

Student Fees Policy

Document Owner	Chief Executive Officer		
Responsible Officer	Director of Finance, Training & Administration RTO Manager		
Last Update	04/04/2025		
Next Review Date	04/04/2027		
Related Documents	<i>Student Enrolment Agreement</i> <i>Schedule of Administrative Fees</i> <i>BTS Payment Methods</i> <i>Course Transfer, Extension and Deferral Policy</i> <i>Cancellation, Withdrawal and Refund Policy</i> <i>Consumer Protection Policy</i> <i>Special Consideration Policy</i> <i>Complaints and Appeals Policy</i>		
Version	Authorised by	Approved	Effective Date
1.0	Chief Executive Officer	4/04/2025	7/04/2025

1. Context

This Policy supports Barrington Training Services (BTS)' commitment to fair trading practices.

This Policy sets out the expectations and requirements of BTS with respect to the administration of student tuition and non-tuition fees, in accordance with relevant legislation and regulations, and the payment of fees.

2. Definitions

Refer to the *Explanation of Terms* document.

3. Scope

This Policy applies to all BTS staff responsible for the administration of tuition and non-tuition fees, as well as prospective and current students.

4. Principles

The key principles informing this Policy are:

- **transparency** – information regarding fees is to be accurate, comprehensive, easily accessible, and written in plain English;
- **equity** – all students will be treated fairly and equally; and
- **consistency** – students will be provided with consistent information regarding fees.

Barrington Training Services Pty Ltd trading as Be Trained by Barringtons.

RTO code: 91397 ABN: 66 102 353 622

Address: Suite 1, 4 Columbia Court, NORWEST, NSW, 1765, Australia

Phone: 02 9899 0600 Email: enquiries@barringtons.com.au Website: www.barringtons.com.au

5. Policy details

5.1. Determining tuition fees

- a) BTS will determine and review student tuition and non-tuition fees on an annual basis and a year in advance. The Director of Finance, Training & Administration is responsible for setting fees for all students, on the recommendation of the Senior Leadership Team. Fees will be compliant with all relevant legislation and regulations.
- b) The Director of Finance, Training & Administration may vary fees for any student or group of students within delegated limitations. It is expected that fees at BTS will be subject to annual increases.
- c) Several factors will determine the tuition fee of a student's course, including:
 - The specific course or program and its duration
 - Study load and mode (full-time, part-time, face-to-face, online, etc.)
 - Credits applied through direct credit transfer or recognition of prior learning
 - Any previous qualifications held
 - Eligibility for subsidies or concessions, if applicable

5.2. Standard Fees

Standard tuition, non-tuition, and other fees determined by BTS include:

- course fee;
- application processing fee;
- RPL assessment fee;
- enrolment deferment fee;
- course transfer fee;
- course extension fee;
- re-assessment fee;
- work placement fee (where applicable);
- workplace assessment fee (where applicable);
- withdrawal fee;
- late payment of tuition fee;
- replacement certificate fee;
- direct debit processing fee; and
- collection costs (where applicable).

Please refer to **Appendix 1 – Schedule of Administration Fee** on page 7 of this policy document for further details.

NOTE: All fees are listed in Australian Dollars and include GST.

BTS Standard Fees are subject to change and the fees applicable at any time will be those listed in this document.

Barrington Training Services Pty Ltd trading as Be Trained by Barringtons.

RTO code: 91397 ABN: 66 102 353 622

Address: Suite 1, 4 Columbia Court, NORWEST, NSW, 1765, Australia

Phone: 02 9899 0600 Email: enquiries@barringtons.com.au Website: www.barringtons.com.au

5.3. Publication of fees

Tuition, non-tuition, and other fees will be set out in the Schedule of Administrative Fees, the Course Information Packs and the Student Information page, available on the BTS website and accessible during the pre-enrolment process.

5.4. Payment of fees

a) Instructions

Prospective/Commencing students will be provided instructions on payment of tuition fees in the **Student Enrolment Agreement** at the time of completing the *Enrolment Application*, including the periods to which those tuition fees relate and payment options as well as any non-tuition fee or other fees the students may incur. Continuing students will receive this information in their Fees Reminder and Invoice, which will be emailed four weeks before the tuition fee is due.

b) Payment methods

Payment in full of course fees can be made to Barrington Training Services via:

- Credit Card
- Debit Card
- Electronic funds transfer
- Cash
- PayPal
- Direct Debit

Please refer to **Appendix 2 – Payment Methods** on page 8 of this policy document for further details.

c) Due date

All fees must be paid by the due dates specified in your confirmation of enrolment and invoice/s issued by BTS. All fees are to be paid in full prior to completion of the course.

d) Extension to the due date

The new due date of tuition fees will only be approved on an individual basis and in exceptional circumstances, under the **Special Considerations Policy**. Exceptional circumstances include:

- **Medical circumstances:** an unexpected illness, a recurrence of a chronic illness or an accident.
- **Compassionate circumstances:** hardship or trauma such as the death or serious illness of a close family member, severe disruption to domestic arrangements, being a victim of crime or an accident.

