



Training & Apprenticeship Employment
DIVISION OF MPA GROUP

MPA SKILLS

IMPORTANT INFORMATION TO STUDENTS

(To accompany the Student Enrolment Form or the Advanced Training Registration Form)

Fees and Charges Policy

Pre-Apprentices and Apprentices – Publicly Funded Students

Fees and charges are managed in accordance with the VET Fees and Charges Policy 2012 published by the Department of Training & Workforce Development.

Enrolment is not complete until statutory and RTO based fees and charges are paid, deferred payment arrangements have been made or fees and charges have been waived. (Vocational Education and Training Act 1996, Western Australia.)

Course fees

The course fee is charged with a concession rate available.

Students pay a maximum of \$606 a semester or \$1,212 per year.

Concession students pay a maximum of \$303 a semester or \$606 per year.

A course fee is the sum of fees for all units that a student enrolls in. Students pay one of four fees per unit (Band 1, Band 2, Band 3, or Band 4) based on the number of hours assigned to each unit, as set out in the course outline defined in the State Training and Recognition System (STARS) – refer to table below.

CATEGORY OF ENROLMENT	UNIT FEE FOR TRAINING	SEMESTER MAX FOR TRAINING
Category A (Vocational) Courses		
Non-Concession Student		\$606.00
Band 1: Units between 1 and 14 hours	\$16.00	
Band 2: Units between 15 and 24 hours	\$34.00	
Band 3: Units between 25 and 50 hours	\$66.00	
Band 4: Units with 51 hours or more	\$128.00	
Concession Student		\$303.00
Band 1: Units between 1 and 14 hours	\$8.00	
Band 2: Units between 15 and 24 hours	\$17.00	
Band 3: Units between 25 and 50 hours	\$33.00	
Band 4: Units with 51 hours or more	\$64.00	
Category B (Access and Bridging) Courses		
Flat fee of \$25 per semester		\$25.00

Resource Fees

The resource fee covers materials purchased by MPA Skills to be consumed or transformed by students in the course of instruction. The resource fee also covers internet charges and other services utilised by the students in the course of instruction.

Any equipment that will be retained by the student as his or her own personal property must be purchased separately by the student.

Resource fees can vary from \$75 to \$300 according to the course a student is enrolled in.

Payment Options

On enrolment, students will take up one of the following payment options:

- pay the full amount of fees and charges;
- present a signed authority from an employer/third party to invoice that employer/third party for the student's fees and charges;

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- c) make application on the grounds of financial hardship to pay by instalments and pay a deposit to a minimum of \$100;
- d) make application on the grounds of severe financial hardship for fees and charges to be waived; or
- e) for students who have fallen behind in their instalments during the previous semester, MPA Skills may work out with the student an appropriate arrangement to pay the amount outstanding, plus the fees and charges for the next semester. If this can be arranged, the student may be enrolled.

Students who fail to take up one of the above options, may have their enrolment cancelled.

Fees for specific Student Groups / Courses / Qualifications

Concessions:

If a concession is to be applied (refer below), this relates to the date of enrolment. If a concession in categories (a) to (e) below is to be applied, this relates to the date of enrolment. A student is considered to be concessional for a semester should any concessional enrolment exist within that semester.

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 who are inmates of a custodial institution.
- e) Persons who have reached the age of 15 but who have not reached 18 years of age, and who are not due to reach 18 years of age in the calendar year for which they enrol (that is, for study in 2012, year of birth must be 1995, 1996 or 1997).

Proof of eligibility for concessions must be shown at the time of enrolment.

Unemployed Persons:

Students enrolling in a vocational course who are unemployed are exempt from the course fee. The exemption only applies for:

- One semester if the course is completed within that semester; or
- A maximum of two semesters for the same course

Proof of eligibility for the unemployed exemption must be shown at the time of enrolment.

Financial Hardship:

In cases of financial hardship, students must be given a minimum of eight weeks from the commencement of a semester to finalise payment, which may include payment by instalments.

In cases of severe financial hardship, accountable officers may waive all fees and charges. Details of the students enrolment and grounds for waiving of fees and charges must be retained for audit purposes.

MPA Skills reserves the right to initiate debt collection activities when required.

Refunds

Students must be advised that written advice of withdrawal is necessary to ensure they are eligible for refunds.

Requests for refunds must be lodged within two weeks of the official withdrawal date.

Students who withdraw are entitled to a full refund of fees and charges where:

- 1.1. a course/qualification or unit is cancelled or re-scheduled to a time unsuitable to the student;
- 1.2. a student is not given a place due to maximum number of places being reached; or

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- 1.3. a student accepts an offer of a place in a university. In this situation, students must provide a copy of the letter of offer with their refund application.

The Financial Controller in liaison with the CEO can approve a full refund of fees at any time during delivery if a class is cancelled because of declining student numbers, no available lecturer, or due to other circumstances caused by the RTO.

