

1. Overview

The John Henry Institute (JHI) is committed to the application of a fair and reasonable approach to payment and refund of fees. This policy informs prospective and current students of the John Henry Institute's policies and procedures relating to course fees, withdrawal, transfer, deferment and refunds.

Additionally, under the Smart and Skilled program JHI has contractual responsibilities with regard to informing students of the fee and refund administration requirements prior to enrolment in the training program.

2. Fees and Charges

JHI offers both fee-for-service and government subsidised courses, including courses under the NSW Government Smart and Skilled initiative. Student fees vary according to the program of study. Students are advised of all costs before enrolment. Students paying fees will be issued with an official receipt.

On enrolment, students and employers (depending on the type of training you are undertaking) will be asked to take up one of the following payment options:

- Pay the full amount up front
- Present a signed authority from an employer to invoice the employer for the fees and charges
- Pay the Smart and Skilled subsidised student fee

Under Smart and Skilled, courses are funded by a NSW state government subsidy to JHI and they set the student fee. Standard Student Fees apply to:

- Students not doing an apprenticeship
- Those who do not qualify for a concession or exemption

2.1 Fee-Free Scholarships

From 1 July 2015, young people (aged 15-30) who meet the Smart and Skilled Fee-Free Scholarship criteria will be eligible for a government subsidy which covers their Smart and Skilled course fee.

More information can be found at:

https://smartandskilled.nsw.gov.au/documents/45617011/63890955/feefree_fact_sheet_students.pdf

2.2 Scholarship Opportunities

From time to time JHI may identify other scholarship opportunities to JHI students. These may be external or offered by JHI.

2.3 Repeating a Competency

Students will be entitled to three (3) attempts to complete a unit of competency without additional cost.

A separate fee may apply for any further attempts, and is dependent on the competencies and the individual circumstances. The fee will be at the discretion of JHI's Executive Manager and will be discussed with the student prior to the fee being incurred.

2.4 Fee Exemptions and Concessions

In some instances, a student in a JHI course of study may be eligible for fee exemptions or concessions. Students will be notified through the course information or through the enrolment process.

Smart and Skilled

While full fees are published on the Smart and Skilled website, reductions and exemptions are available in some circumstances. JHI will use the Smart & Skilled Provider Calculator to determine the applicable student fee.

Students who are eligible to apply under the Smart & Skilled Program for a fee exemption are:

- Australian Aboriginal & Torres Strait Islander people: status proven through descent, self-identification and community identification.
- People with a disability (or child, spouse or partner of a recipient of a Disability Support Pension) - entitled to one exemption per year and a concession for all subsequent enrolments up to Certificate IV: proven by Centrelink documentation i.e. Disability Pensioner Concession Card, Income Statement, letter.
- Recipients of fee-free scholarships.

2.5 Incidental Expenses

There may be some instances of a personal cost to a student over and above the student fee. These may include:

- Essential equipment and other items that the student will retain on completion of training.
- Field trips and food, transport and associated accommodation costs that form part of the training.

- Textbook or other learning tool required to undertake the training which will be retained by the student.
- No concessions or exemptions will be given for incidental expenses.

3. Payment of Fees

- Students will be issued with a statement of fees prior to commencing the course.
- Concession fees will be as set on enrolment and cannot be adjusted or claimed after a Commitment ID has been received.
- Fee payment can be made via direct deposit. Cash payments will not be accepted.
- Students will be issued with a tax receipt following receipt of payment.
- Non-payment of student fees will lead to exclusion from the course.

4. Fee protection for students

Course fees are protected under Standard 7 (Clause 7.3) of the Standards for Registration Training Organisations (RTOs). For a qualification offered under Smart & Skilled, student fees paid in advance may not exceed \$1,500 prior to a student commencement.

Following course commencement, the maximum amount payable in any one payment for services yet to be delivered may not exceed \$1500.

5. Withdrawal, Transfer and Deferment

1. If a student wishes to withdraw, transfer or defer at any time during a course, they are required to email JHI immediately at info@jhi.edu.au explaining what it is they wish to do, the reason for the request and the dates applicable.
2. A student who wishes to transfer to another Registered Training Organisation, will need to provide the name of the organisation so JHI can commence the transfer process.
3. If a student wishes to defer JHI can only permit up to 12-month deferral.
4. Any student that withdraws from a course may remain liable to pay the full course tuition fees, subject to the Refund policy.
5. Students that withdraw from a course prior to completing the qualification will be given recognition for any units satisfactorily completed up to the date of withdrawal, provided all fees due up until this date have been paid in full.

6. Refunds

Full Refund

A student will be entitled to a full refund of fees if:

- They notify JHI of their intention to withdraw from a course no less than one (1) week prior to commencement of the course; or
- JHI cancels a course for any reason prior to commencement.

Refunds payable for units / courses that JHI can no longer provide

Should JHI be unable to provide all units to meet the student's course completion schedule, either option (i) or (ii) below will apply:

- (i) course fees paid will be refunded in full and no Statement of Attainment will be issued for any unit, or
- (ii) course fees paid on any unavailable unit/s will be refunded, and a Statement of Attainment will be issued for satisfactorily completed units.

Withdrawal from a qualification

- Where a student withdraws from a qualification and has completed all the requirements for a lower level qualification, which attracted a lower student fee, a review of relevant fees and/or refunds will be undertaken following their notification to withdraw.
- Where a student exits after the scheduled commencement of the course no refund will be made.
- Where a student's withdrawal from a course is due to a serious act of misconduct no refund of fees will be payable.

Special Circumstances

JHI recognises that there may be circumstances where a student requires special consideration in relation to payment of fees or wishes to withdraw from a course following its commencement. In this instance the student must apply in writing to the Executive Manager, and any decision will be at their discretion.

Other

- Where a student applies for RPL or Credit Transfer their fees may be adjusted if applicable.
- No extra fees will be charged to students under an operational sub-contacting arrangement.
- If a student has paid any incidental expenses, these will not be refunded.
- All approved refunds will be paid by direct deposit to the same person or organisation who paid the fees.
- Following approval, a refund will be issued within 14 days. A statement of fees which includes all fees applied and the fees refunded will be provided.

7. Recovery of Student Fees

- Students must pay the applicable student fee on enrolment.
- Failure to pay the required student fee will lead to exclusion from the course.
- Failure to pay the required student fee may result in the outstanding account to be handled by JHI's debt collection agency.

8. Record Keeping

All records of enrolments and all related financial transactions are maintained in the JHI Accounting Software and Student Management System.

9. Complaints and Appeals

All students have a right to access JHI's Grievance Policy if they feel that a decision regarding fees or refunds is:

- Unfair or unjust
- Extraordinary circumstances were not considered
- Not processed as described in this policy