



# RTO

## Fees and Refund Policy

Version: 4. May 2018

# 1. Fees, Charges and Refunds

McDonald's Australia undertakes to provide course services as outlined in the Statement of Fees.

## 1.1. Fees and Charges

Prior to enrolment, McDonald's Australia notifies clients of a range of fee information in a Statement of Fees. This fee information includes:

- All fees payable to McDonald's Australia, clearly describing all costs involved with the course;
- How and when fees must be paid;
- How to request a refund;
- The conditions under which a refund would be provided; and
- The participant's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies.

McDonald's Australia publishes all fees and charges. McDonald's Australia details its fees and charges including, but not limited to:

- Compulsory fees;
- Additional charges or co-contributions;
- Application process for exemptions and concessions;
- Methods of collection; and
- Refund information.

This information forms part of the Statement of Fees. Information provided to clients is consistent with McDonald's Australia course services arrangements. McDonald's Australia ensures all fees and charges related to the provision of training services are outlined to all parties prior to enrolment. Information provided is clear, accurate and sufficient to enable an informed choice.

Where a participant is being enrolled under any loan or delayed payment arrangement, the terms of the arrangement are clearly stated, including:

- Any debt that may be incurred;
- When repayment is required;
- Under what conditions; and
- Any associated fees, indexation or interest.

McDonald's Australia fees are designed to minimise the impact of fees and charges, through flexible payment plans, dependent on service type. McDonald's Australia is committed to cost efficiency for Recognition of Prior Learning (RPL) applications, and will at all times seek to complete RPL applications at the same cost or lower than normal course delivery costs.

### 1.1.1. Course Tuition Fees

All fees are published and available on the McDonald's Australia website. Published fees information includes fee rates for each training product, including full fee for service, subsidised, concession and exemption fee rates for each course and relevant government jurisdiction.

McDonald's Australia charges participants (and/or their employer or school) the mandatory or at least the minimum course tuition fee in accordance with the relevant specific jurisdictional training initiative requirements.

### 1.1.2. Participant Support Services Fees

If any specific participant support options available attract an additional cost, McDonald's Australia makes this clear in pre-enrolment information and as a part of the Statement of Fees. Similarly, if there are limitations to the support McDonald's Australia is able to provide to particular participant cohorts, these limitations are also made clear in information provided to potential participants.

McDonald's Australia ensures support provided is reasonable and accessible, with clear and accurate information on these items is included in the McDonald's Australia's Participant Information Booklet.

### 1.1.3. Incidental Expenses / Resource / Other Fees

There may be some instances of a personal cost to a participant over and above the general course fees. These costs include:

- *Essential equipment and other items* that the participant has the choice of acquiring from McDonald's Australia, or from a supplier other, that become the physical property of the participant, are retained by the participant on completion of training, and are not consumed during the training. Example: tool kit.
- An optional charge for *an item that is not essential* for the participant to complete the training.
- An optional charge for an *alternative form of access* to an item or service that is an essential component of the training, but is otherwise made readily available at no additional fee by McDonald's Australia.
- *Field trips and food, transport and accommodation costs* associated with the provision of field trips that form part of the training.
- *Any textbook* the participant requires for their course that is retained by the participant after completion of the qualification.

Other fees may be charged for alternate forms of access to essential goods or services that are otherwise made available by McDonald's Australia at no additional cost, such as course reading material that is available free of charge through another source.

These fees do not exceed cost recovery. Any increases to the resource fee must not exceed a Perth consumer price index (CPI) increase of 1%. Where appropriate, accountable officers may apply a resource fee to new or existing courses where they have not previously applied.

Trainees and apprentices are not exempt from these fees. However, McDonald's Australia provides Assessment Evidence Portfolios to trainees and apprentices free of charge.

For each qualification, McDonald's Australia publishes on its website any additional costs that a participant will or may incur and ensure that participants are aware of these costs prior to enrolment.

McDonald's Australia provides the participant or employer (where relevant) with receipts for any monies collected by McDonald's Australia for incidental expenses. McDonald's Australia retains copies of receipts issued.