Students who withdraw for reasons other than those outlined above, and who lodge a withdrawal form prior to or within four weeks of commencing their unit or their program of study or before 25% of delivery has been concluded (whichever is sooner) will be eligible for a full refund of their course fee and 50% of the resource fee paid.

The Financial Controller in liaison with the CEO can approve a pro rata refund of fees and charges at any time during the course of delivery if students withdraw for reasons of personal circumstances beyond their control.

For example:

- 1.1. serious illness resulting in extended absence from classes;
- 1.2. injury or disability that prevents the student from completing their program of study; or
- 1.3. other exceptional reasons at the discretion of the CEO.

In all cases, relevant documentary evidence (for example, a medical certificate) is required.

Details of all refunds should be retained for audit purposes, and the enrolment form annotated to show that a refund has been given.

Students requesting a re-mark of their assessment should do so within four weeks of the date of publication of the results. Should a 'Not Yet Competent' candidate achieve an outcome of 'Competent' on a re-marking of the assessment, the \$25 re-marking charge is to be refunded.

The charge of reporting on assessments is not refundable.

Incidental Charges

Incidental charges, maximum fees:

- Late entry to assessments \$25
- Special deferred assessment – each unit \$25
- Assessment only, and assessment held in normal assessment period – each unit \$20
- Assessment only, and assessment not held in the normal assessment period – each unit:
 - Setting of paper by assessor (shared equally between candidates) \$150
 - Marking of paper by assessor (each candidate) \$10
 - Supervision of assessment (each candidate) \$50
 - RTO administration costs (each candidate) \$50
 - Assessment administration costs (each candidate) \$50
- Re-marking of assessment – each unit \$25
- Report on assessment – each unit \$25
- Replacement of award/qualification/academic record \$50
- Re-issue of academic statement
 - Results on computer network \$20
 - Results on microfiche \$30
- Re-issue of non-current enrolment form \$20
- Remote assessment supervision \$50

Advanced Training – Fee for Service

Students working in the Building and Construction Industry may be eligible for a subsidy by the Construction Training Fund (CTF). This subsidy will apply to the total course fee and reduce the course fee payable by the subsidised amount.

Students may also be eligible for a Master Plumbers & Gasfitters Association of Western Australia or Master Painters Australia WA Association members' discount on training courses.

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Students will receive an invoice 3 weeks prior to the commencement date of the course and will have 14 days from invoice date to pay. If payment is not made within 14 days a student's enrolment may be cancelled and their place given to another student. If a student has not notified the Advanced Training Administration Officer of their intention to cancel their enrolment 14 days prior to the scheduled course date, a late cancellation fee of \$150 will apply.

MPA Skills reserves the right to initiate debt collection activities when required.

Refunds

Refunds will be made if **written** advice is received a minimum of 14 days prior to the course commencement date. It is regrettable that no refund can be made for cancellations received less than 14 days prior to course commencement or for failure to attend the course. Should you be unable to attend, a substitute participant is welcome at no extra charge. Other refunds may be applicable under special circumstances at the discretion of the Chief Executive Officer.

Students are entitled to a full refund of fees and charges where a student has commenced a course or unit of competency and an assessment of unreasonable adjustment has been determined.

Re-issuing of Certificates of Completion or Statement of Attainments

A \$30 fee is applicable to a request for the re-issue of a Certificate of Completion or Statement of Attainment.

Requests for a replacement / the re-issue of a certification documentation are required to be in writing providing an explanation of what happened to the original certification.

Re-sit Fees:

A fee of \$200 is applicable to a re-sit assessment following an unsuccessful second attempt and a re-sit.

Training and Assessment

MPA Skills is a Registered Training Organisation (RTO) and complies with the Australian Training Quality Framework (AQTF) Essential Conditions and Standards for Continuing Registration. This framework establishes national Standards for training and ensures the quality of vocational education and training services throughout Australia. For further information please visit www.training.com.au/aqtf or contact the Manager, Training and QA.

All training delivery and assessment is carried out in accordance with the course outline and/or your Training Plan.

Throughout the course, you will be told how your skills will be assessed. The assessment method will depend on the competency being assessed and may include:

- Discussion,
- Observation,
- Team activities,
- Written tests, and
- Practical demonstrations.

Before each assessment, your trainer will outline what is expected and the level of performance required. Provision will be made to cater for students that have specific assessment needs, for example literacy or numeracy issues.

Pre-Apprentice and Apprentice Students:

Your trainer will provide feedback on your assessments and a copy of the relevant paperwork will be kept on your student file. If you are assessed as "not yet competent" your trainer will provide you relevant feedback. You will have the opportunity to re-enrol at your own cost and be reassessed.

Once you have successfully completed the course you will receive either:

- A Qualification or
- Statement of Attainment, or

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- Certificate of Participation and Attendance.

Advanced Training Students:

Your trainer will provide feedback on your assessments and a copy of the relevant paperwork will be kept on file. If you are assessed as “not yet competent” your trainer will provide you relevant feedback.

