

### 1 Purpose

Bright Training Pty Ltd trading as Bright Education has established this standard to support the Australian Skills Quality Authority (ASQA) monitoring of Bright Educations adherence to the Standards for RTOs 2015. This standard has been developed and implemented by Bright Group's quality assurance to support and provide clear instruction and guidance to candidates, clients and/or contractors and Bright Education personnel in relation to the fees and charges for products and services offered by Bright Education.

### 2 Review and Maintenance

Maintenance and review of this Standard is the responsibility of Bright Education Management. Bright Education Quality Assurance will maintain ongoing records of the elements and application of this policy.

### 3 Fees and Charges

Bright Education charges fees for participation in training and assessments for Australian Qualifications Framework (AQF) qualifications and non AQF qualifications. All fees and charges are published in relevant marketing materials. Administration fees are detailed in this policy and address the circumstances under which the charges may be applied.

#### 3.1 Terms and Conditions of Payment

1. Acceptable payment methods when purchasing a module or training course are via Credit Card, EFT/Bank Transfer and Purchase Order.
2. A tax invoice can be generated when requested by the relevant person(s) for public courses. It is the person(s) responsibility to ensure that the details provided on the Enrolment form are accurate and correct;
3. Bright Education will supply any appropriate pre-course training materials (such a course manuals) to Candidate s within 15 working days from receipt of payment;
4. Refunds for cancellation of enrolment will only be granted under exceptional circumstances (please refer to the section Cancellations and Refunds Policy. Application to cancel enrolment from a course must be submitted to the Bright Education RTO Manager in writing, using the Application to Defer or Cancel, detailing the reason for cancellation;
5. Please contact Bright Education Administration on 08 6216 5000 or [info@breighteducation.com](mailto:info@breighteducation.com) for assistance with enrolment;
6. Bright Education reserves the right to alter any program offered by Bright Education without notice; however, the program/s are intended to be provided as advertised;
7. The information expressed in any program offered by Bright Education represents the opinions of the author and not necessarily those of Bright Education or its members. The content of these programs is for educational purposes only. It is not intended as professional advice.
8. Should a Purchase Order be accepted as method of payment, a valid tax invoice will be duly issued. The relevant person(s) will pay the amount owing within 7 days from date of invoice. If the Customer does not pay the invoice by the payment due date Bright Education reserves the right to charge interest calculated monthly, on the total outstanding balance. The interest rate used to calculate the interest payable for the month is the ATO's general interest charge rate published for the quarter the payment is due and any costs and expenses (including any commission payable to any commercial or mercantile agents and legal costs) incurred by Bright Education in recovering any unpaid amounts under this Agreement.

## 3.2 Fees Paid in Advance

For any training courses over \$1500, Breight Education will not collect the full fees in advance. The Candidate will be required to place a \$800 deposit at the time of booking, with the remainder of the course fees being payable on the day of commencement. Breight Education has an established Deed of Indemnity and has the financial resources available to meet obligations to Candidates in the unlikely event of a default by the Breight Education. Where pre-course materials are necessary, training materials will be sent to Candidates within 15 working days of the date of purchase of a module or course.

## 3.3 Summary of Fees and Charges

Our current fees and charges are available via our website and additional marketing materials. Breight Education's Cancellations and Refund Policy is designed to safeguard the fees of all Candidates. All publicly run courses must be paid in full on the day of booking (courses under \$1500.00) or the account settled on the day of course commencement (courses over \$1500.00).

## 3.4 Additional Services Fees

Where additional services are required by the Candidate the following fee structure will apply;

Recognition of Prior Learning Application Fee	\$300.00
Certificate Replacement (includes replacement of Statement of Attainments, participation certificates and Breight Education cards)	\$75.00
Refund Processing Fee	\$100.00

### 3.4.1 GST

GST is not applied to programs offered by Breight Education (see ATO ruling GSTR 2001/1 Goods and services tax: supplies that are GST-free for tertiary education courses available on the ATO website).

### 3.4.2 Certificate Reprint Fee

An administrative fee of \$75 is charged to Candidates who require a reprint of their original certificate of participation/ statement of attainment or a replacement Breight Education card. This fee is only applicable to requests for replacement documents. There is no charge associated with the initial issuing of each certificate/ statement or card.

