

## Fees and Charges Policy and Procedure

### 1. Purpose

- 1.1.** This policy and procedure is to ensure that MediQuest fees and charges are in accordance with contractual requirements and regulatory guidelines.
- 1.2.** This Policy should be read in conjunction with the following policies and procedures:
- Access and Equity
  - Anti-Discrimination, Harassment and Equal Opportunity
  - Client Information
  - Client Support
  - Complaints and Appeals
  - Contractual, Legislation and Insurance
  - Financial Management
  - Issuance and Reissuance
  - Refund
  - Student Attendance and Participation
  - Student Code of Conduct
  - Training and Assessment

### 2. Scope

- 2.1.** All staff of MediQuest Pty Ltd may be directly affected by this Policy.

### 3. Authority

- 3.1.** This policy and procedure are issued on the Authority of the Director. It is the responsibility of the Training Manager and Compliance Manager to monitor compliance with the policy. All staff are responsible for the implementation of to the policy.

### 4. Review

- 4.1.** This Policy and Procedure are reviewed in accordance with the Policy and Procedure Review Schedule or at need.

### 5. Definitions

Term	Definition
Department	Department of Education and Training
Contract	2018-19 funding Contract, Skills First Program, any successive or replacement funding contract.
Guidelines	2018 Guidelines about Fees, Skills First Program, any successive or replacement fees guidelines

### 6. Policy Statement

- 6.1.** MediQuest claims funding for eligible individuals in compliance with 2018 Guidelines for Fees, Skills First Program, Version 1.1, and the 2018-19 Skills First Program Funding Contract or any successive or replacement guidelines or contract.
- 6.2.** MediQuest has a fair and reasonable course cancellation/refund policy and provides this information to all clients' prior to enrolment.



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- 6.3. All financial data is stored for a period of 7 years (as per Records Management Policy) and made available to the regulator and other government bodies on request.
- 6.4. MediQuest recognises that “The Department” may claim back fees claimed in error, any amounts due to them under the terms of the Contract or Guidelines, any amounts claimed that “The Department” has paid and through auditing feels that the MediQuest is not eligible to claim and/or any money expended by “The Department” in auditing or in ‘making good’ any non-compliance with the Contract or Guidelines.

## 7. Procedure

### 7.1. Fees – Fee for Service

- 7.1.1. Fees are collected in arrears via student invoice after the course commencement.
- 7.1.2. Fee information is provided to clients prior to enrolment.
- 7.1.3. Fees are collected and placed in the MediQuest bank account within 5 working days of collection.
- 7.1.4. All clients are provided with a receipt for fees paid.
- 7.1.5. All fee information is recorded against each client in MYOB as per the Financial Management Policy and Procedure.
- 7.1.6. No more than \$1000 is collected in advance of course commencement from a client enrolling in a course.
- 7.1.7. Students pay on going course instalment fees in arrears.
- 7.1.8. No more than \$1000 is collected from clients when paying course fee instalments.

### 7.2. Fees – “The Department” Funded Clients

- 7.2.1. “The Department” funded clients contribute to the payment of tuition fees. Fees vary per course and are levied in compliance with “The Department” guidelines.
- 7.2.2. Course tuition fees are claimed for government funded clients in compliance with the “The Department” funding agreement.
- 7.2.3. Fees are claimed monthly in arrears via SVTS.
- 7.2.4. Fees are only claimed for eligible individuals.
- 7.2.5. Fees are claimed in accordance with the “The Department” guidelines for training and assessments services delivered.
- 7.2.6. Fees claimed correspond to actual training and assessment services delivered to eligible individuals for the claim period.
- 7.2.7. Fees are not claimed from “The Department” for credit transfer granted to individuals.



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**7.2.8.** MediQuest pays partners delivering services to “The Department” funded clients on its behalf as indicated in the partnership agreement. (if appropriate)

**7.2.9.** Total course fees claimed from “The Department” are for the course nominal hours. Nominal hours are identified for each course in the current Victorian Purchasing Guide or the curriculum document. Nominal hours claimed for the granting of RPL is claimed along with the monthly claim in which the RPL was granted.

### **7.3. Fee Concessions – “The Department” Funded Students**

**7.3.1.** MediQuest grants fee concessions to eligible individuals.

**7.3.2.** Fee concessions are granted to individuals who are determined to be eligible in accordance with the Guidelines

**7.3.3.** MediQuest submits a claim to “The Department” for fee concessions grants.

**7.3.4.** All documentation relating to assessing fee concessions are verified as authentic/true copies and stored in the clients file.

**7.3.5.** Job Seekers Referral Forms are sighted, copied and stored in the Client File. MediQuest returns the Job Seeker’s Referral form to the Job Seeker’s Referral Agency when enrolling Job Seekers.

**7.3.6.** MediQuest exercises reasonable judgement where an individual is not able to produce appropriate proof of concession prior to the commencement of training. A grace period of 6 weeks from the individual’s enrolment date is granted to produce proof of eligibility for concession fees. When the individual does provide proof of concession, MediQuest will ensure the concession was valid at the time of commencement of training.

**7.3.7.** MediQuest refunds “The Department” some or all of any concession fees claimed in error or if insufficient evidence is available to substantiate the granting of a concession at an audit.

### **7.4. Fee Waiver – “The Department” Funded Students**

**7.4.1.** MediQuest grants fee waivers to eligible individuals as identified in the Guidelines

**7.4.2.** MediQuest submits a claim to “The Department” for fee waivers granted.

**7.4.3.** All documentation relating to assessing fee waivers are verified as authentic/true copies and stored in the clients file.

### **7.5. Refunds**

**7.5.1.** MediQuest has a fair and equitable refund policy.



**7.5.2.** The refund procedure is made available to all clients' prior to enrolment via the client information handbook and the website.

Documents to be employed in conjunction with this policy and procedure

- Client information handbook
- Client orientation
- Student files
- Privacy Act 2000
- Public Records Act 1973
- Electronic transactions Act 2000
- 2018-19 Funding Contract, Skills First Program or subsequent or replacement funding contracts
- 2018 Guidelines About Fees, Skills First Program or subsequent or replacement guidelines about fees

**Revision History**

Date	Revision	Revised by
08/01/2018	Created	Barrie Campbell
08/01/2018	Authorised	Denise Dawson