In relation to the Plumbing Contractor's Licence, please refer to the Pathway and Process to Gaining Plumbing Contractor's Licence which is provided to you at the commencement of the Plumbing Contractor's Licence course.

At the completion of each course you will receive a Statement of Results and a Certificate of Completion.

If you have concerns about the assessment process or your results, you can speak to your Trainer or the Manager, Training & QA. To manage these issues, please refer to the **Grievance and Appeals** section in the Code of Conduct.

Terms and Conditions of Enrolment:

- Students who enrol in assessable or examinable subjects and do not complete 90% of assessment requirements due to factors such as non-attendance will receive a not yet competent / hold or re-enrol result, unless they have formally withdrawn from the subject within 50% of the unit of competency duration. Students may formally appeal an assessment result.
- Students who withdraw after 50% of the time allocation of any units of competency has elapsed will have the subject name and a re-enrol result included on their statement of attainment.
- Re-enrolment in a subject, which a student has failed twice, is not permitted, unless approval has been obtained from the Manager, Training & QA.
- Assessment results will not be given over the phone. All results will be posted to a student's postal address, so please ensure that changes to your address details are made prior to completion.
- Assessment second attempts and re-sits - the appropriateness of a student to participate in a re-sit is always at the discretion of the trainer / assessor. In the final analysis the trainer / assessor may decide the student is not yet ready for a re-sit and requires further tutorials.
- Students unable to pass a unit of competence after undertaking a second attempt and a re-sit may be required to re-enrol in that unit of competency.

Recognition of Prior Learning:

Some people have skills and knowledge that enable them to gain a qualification without completing a standard training program or course.

These skills and knowledge – that would have otherwise been developed through undertaking an accredited course – may have been gained through some other form of study, formal training, self tuition, work experience or life experience.

MPA Skills can formally recognise a student's existing level of skill and knowledge in two ways:

- Recognition of prior learning (RPL); or
- Credit transfer.

RPL is an assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standard for entry to, and/or partial or total completion of a qualification.

RPL recognises this prior knowledge and experience and measures it against the course in which students are enrolled. A student possessing some of the skills and/or knowledge taught in the course may not need to complete all of the units.

RPL has many benefits:

- students can finish their course earlier;
- study loads and costs are reduced;

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- the student can take on additional study leading to a second qualification;
- by identifying an individual's current competencies, RPL can effectively target training requirements.

The student needs to provide MPA Skills with evidence of their prior learning if they wish to have their knowledge and skills recognised under RPL

MPA Skills will take previous experience and study into account whether it was achieved in Australia or overseas.

Credit Transfer:

Credit transfer allows students to count relevant successfully completed studies – achieved at TAFE colleges, accredited training providers, professional organisations or enterprises and universities – towards their current course or qualifications.

Credit transfer works in two ways:

- Students receive credit for units or modules they have previously completed and are exempt from retaking them, therefore reducing the study load.
- Students are exempt from certain introductory units but are still required to complete the total credit points or hours for the course.

Credit transfer may also be referred to as “advanced standing”.

Reasonable / Unreasonable Adjustment:

MPA Skills enrolment and attendance practices must comply with the *Australian Government Disability Discrimination Act 1992*, the *Disability Standards for Education 2005* and the *Western Australian Equal Opportunity Act 1984* in the enrolment of any student with a disability for whom enrolment is sought, except in those circumstances where their enrolment would require MPA Skills either to make an “unreasonable adjustment” or a “reasonable adjustment” that would impose unjustifiable hardship on MPA Skills to support the needs of the particular student. What is considered unreasonable or unjustifiable depends on the particular facts of each case. A determination may be made prior to enrolment or after commencement of a course should a trainer / assessor deem unreasonable adjustment is required for a candidate. In the event where a candidate has commenced a course or unit of competency and unreasonable adjustment is assessed as being applicable, a candidate may receive a partial or full refund of his/her course fees depending on the facts of each case.

Under the *Disability Standards for Education 2005* education providers must make reasonable adjustments for people with disability to the maximum extent that those adjustments do not cause that provider unjustifiable hardship. While “reasonable adjustment” and “unjustifiable hardship” are different concepts and involve different considerations, they both seek to strike a balance between the interests of education providers and the interests of students with and without disability.

An adjustment is any measure or action that a student requires because of their disability and which has the effect of assisting the student to access and participate in education and training on the same basis as students without a disability. An adjustment is reasonable if it achieves this purpose while taking into account factors such as the nature of the students disability, the views of the student, the potential effect of the adjustment on the student and others who might be affected and the costs and benefits of making the adjustment.

MPA Skills is also entitled to maintain the academic integrity of a course or program and to consider the requirements or components that are inherent or essential to its nature when assessing whether an adjustment is reasonable. There may be more than one adjustment that is reasonable in a given set of circumstances.