#### **Services Not Incurring Fees**

McDonald's Australia does not charge participants separate fees for goods and services that are considered an RTO's responsibility.

For example, McDonald's Australia does not charge fees for costs associated with goods and services such as enrolment, records archiving, the purchase or depreciation of equipment or general infrastructure, IT support, and access to general learning and personal support services such as mentoring, study skills programs and career guidance. Separate fees may not be charged for negotiating training plans or determining employers' capacity to train.

Fees are not charged for any items that will be retained by the participant as their own personal property, such as tools, protective clothing or textbooks. Such items are purchased separately by the participant.

### 1.1.4. Embedded Qualifications

In some cases, a qualification may include all the units of competency required to complete a lower level qualification, an 'embedded' qualification. The participant may wish to be issued with a testamur for the lower level qualification in addition to the higher one they enrolled in.

In this case the participant has paid the fee for the higher level qualification. McDonald's Australia charges an administrative fee to produce the additional testamur (set at \$385 including GST) but the participant is required to pay additional participant fees for the lower level qualification.

### 1.1.5. Co-enrolments

McDonald's Australia charges a fee for each government subsidised course that a participant enrolls in, as relevant to the relevant government contractual requirements.

### 1.1.6. Repeated Assessment

Participants are able to attempt assessment to complete a unit of competency on three (3) occasions within their initial participant course fee. McDonald's Australia does not levy additional fees for these attempts.

## 1.2. Government Loan, Funding, Subsidy and Support Entitlements

McDonald's Australia ensures each participant is made aware of how undertaking training and assessment will impact their access to further government funded training. This includes ensuring that participants are aware of any government funding entitlement that may reduce their ability to access such funding in the future (such as arrangements that limit funding to one qualification for a person),

McDonald's Australia also provides advice on these arrangements prior to enrolment, via the Statement of Fees.

The total course fee for a government subsidised course is divided into two components:

- The Fee (to the participant / employer / employee); and
- The Subsidy (paid by the relevant government body).

In cases of government funding or subsidy, the Statement of Fees also includes the approximate value of the contribution from government towards the qualification(s) in which the participant is considering enrolment.

The following government contractual / jurisdictional arrangements apply to McDonald's Australia fees and charges.

### 1.2.1. Australian Capital Territory

#### ***Australian Apprenticeships***

McDonald's Australia charges a tuition fee except where the participant is exempt, or eligible for a concession and the RTO chooses to waive the remaining tuition fee.

McDonald's Australia may determine the fee per delivery mode; however it must be equal to or higher than the published mandatory minimum tuition fee for each qualification. The mandatory minimum tuition fee is \$350 per qualification.

Additional fees charged may include, but are not limited to the supply of goods the participant needs to purchase for use at work (e.g. tools, work clothing, Personal Protective Equipment (PPE)). McDonald's Australia does not insist that the goods are purchased from the RTO.

### 1.1.1 Queensland Co-Contribution Fee

McDonald's Australia may have different offerings for the same qualification. These offerings may arise because of different delivery modes (such as face-to-face and online), delivery locations (such as regional and South East Queensland) or other factors such as vocational/work placement or high-cost electives. McDonald's Australia may charge a different co-contribution fee for each offering.

The co-contribution fee charged for a qualification or offering represents the total cost to the participant and include any enrolment charges (such as identification card charges), tuition fees, services fees, materials fees and all other costs associated with delivering the training and assessment services and awarding the qualification. This includes costs associated with criminal history checks which may be a prerequisite for vocational placement and employment in certain occupations.

McDonald's Australia discloses upfront concessional and non-concessional fees and clearly publishes and labels them on its website as the co-contribution fee, along with all pertinent information about the offering. This allows prospective participants to be clearly informed of all fee costs and able to compare fees for a qualification.

Where McDonald's Australia must collect a co-contribution fee, it may be paid on behalf of the participant by an employer or third party unrelated to the RTO, but cannot be paid or waived by McDonald's Australia (whether directly or indirectly), unless approved in writing by the department.

