial hardship application has been approved or a payment plan has been arranged.

The following payment options are available:

1. pay the full amount
2. present a signed authority from an employer to invoice that employer for the student's fees
3. pay the fee by instalment
4. make application on the grounds of severe financial hardship for fees and charges to be waived for eligible courses.

Payment Plans

Students that enter a payment plan have a minimum of 8 weeks from the commencement of the unit to finalise the course payment. A Qualification or Statement of Attainment will only be issued once all fees have been paid.

Interstate Students

Students not residing in Western Australia will be charged a fee for service rate.

Trainees may be eligible for a funded course if:

- training contract is registered in Western Australia; and
- workplace is in Western Australia; and
- training occurs in Western Australia, unless the training is only available in another state or territory.

Withdrawal and Refunds

In the event a traineeship training contract is cancelled, Gateway Training Academy will provide the employer or trainee with a refund of fees paid (for those units of competency not yet commenced).

Students who withdraw from a funded program must provide written advice to Gateway Training Academy to be entitled to a full refund of the applicable course fee, resource fee and other fees where the unit of competency has not yet commenced.

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Students/employers who have any queries regarding eligibility for refunds should contact the Training Manager in the first instance.

Procedure - Refunds

To apply for a refund, a written claim must be submitted by email or received by post on the Refund Request Form to the Training Manager of the RTO. An application for a refund will be processed within 4 weeks after an approved claim has been received. Refunds are assessed on a case-by-case basis.

Approved Refunds will only be refunded to the person/organisation who entered the contract with the RTO and will not be provided to a third party. All approved refunds are paid electronically, no refunds will be in cash. Agreeing to the Refund policy does not remove the right of the student to take further action under Australia's consumer protection laws or to pursue other legal remedies.

Please refer to the Complaints and Appeals Policy and Procedure.

Contact Gateway Training Academy:

Phone: 1300 881 932

Email: info@gatewayacademy.edu.au

References:

Vet Fees & Charges Policy 2024