Barrington Training Services Pty Ltd trading as Be Trained by Barringtons.

RTO code: 91397 ABN: 66 102 353 622

Address: Suite 1, 4 Columbia Court, NORWEST, NSW, 1765, Australia

Phone: 02 9899 0600 Email: enquiries@barringtons.com.au Website: www.barringtons.com.au

- **Special circumstances:** includes religious reasons, legal commitment, military service, service with an emergency service, representing BTS, representing a state or home nation at a significant event, or unforeseen and significant employment-related circumstances.

A student applying for an extension to the due date of tuition fees is to submit their request in writing to BTS, supported by documentary evidence. The Director of Finance, Training & Administration will determine whether an extension will be approved and will inform the student in writing of the outcome. The period of extension will not exceed 60 calendar days.

e) Payment in instalments

When students have chosen to pay the Course Fees in instalments, they must:

- complete and provide to BTS a Credit Card Authorisation or a Direct Debit Request Service Agreement;
- pay all such instalments on or before the due date specified in your payment schedule; and
- complete and provide to BTS a revised Credit Card Authorisation or a Direct Debit Request Service Agreement within 7 days of any change to your credit card or banking details.

If a third party is paying the student's Course Fees (e.g. Employer), they must complete and sign a third-party declaration form confirming their details. Students are responsible for payment of the Course Fees if the third party stops, charges back or defaults on payment of the Course Fees.

f) Direct Debit payment

It is the student's responsibility, or the employer/third party's responsibility, where the employer/third party is paying on behalf of the student, to ensure that on the due date for any direct debit payment, clear funds are available in the nominated account to meet the direct debit payment. Students may be liable for administrative fees applicable for dishonoured payments as set out in the payment provider's Terms & Conditions. Where unpaid Course Fees are referred to an external collection agency for recovery, students may be liable for further collection costs charged by such agency.

g) Late payment

A student who has not paid tuition fees in full by the due date, where an extension to the due date request has not been submitted and/or approved under Section 5.4 d, may be charged a Late Payment of Tuition Fee. This applies 7 days after the invoice due date.

Barrington Training Services Pty Ltd trading as Be Trained by Barringtons.

RTO code: 91397 ABN: 66 102 353 622

Address: Suite 1, 4 Columbia Court, NORWEST, NSW, 1765, Australia

Phone: 02 9899 0600 Email: enquiries@barringtons.com.au Website: www.barringtons.com.au

h) Penalties for late payment

Subject to the Australian Consumer Law, regardless of whether a late payment fee is charged, failure to pay fees and charges may result in any or all of the following until the full amount is paid:

- Suspension from attending or participating in the course
- Restrict access to learning materials and LMS (Axcelerate)
- Exclusion from assessment activities
- Withholding the grading of assessments
- Withholding of qualification and academic record
- Refer the debt to external debt collection or notify relevant credit agencies of your default
- Termination of the student's enrolment
- Suspension of any other obligation BTS or a Partner has under this Agreement

i) Bank fees

Any bank fees associated with processing a student's tuition fees shall be the responsibility of the student and must be paid within 10 working days.

j) Notification of non-tuition fees

Non-tuition fees incurred by the student, including late payment fees, will be communicated in writing with a period of 10 working days for payment.

k) Records keeping

The student and BTS are to maintain a copy of the Student Enrolment Agreement and receipts of any payments of tuition and non-tuition fees.

5.5 Pre-paid fee protection

BTS **does not** request prospective or current students to pre-pay fees exceeding \$1,500. To ensure financial protection for learners, BTS has a fee protection measure in place. If BTS is unable to deliver prepaid services, students will receive a full refund for all fees paid in advance.

5.6. Refunds of fees

Detailed information about refunds of unspent tuition fees is available in the *Student Enrolment Agreement*, the *Cancellation, Withdrawal and Refund Policy*, and the *BTS Student Information Handbook* which are accessible on the BTS website.

Barrington Training Services Pty Ltd trading as Be Trained by Barringtons.