McDonald's Australia charges and collects the fee at the unit of competency level, so that fees for units of competency add up to the total co-contribution fee published by McDonald's Australia. The unit of competency fee is either the total fee divided by the units of competency payable for the qualification or assigned proportionally based on the relative length of the competencies.

McDonald's Australia notifies the prospective participant of the expectations and rules regarding accessing a government subsidised training place under the relevant program. This notification includes advice that the participant will no longer be eligible for a government subsidised training place under a program once they complete the qualification level targeted through the program.

McDonald's Australia retains evidence of co-contribution fees charged and collected. It reports to the department, via its VET activity data submission for each participant, the fees collected per unit of competency — with fees reported in whole dollar values for each unit. Fees collected are reported to the department regardless of who pays the fee on behalf of the participant.

McDonald's Australia does not refund, waive, return payment, or provide a cash payment, or bonus either by way of 'referral fee' or otherwise to any payer of the co-contribution fee (including third parties) or fail to collect the co-contribution fee except as provided for in the relevant program policy.

Cost recovery — atypical and minor charges by McDonald's Australia are permitted on a cost-recovery basis for services which are not required for the standard delivery of training and assessment services, and awarding of a qualification. This would apply if a qualification has to be reissued — McDonald's Australia may charge the participant for this service on a cost-recovery basis.

## **User Choice**

Student contribution fees are the non-government financial contribution to the cost of the training and assessment services provided by McDonald's Australia.

McDonald's Australia details its fees and charges policy, including full costs, method of collection, refunds, and exemptions prior to enrolment and provide access to this written policy to apprentices and trainees.

McDonald's Australia retains evidence of participant contribution fees charged and collected for all participants, except for those participants deemed as fully exempt. In addition, evidence must be retained for all participants whose circumstances have been deemed as totally or partially exempt from participant contribution fees.

Student contribution fees under the User Choice program are set at \$1.60 per nominal hour for each unit of competency/module to be calculated at the commencement of the unit of competency/module. Student contribution fees may be adjusted annually by the department.

McDonald's Australia does not charge more than the participant contribution fee amounts.

When the participant converts from a school-based apprentice or trainee to a full-time or part-time apprenticeship or traineeship, participant contribution fees must be charged for training and assessment for any units of competency not yet commenced. This does not apply when the participant is a Year 12 graduate and is undertaking a high priority qualification as identified by the department.

Where McDonald's Australia collects a participant contribution fee, it may be paid on behalf of the participant by their employer or a third party unrelated to McDonald's Australia, but cannot be paid or waived by McDonald's Australia (whether directly or indirectly), unless approved in writing by the department.

McDonald's Australia may seek additional charges from the employer/industry. Any additional charges must be negotiated up-front and disclosed to the employer/industry prior to the participant's enrolment.

McDonald's Australia does not charge participants for:

- The provision of materials essential to achieving competence
- The development and supply of a training plan
- The development and supply of the initial training record.

When McDonald's Australia has claimed payment for the relevant units of competency through the User Choice funding program, McDonald's Australia does not withhold the results, statement of attainment or qualification from an apprentice or trainee due to the non-payment of fees.

## **Certificate 3 Guarantee**

A contribution to the cost of training and assessment services must be made by participants undertaking a certificate III level vocational qualification and non-concessional participants undertaking certificate I and/or II level vocational qualifications.

The fee may be paid on behalf of the participant by a third party unrelated to McDonald's Australia, but cannot be paid or waived by the RTO (whether directly or indirectly), unless approved in writing by the department. The fee amount is a decision for McDonald's Australia.

The only exceptions to the fee condition are:

- Skilling Queenslanders for Work (SQW) participants — this training is provided fee- free to participants with any additional costs met through SQW funding.

- Queensland Year 12 graduates undertaking high priority qualifications — this training is provided fee-free to participants.
- VETIS students — this training is provided fee-free to participants with any additional costs met by the school.
- Foundation skills — this training can be provided fee-free to participants, as determined by McDonald's Australia.
- Lower-level vocational qualifications for concessional participants — this training can be provided fee-free to participants, as determined by McDonald's Australia.

