

## POLICY

### RTO FINANCE AND FEES POLICY

POL\_035

Employer:	<b>AUSTRALIAN CONCERT AND ENTERTAINMENT SECURITY PTY LTD</b>			Worksite / Job:	<b>ACES OPERATIONS ALL ACES WORKSITES</b>		
For:	<b>ACES EMPLOYEES AND CLIENTS</b>						
Approved:	Travis Semmens	Date:	25/07/2014	Prepared:	Z DIEZAL	Date:	25/07/2014
Version	<b>V6</b>	Release:	<b>25/07/2014</b>	Review	3 years	Original:	01/07/2008

#### Purpose:

ACES is a Registered Training Organisation which operates in accordance with the Standards for National VET Regulator (NVR) Registered Training Organisations 2012. There must be essential standards for registration in which we endeavour to ensure all advertised courses financially viable for all internal/external clients by offering different payment options.

This policy is applicable to all ACES Internal and External Clients.

#### Policy:

#### Fees and Charges

Course fees are outlined on the ACES course flyer. Completion of the enrolment form by internal/external clients and acceptance by ACES is deemed as an agreement to honour the contract outlined.

#### Protection of Fees Paid in Advance

Fees paid in advance are recorded and held in an accounting system and on the clients file.

#### Refund Policy

All requests for a refund being the withdrawal from a unit, must be made in writing to ACES Training Manager outlining the reasons why.

All cancellations in writing more than 14 days prior to the commencement of the unit will be eligible for a full refund.

If a course is cancelled by ACES fees will be refunded or an alternative course schedule can be negotiated with the client.

Once a course has commenced fees are non-refundable unless the client states exceptional circumstances and can provide a medical certificate or show extreme personal hardship. In this case fees may be refunded but would be on a case by case basis minus an administrative fee.

If a client withdraws from a unit after the commencement of the unit, no refund of unit fees will be paid.

If a client fails to attend the unit they have enrolled in, no refund of fees will be paid.

In the event that a refund is payable to a participant the participant may request a transfer to an alternative unit offered by ACES.

#### Reassessment Policy

In the event a student is deemed not yet competent they shall be notified in writing of the result. Upon being informed of the result the student may request a reassessment which must be in writing and received within (14) days from receiving the first initial result. Reassessment will only be granted if the student has attempted assessment but does not meet the minimum competency. Students who fail to satisfactory attend class or leave during assessment without adequate reason will not be granted another opportunity of reassessment.

**Australian Concert and Entertainment Security Pty Ltd - T/as :** Event Force | Avert Risk Management Services | Assure Event Safety Services | Secure Domain | Alleviate Event Administration and Logistics | Affirm Training

**P (02) 9699 7711**  
**F (02) 9699 7755**  
[safe@acesecurity.com.au](mailto:safe@acesecurity.com.au)  
[www.acesecurity.com.au](http://www.acesecurity.com.au)

**National Head Office**  
 79 - 81 Regent Street  
 Redfern NSW 2016  
 Australia

ABN 16 002 990 794  
 ACN 002 990 794  
 NSW M/L: 404776913  
 ASIAL Member: 003749  
 RTO: 90024



Should the student be deemed not yet competent due to plagiarism or dishonourable grounds reassessment will not be granted.

The fees associated for reassessment shall be set in proportion to the level of certification.

Diploma	\$250 per unit
Certificate IV	\$200 per unit
Certificate III	\$150 per unit
Certificate II	\$170 per half day

Reassessment fees must be paid in advance at the time of booking.

Should a student fail to attend the reassessment date without adequate reason the result will be an instant 'not yet competent' and the student may have to repeat the course and pay the relevant tuition fees.

### Late Assessment Policy

Should an assessment be handed in after the published deadline without prior notice or written consent from the RTO's management the assessment shall be deemed 'not yet competent' and the process for reassessment and associated fees shall be enforced.

### Context: Legislation, Regulation, Code of Practice (COP), Guides:

1. For ACES to demonstrate compliance it is essential that ACES employees/clients are set strict policy guidelines.

Version Document History:			
Version #:	Date Created:	Author:	History of Changes
1.0	1 July 2008	Hewitt, K	HO Approved 1 July 2008
2.0	1 July 2012	Chamberlain, K	Reviewed, reformatted and updated
3.0	8 January 2013	Semmens, S	Reviewed, reformatted and updated
4.0	17 January 2013	Semmens, S	Reviewed, reformatted and updated
5.0	21 July 2014	DIEZAL, Z	Reviewed, replaced NVR 2011 to latest Standards NVR RTO 2012.
6.0	25 July 2014	DIEZAL, Z	Reassessment and Late Assessment Policy included.