RTO code: 91397 ABN: 66 102 353 622

Address: Suite 1, 4 Columbia Court, NORWEST, NSW, 1765, Australia

Phone: 02 9899 0600 Email: enquiries@barringtons.com.au Website: www.barringtons.com.au

5.7. Non-refundable fees

Non-tuition fees or other administration fees, such as the application processing fee or late payment of fees, are not refundable.

6. Breaches

If a staff member or student is found to be in breach of this Policy, she or he may be subject to disciplinary action in accordance with the relevant Code of Conduct and Misconduct Procedure.

7. Appeals

Appeals concerning any decision taken in relation to this Policy should be made under the relevant Complaints and Appeals Policy, which can be accessed from the BTS website.

Document History:

Version	Date	Author	Reason	Sections
0.1	29/03/2025	Ivan Negro	Document Creation	All
1.0	04/04/2025	Jennifer Willis	Document Approval	All
1.0	04/04/2025	Allen Barry	CEO Endorsement	All

This document is UNCONTROLLED once printed.

Appendix 1 – Schedule of Administrative Fees

Fee	Amount
Application Processing Fee <i>(Non-refundable)</i>	\$150 <i>(Not applicable for eligible students enrolled in government-subsidised training)</i>
Recognition of Prior Learning (RPL)	\$250 <i>per unit of competency, capped at \$3,000 per full qualification</i>
Enrolment Deferment Fee	\$100 <i>(Not applicable for eligible students enrolled in government-subsidised training)</i>
Course Transfer Fee	\$100 <i>(Not applicable for eligible students enrolled in government-subsidised training)</i>
Course Extension Fee	\$150
Re-assessment Fee <i>(after the allowed number of attempts where a student has been graded as “Not Yet Satisfactory”)</i>	\$50 per unit of competency <i>(Not applicable for eligible students enrolled in government-subsidised training)</i>
Work Placement Fee <i>(Where a work placement host charges a fee for the placement of the student)</i>	As advised
Workplace Assessment – remote locations	As Advised
Withdrawal Fee	\$300 <i>(Not applicable for eligible students enrolled in government-subsidised training)</i>
Late payment of Tuition Fee <i>(applies one week after invoice due date)</i>	\$15 per month
Replacement Certificate Fee including Postage <i>(includes Academic Transcript)</i>	\$55
Replacement Certificate Fee Digital Copy <i>(includes Academic Transcript)</i>	\$15
Direct Debit Processing Fee (Go Cardless)	Up to \$10 <i>per Direct Debit transaction based on the Purchase price</i>
Collection Costs <i>(In the event of a failure to pay course fees and the debt is referred externally for collection)</i>	Varies

NOTE: All fees are listed in Australian Dollars and include GST.

BTS Standard Fees are subject to change and the fees applicable at any time will be those listed in this document.

Barrington Training Services Pty Ltd trading as Be Trained by Barringtons.

RTO code: 91397 ABN: 66 102 353 622

Address: Suite 1, 4 Columbia Court, NORWEST, NSW, 1765, Australia

Phone: 02 9899 0600 Email: enquiries@barringtons.com.au Website: www.barringtons.com.au

Payment Methods

Method	Description	Instructions
Credit Card	Pay using Visa, MasterCard, or AMEX.	Provide card details via the online payment portal, Stripe or over the phone by calling 02 9899 0600 (Visa and MasterCard only). Please note payment via debit/credit card attracts a 1.75% surcharge. Please ensure you quote your invoice number where applicable.
Debit Card	Pay directly from your bank account using a Visa or MasterCard debit card.	Provide card details via the online payment portal Stripe or over the phone by calling 02 9899 0600 (Visa and MasterCard only). Please note payment via debit/credit card attracts a 1.75% surcharge.
Electronic Funds Transfer (EFT)	Transfer funds directly from your bank account.	Deposit from your bank account directly to the bank details noted at the bottom of your invoice to complete the transfer. Ensure to include your Invoice number as a reference.
Direct Debit	Recurring payments are deducted from your bank account.	On receipt of your invoice, contact our Finance department on 02 9899 0600 to discuss this option. An online direct debit agreement and authorisation form will be sent to you for completion. You must ensure sufficient funds are in your account on the scheduled payment dates to avoid late fees and interest charges.

Barrington Training Services Pty Ltd trading as Be Trained by Barringtons.

RTO code: 91397 **ABN:** 66 102 353 622

Address: Suite 1, 4 Columbia Court, NORWEST, NSW, 1765, Australia

Phone: 02 9899 0600 **Email:** enquiries@barringtons.com.au **Website:** www.barringtons.com.au