### Higher Level Skills

A contribution to the cost of training and assessment services must be made by participants undertaking a certificate IV level and above qualification or priority skill set. Given the increased benefits that participants and industry accrue from higher-level training, there is an expectation of higher levels of co-contribution under the Higher Level Skills program.

The fee may be paid on behalf of the participant by a third party unrelated to McDonald's Australia, but cannot be paid or waived by the RTO (whether directly or indirectly), unless approved in writing by the department. The fee amount is a decision for McDonald's Australia.

### 1.1.2 New South Wales

#### **Smart and Skilled Student fees**

Under Smart and Skilled, a participant contributes towards the cost of training through the payment of a participant fee. The payment to McDonald's Australia is made up of the participant fee and the subsidy from the government. Participant fees are:

- Set for the whole qualification, not annual or semester fees as some training providers did previously to Smart and Skilled;
- Lower for participants doing their first post-school qualification; and
- Set for the participant and the qualification and will be the same regardless of McDonald's Australia chosen.

#### *Charging fees*

There are different categories of participant fees, based on the qualification and the characteristics of the participant. The schedule of fees for each qualification on the NSW Skills List can be accessed at:

[www.training.nsw.gov.au/smartandskilled/prices\\_fees.html](http://www.training.nsw.gov.au/smartandskilled/prices_fees.html).

McDonald's Australia must charge the participant the relevant fee set by the NSW Government. The relevant fee will be determined when McDonald's Australia enters the participant data into the Smart and Skilled Provider Calculator.

#### **Traineeship fees**

The fee for a qualification delivered under a traineeship is lower than for a non-traineeship pathway. This means that the fee for a trainee is lower than the fee for a participant that is not a trainee.

Traineeship qualification fees are capped at \$1,000.

#### **Recognition of prior learning**

Where an eligible participant is granted recognition of prior learning (RPL) for one or more units of competency, the qualification price will be adjusted and a new participant fee determined.

The qualification price is based on both fixed and variable costs. The fixed cost of the qualification will be reduced by 50 per cent of the proportion of units of competency granted RPL. The variable cost will be reduced by 50 per cent of the total cost of the units of competency granted RPL.

Once the adjusted qualification price is calculated the new participant fee will be determined at the same percentage of the price as the original participant fee for that course (i.e. Adjusted Price x fee percentage).

Where RPL for a unit (or units) of competency is assessed by McDonald's Australia and only partially granted and some training delivery is still required, there is no reduction in the participant fee and should not be entered in McDonald's Australia Calculator or reported as RPL granted.

### ***Credit transfer***

Where an eligible participant is granted a credit transfer (CT) for one or more units of competency, the qualification price will be adjusted and a new participant fee determined.

The fixed cost of the qualification will be reduced by the proportion of units of competency given credit transfer. The variable cost will be reduced by the total cost of each unit of competency granted credit transfer.

Once the adjusted qualification price is calculated the new participant fee will be determined at the same percentage of the price as the original participant fee for that course (i.e. Adjusted Price x fee percentage).

### ***Calculating and adjusting fees for recognition of prior learning and credit transfer***

Where RPL and/or CT are granted at enrolment, McDonald's Australia uses the Smart and Skilled Provider Calculator to determine the applicable participant fee.

Where RPL and/or CT is granted after enrolment, or after a participant commences a qualification, McDonald's Australia reports the outcome for the relevant unit(s) of competency in their next Smart and Skilled training activity data file submitted to the Department. The Department will make adjustments to the subsidy payment and advise McDonald's Australia of the new participant fee. McDonald's Australia takes all necessary steps to advise affected participants of adjusted fee and to adjust the fee levied, including adjustments to subsequent fee payment schedules.

McDonald's Australia sights appropriate evidence, such as a testamur or a Unique Student Identifier (USI) transcript to grant credit transfer.

### ***Fees Arrangements for School Based Apprenticeships and Traineeships***

Under the School Based Apprenticeships and Traineeships Program the payment to McDonald's Australia is made up of the participant fee and the subsidy from the government. Participant fees are:

- Set for the whole qualification, not annual or semester fees; and
- Set for the participant and the qualification and will be the same regardless of McDonald's Australia chosen.

