



PAYMENTS AND CREDIT POLICY

ASSUMPTIONS

Momentum Consulting (Qld) Pty Ltd is a registered training organisation.

Where the words “we”, “our” or “us” have been used in this document they can be assumed to mean the above legal or trading name.

Our policies exist to provide guidance on the behaviour, obligations, responsibilities and culture of our business.

PURPOSE

Momentum Consulting (Qld) Pty Ltd makes every effort to advise all Learners of the fees and charges associated with their training programs.

POLICY STATEMENT

See the fee schedule listed on our website for fee amounts.

Momentum Consulting (Qld) Pty Ltd may require a deposit, which will not exceed \$1500 per individual learner, prior to course commencement.

If the full course fees are below \$1500, the full fees may be required prior to course commencement.

REFUNDS

Fees may be refunded in certain circumstances, if you would like to apply for a refund, email ask@momentumconsult.com.au attention the Director of Operations.

WITHDRAWAL

If you need to withdraw from your training, you may be entitled to refund of any fees paid in advance for study you’ve not yet commenced. We will consider individual applications for fee waivers or refunds based on hardship and liaise with you directly to reach a solution.



TUITION FEE WAIVERS/EXEMPTIONS IN THE ACT

In exceptional circumstances students may apply for fee waiver or exemption prior to the commencement of training, they will need to advise the RTO representative during the enrolment session that they wish to apply for a fee waiver or exemption.

If you would like to apply for a waiver/ exemption after your enrolment session, email ask@momentumconsult.com.au attention the Director of Operations.

If Momentum Consulting (Qld) Pty Ltd determine that a fee waiver or exemption is warranted, the RTO representative must sight and retain copies of all documentation demonstrating an individual's eligibility for the Skilled Capital or User Choice Tuition fee waiver/exemption.

All documentation demonstrating an individual's eligibility for the fee waiver/exemption will be retained for audit or review purposes, and in accordance with Momentum Consulting (Qld) Pty Ltd Quick Bits – Learner Document Storage. Where changes to tuition fees have occurred, Momentum will retain evidence of historical fees.

Momentum Consulting (Qld) Pty Ltd Data Specialists will report to the Directorate all tuition fee waivers/exemptions granted in accordance with the Australian apprentice compliance guide.

The Data Specialist will file note that they have provided an individual with a statement of fees and determined any individualisation of the fees to be charged.

Where a student is undertaking training as an Australian Apprenticeship a Fee exemption will apply if:

- a) the employer is the RTO for its own AA, or
- b) the AA leaves one employer and recommences within 12 months with another employer, in the same qualification and with the same RTO, or
- c) the AA is required to go to a different RTO as a result of a change of RTO process, or
- d) the student is an ASBA and the school is the RTO.

ACT CONCESSION

Those with government issued concession cards will be eligible for fee reductions. A copy of the concession card must be sighted by an RTO delegate and attached to the Learners file.

If a learner self identifies as aboriginal/Torres strait islander they will need to be reported as a concession regardless of if they hold a concession card.

APPLYING FOR FEE CONCESSIONS IN THE ACT

Students may apply for Fee concession prior to the commencement of training. They will need to advise the RTO representative during the enrolment session that they wish to apply for a fee concession.

If you would like to apply for a concession fee after your enrolment session, email ask@momentumconsult.com.au attention the Director of Operations.



In order to be eligible for a fee concession students must hold a current and valid form of one of the following:

- a) Health Care Card issued by the Commonwealth;
- b) Pensioner Concession Card; or
- c) Veteran's Gold Card; or
- d) an alternative card or concession eligibility criterion approved by the Minister for the purposes of these Guidelines

The RTO representative will sight and retains copies of all documentation demonstrating an individual's eligibility for a fee concession for audit or review purposes.

CONCESSION FEES – AUSTRALIAN APPRENTICESHIPS IN THE ACT

Where a concession fee is applied for and eligibility has been established by a student undertaking training through the Australian Apprenticeship scheme Momentum Consulting (Qld) Pty Ltd must submit an Application for Fee Concession Reimbursement form to receive a concession payment reimbursement.

Where the application is approved, the RTO will be reimbursed the full tuition fee up to a maximum of \$500. Any tuition fee in excess of \$500 will not be reimbursed. The RTO may choose to waive the remaining tuition fee for AAs that are eligible for a fee concession

WA TRAINEESHIP TRAINING FEES POLICY 2017

Traineeship training fees are invoiced after signing of the Training Contract. Momentum Consulting (Qld) Pty Ltd is required by the State Government's VET Fees and Charges Policy 2017 to charge the following Fees: \$3.25 per Nominal Hour of Training (Concession Student Fees are charged at \$0.97 per Nominal Hour – eligibility conditions apply – see below)

Please note the State Government's VET Fees and Charges Policy is released in January of each year and is subject to change. As such any Units of Competency not commenced prior to 1 January 2018 will be subject to 2018 fees and may require a "gap fee" to be charged.

Momentum Consulting (Qld) Pty Ltd provides a 10 day cooling off period that will apply if a trainee wishes to withdraw from a course, once confirmation and payment has been processed. If a participant wishes to withdraw within the cooling off period they must notify Momentum Consulting (Qld) Pty Ltd in writing and return all Momentum Consulting (Qld) Pty Ltd course materials in their original state within 5 working days from the course withdrawal notification. On receipt of all course materials Momentum Consulting (Qld) Pty Ltd will refund any payment received, in full. Should the trainee formally withdraw from the traineeship within three (3) months of commencement the employer may be entitled to a pro rata refund based on training not yet commenced.

The following students are entitled to the concession rate on course fees:



- a) Persons and dependants of persons holding:
- i) A Pensioner Concession Card.
 - ii) A Repatriation Health Benefits Card issued by the Department of Veterans' Affairs.
 - iii) A Health Care Card.
- b) Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY.
- c) Persons and dependants of persons in receipt of the Youth Allowance.
- d) Persons and dependants of persons who are inmates of a custodial institution.
- e) Secondary school-aged persons, not enrolled at school.

NB: Exemptions School Based Trainees are exempt from all training fees

CANCELATION

If Momentum Consulting (Qld) Pty Ltd cancels any part of your training, you will not be liable for costs associated with that training. You will be provided with a Statement of Attainment for all completed units of competency and offered the opportunity to re-enrol with us or another RTO with full recognition of that statement.

ADDITIONAL FEES

There may be some additional costs to the Learner not included in tuition fees. These might include specialist equipment retained by the Learner after the training or optional charges for additional resources beyond or in a different format from what is provided as part of the course. Any additional costs will be explained prior to being charged

There may be additional fees incurred for additional LLN services. All services will be discussed with you before you're required to make any commitment.

Fee's for RPL will be assessed on an individual basis. Credit Transfer will incur no fees.

METHODS OF COLLECTION

Methods of collection for learners are:

1. Credit card
2. Direct deposit
3. Automated recurring deposit



For further information, please email ask@momentumconsult.com.au.

OUTSTANDING FEES

Momentum Consulting (Qld) Pty Ltd will attempt to recover outstanding fees by contacting the Learner directly via contact details provided at enrolment (or updated throughout the training period). Where applicable, Momentum Consulting (Qld) Pty Ltd will discuss payment plan options and personal circumstances. If payment is not received in full at completion of training, any testamurs (Certificates, Diplomas or Advanced Diplomas) or Statement of Attainment will be withheld until payment is received.

If payment is still outstanding six (6) months from the planned completion date or the date upon which the Learner was deemed competent in all units (which ever comes later), Momentum Consulting (Qld) Pty Ltd will engage the services of a debt collecting agency to recover outstanding fees.