



Fees and Refunds Policy

Contents

Purpose	1
Scope	2
References.....	2
Related Documents.....	2
Responsibilities	2
Course Fees 2020.....	2
Payment Methods.....	2
Fees Payable	3
What do these fees cover?	3
Assessment resubmissions.....	3
Keeping students informed.....	3
Fees protection	4
Fees paid in advance by an individual (not employer)	4
Fees paid in advance by employer (not individual).....	5
Overdue fees.....	5
Student cancellation	5
RTO cancellation	5
Refunds.....	5
Possible additional fees and charges.....	6

Purpose

The Moreland Group offers a range of non-accredited and accredited training. Non-accredited courses can be delivered in-house by arrangement with employers and The Moreland Group. Accredited courses are delivered in a variety of methods as listed below. The Moreland Group also has a partnership with Engineering Education Australia (EEA) to deliver public courses. More information on these should be obtained through EEA directly <http://www.eeaust.com.au/> and www.themorelandgroup.com.au

Students are provided with detailed fees, charges and refund information prior to their enrolment and are asked to sign/agree to a declaration stating that they have been provided with sufficient information in which to make an informed enrolment decision. Students are issued with a Confirmation of Enrolment, Tax Invoice and Deferred Payment Plan Direct Debit Authority form on application / enrolment.



TMG requires a \$1500.00 non-refundable enrolment deposit for an individual, with the remainder of fees to be paid during the course, as per their agreed repayment plan on enrolment.

If the student fees are paid by an employer, a payment term will be outlined in the Training proposal / agreement.

Please find below our course fee structure and payment methods for the current year.

Scope

This applies to all students and administrators of The Moreland Group.

References

- Standards for RTOS (SRTOS) 2015
- Australian Skills Quality Authority VET Quality Framework (VQF)

Related Documents

- The Moreland Group Student Handbook
- The Moreland Group Withdrawal Policy

Responsibilities

The RTO Administrator is responsible for liaising with the Accounts department in regards to course fees and refunds by The Moreland Group.

The RTO Administrator is responsible for receipt of refund requests in conjunction with the RTO Administration Manager.

Course Fees 2020

Course	Tuition Fee
BSB41515 Certificate IV in Project Management (Online)	\$2850.00
BSB41515 Certificate IV in Project Management (Blended)	\$4200.00
BSB41515 Certificate IV in Project Management (RPL)	\$2000.00
BSB51415 Diploma of Project Management (Online)	\$5000.00
BSB51415 Diploma of Project Management (Blended)	\$6500.00
BSB51415 Diploma of Project Management (RPL)	\$4000.00

Arrangement of in-house courses are to be negotiated with the RTO Administration Manager as this may involve trainer travel and course tailoring. In-House courses are invoiced prior to training commencement and have a 30-day payment period.

These prices include all resources necessary to achieve competency.

Payment Methods

Prices are subject to change so please speak to the RTO Administration Manager for up to date changes.



All payments associated with courses should be paid directly to The Moreland Group, unless the original booking/enrolment was made through a partner.

We accept Direct Deposit into our bank account and credit card payments only.

The Moreland Group accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)

Fees Payable

Fees are payable when the student has received notification of enrolment. Fees of required amount by the RTO must be paid in full within 14 days of receiving an invoice from The Moreland Group. We may discontinue training if the fee is not paid as required. Fees will vary for different training programs and individuals.

What do these fees cover?

The full fee paid by students includes:

- Course attendance/Online access
- Learner guides/Course materials
- Student support
- E-books
- Assessment
- Attendance at workshops/webinars (where applicable)
- 1 copy of all completion documents (at completion or withdrawal/early exit as applicable)
- Tax invoice for payment (available upon request)

Assessment resubmissions

After the initial assessment, The Moreland Group (TMG) will allow a further two resubmissions before charging a \$250 fee for each subsequent occasion a participant wishes to resubmit their assessment.