Candidates who require this service should complete a Certificate Reprint Request form, available on request from Breight Education Administration and send it to [info@breighteducation.com](mailto:info@breighteducation.com)

### 3.4.3 Recognition of Prior Learning Fee

Candidates wishing to apply for recognition of prior learning (RPL) should follow the procedure outlined in the Recognition of Prior Learning standard, available on request. On completion and submission of the required forms and documentation, the application form will be forwarded to Breight Education Administration for process of payment. This fee is applied per unit of competency for which recognition is being sought.

## 4 Refunds and Cancellations

### 4.1 Cancellations

Once a Candidate has commenced a module or course, no refund is available if the Candidate elects not to complete the course or module and/ or submit an assessment for marking. A refund will only be applied if a Candidate is able to provide evidence of "exceptional circumstance" in which they would be unable to complete a course of study.

Candidates wishing to cancel from a module/ course must submit an Application to Defer or Cancel Form to the Breight Education Director for consideration. The Application to Defer or Cancel Form is available from Breight Education Administration on request.

### 4.2 Grounds for Refunds (Exceptional Circumstances)

Candidates who cancel from a module/ course will only be eligible for a refund in the following circumstances: Bright Education withdraws the module/ course; or

Terminal illness (or injury) to the Candidate, which makes it impossible for the Candidate to complete the program. Such applications must be supported by appropriate medical documentation.

Examples of circumstances in which a refund will not be granted for cancellation from a module/program:

- Change of mind;
- Change of employment or working hours; or Domestic relocation
- Financial hardship; or
- Retrenchment (a deferral may be granted).

Any other reason a Candidate submits as grounds for cancellation will be assessed by the Bright Education Directors on a case-by-case basis.

### 4.3 Deferrals

If a Candidate experiences exceptional circumstances but does not wish to cancel from a module or course, they may apply to defer their studies to a later date. The standard deferral period is a maximum of six (6) months from the original start date. Candidates are entitled to a maximum of one deferral per course. Any extensions to the standard deferral period will be assessed by the Bright Education Directors on a case-by-case basis. Candidates who receive a deferral for a module or course but then fail to attend on the revised due date will be charged the full course fee.

### 4.4 Payment of Refunds

Candidates who have been granted a refund due to exceptional circumstances will receive the full purchase amount, less a \$100 administration processing fee per module or course enrolled (unless otherwise advised explicitly by Bright Education), within 15 working days from approval of their refund. Refunds will not be paid until any and all training materials has been returned back to Bright Education via certified mail. Refunds agreed by Bright Education will only be paid to the person or body (on behalf of the Candidate) from who the original payment was received. Where payment was made by credit card, refunds can only be made back to the credit card used in the original transaction.

## 5 Complaints and Appeals

Should a Candidate wish to appeal a fee decision, they may do so by completing a Complaints and Appeals Form, available on the Bright Education website and submitting their appeal to Bright Education by following the procedure set out in the Complaints and Appeals procedure which is also available from the Bright Education website.

## 6 Credit Transfer

All Candidates and prospective Candidates will be made aware of their right to apply for a Credit Transfer, available through consultation with Bright Education Staff.

Candidates wishing to apply for a transfer of credit should follow the procedures outlined in the Credit Transfer procedure **BT-ADM-PRO-003 RPL & Credit Transfer Procedure**, available on request. On completion and submission of the required forms and documentation, the application form will be forwarded to the Bright Education Administrator team for processing. No Fee can and will be charged for this service.

## 7 Review of Fees

An annual review of fees will be undertaken by the Bright Education Directors based on business needs and expectation, legislative and regulatory changes, independent market forces, administrative costs involved in program delivery and ongoing management of the program.

## **BT-ADM-STD-001 Administration of Fees and Charges**

Any changes to the advertised amounts will be communicated externally via changes to the Breight Education website and marketing collateral. Changes will be communicated internally to Breight Education Staff via an operational briefing (face-to-face and/ or electronic updates, email, etc.).

Fees charged for products and services will not differ from the amount advertised in program specific documentation available for download from the Breight Education website.