Keeping students informed

To ensure that students are well informed of the financial considerations of their enrolment, The Moreland Group (TMG) undertakes to provide the following fee information to each student prior to enrolment:

- the total amount of all fees including course fees, administration fees, materials fees and any other charges;
- payment terms, including the timing and amount of fees to be paid and any non-refundable fees;
- the nature of the guarantee given by The Moreland Group (TMG) to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;



- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment.

Fees protection

The Moreland Group (TMG) follows sound financial management practices to safeguard fees paid in advance. These may include:

- A budget for each training program
- Accurate and up-to-date financial records
- Regular monitoring of its financial positions
- Sufficient funds to cover expenses for each training program held in a deposit or trust account

The Moreland Group (TMG) employs financial management strategies to ensure it has sufficient funds to fulfil its training and assessment commitments. All financial transactions are managed by the Corporate Services Manager.

Fees paid in advance by an individual (not employer)

The Moreland group protects the fees paid in advance by students. We will not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during a course in instalments according to an agreed payment plan. The Moreland group will not accept any fees above \$1500 in advance if the fees are paid by an individual.

Once the course has commenced these funds can be transferred into general accounts and used to support the delivery and assessment costs of The Moreland Group (TMG).

Students are made aware that The Moreland Group (TMG) employs financial management strategies to protect fees paid in advance through the following avenues

- Course information
- Student Handbook
- The Moreland Group (TMG) website

Fee information relevant to a course is outlined in detail in the registration email and summarised on the course outline. In compliance with Clause 5.3 of the Standards, this information is provided prior to enrolment. Fee information includes:

- All costs for the course and payment terms
- Deposit and refund information

The Student Handbook made accessible prior to enrolment includes this policy and procedure and informs the student of their consumer rights. Students are asked to acknowledge the Terms and Conditions of their enrolment and this policy.



Fees paid in advance by employer (not individual)

Where an employer is paying for a student's course, an employer agreement / contract will be provided at the time of enrolment by The Moreland Group (TMG) / Engineering Education Australia outlining the total fees, payment terms and schedule of payments applicable.

It is a requirement that the company pays the total course fees prior to commencement of the course.

Overdue fees

All fees must be paid prior to commencement of the course/qualification if paid by employer. Payment increments and an upfront \$1500 is to be paid prior to commencement of the course/qualification if paid by the individual.

If a student (individual) wishes to withdraw from the course at any stage, the the total amount of all fees including course fees, administration fees, materials fees and any other charges incurred must be settled within 28 days of withdrawal.

The Moreland Group (TMG) reserves the right to suspend a student's enrolment in the course when fees remain unpaid and to follow legal processes for monies outstanding. Suspension of enrolment will include the removal of access to education services, records of training and online course access (if applicable).

The Moreland Group (TMG) will not issue a qualification or Statement of Attainment to any student who has overdue fees.

Student cancellation

Students who cancel their enrolment part way through a training program must notify us in writing. However, The Moreland Group (TMG) does not issue refunds unless evidence of extenuating circumstances has been provided. See Withdrawal Policy for more information.

RTO cancellation

In situation when The Moreland Group fails to provide the agreed services or terminates the arrangement earlier, student's will be entitled to a full refund for all services not provided.

Refunds

Students who cancel their enrolment before the commencement of a training program will be entitled to a full refund of fees paid. Requests for refunds will be processed and transacted at the end of each month in which the cancellation notification was received.

Where a student has already been sent their assessment and training content they will not be eligible for a refund, this is in particular regard to online learning where all material is received once access is granted.



In situation when The Moreland Group fails to provide the agreed services or terminates the arrangement earlier, student's will be entitled to a full refund for all services not provided.

Possible additional fees and charges

Description	Cost
Extension for assessment	3 months \$150.00 6 months \$300.00
Recognition of Prior Learning (credit transfer) application fee	\$100.00
Print of hardcopy materials	\$300.00
Resubmission of assessment (Applicable after third submission)	\$250.00

The Moreland Group reserves the right to suspend a student's enrolment in the course when fees remain unpaid and to follow legal processes for monies outstanding. Suspension of enrolment will include the removal of access to education services, records of training and online course access (if applicable).