### ***Fee categories***

There are different categories of participant fees, based on the qualification and the characteristics of the school based apprentice or trainee.

The participant fee categories are:

- Apprenticeship or traineeship;
- Concession; or
- Exemption.

### ***Traineeship fees***

Are the same for school based traineeship qualifications as for the relevant traineeship qualification under Smart and Skilled.

### *Charging fees*

McDonald's Australia must assess the participant's fee eligibility and where the participant is not fee exempt charge the relevant participant fee set by the NSW Government.

The relevant fee can be confirmed during the Notification of Enrolment when McDonald's Australia enters the participant data into the School Based Apprenticeship and Traineeship Enrolment facility on STS Online and a SID is issued.

### *Levying of participant fees*

School based apprentices or trainees must not be levied the participant fee or any additional costs directly. The payment of participant fees and any additional costs, if applicable, is managed by the participant's school sector.

McDonald's Australia can determine the payment arrangements for participant fees, publishes information and informs the school sector of these arrangements before the participant enrolls.

Where a participant does not complete the qualification while at school, for example a participant undertaking a school based apprenticeship, McDonald's Australia only levies the proportion of the participant fee, via the school sector, for the proportion of the qualification undertaken whilst at school.

After finishing Year 12, the participant can be directly levied the proportion of participant fee for the remaining portion of the qualification that will be undertaken. McDonald's Australia collects all fees to be paid by the participant by the time they complete their subsidised training. In these instances, McDonald's Australia, or a related entity or organisation, does not pay the participant fee on behalf of a participant unless McDonald's Australia is also:

- The participant's employer; or
- Is a provider of government-funded employment services (Jobactive) and the participant is a client.

McDonald's Australia retains participant fees that it collects or evidence that either of the two conditions above were met.

*Note: The SID issued by the SBAT Enrolment facility must be retained for the duration of the participants training. Specifically, where a school based apprentice continues in the apprenticeship after finishing Year 12.*

### **Fees for continuing participants**

#### *Smart and Skilled continuing participants*

Participant fees under Smart and Skilled are for the whole qualification and should be determined at enrolment, and therefore apply until the participant has completed training in that qualification. Participants who have paid the full fee upfront, will not be charged an additional fee to continue their training even if the fee for the qualification increases from one activity period or year to the next.

#### *Continuing participants who transitioned to Smart and Skilled who started training before 2015*

Participants who started government-subsidised training before 1 January 2015, and who continued into 2015, would have paid a transition fee to continue their training. This fee was based on the proportion of the course the participant had left to complete at the time based on the total nominal hours as determined by McDonald's Australia. As this fee was for the remainder of their training, an additional fee should not be charged for a participant continuing training.

### *Participant fees for programs outside Smart and Skilled*

Where training is part of fee for service arrangements made between an organisation and a training provider, participant fees would be covered through these arrangements. These arrangements are outside Smart and Skilled.

Participants who subsequently wish to apply for Smart and Skilled subsidised training will be subject to the same eligibility requirements as for all other Smart and Skilled participants.

### *Proof of eligibility for fee status*

McDonald's Australia ensures that individuals declare that information provided with regard to eligibility is true, accurate, complete and not misleading.

Additionally, for some fee types an individual may be required to provide evidence to support their eligibility for the Smart and Skilled fee type. McDonald's Australia sights or maintain certain evidence as required.

### **Validation of participant eligibility and fee**

McDonald's Australia uses the Provider Calculator to confirm an individual's Smart and Skilled eligibility for a qualification. McDonald's Australia charges the participant the relevant fee set by the NSW Government which has been validated by McDonald's Australia Calculator.

McDonald's Australia cannot charge participants a fee other than what is calculated by the NSW Government through McDonald's Australia Calculator. This means McDonald's Australia does not discount the fee, charge a higher fee or exempt participants from paying the fee determined by McDonald's Australia Calculator.

### **Additional costs to participants**

#### *Incidental expenses*

The price of a qualification, which is made up of the government subsidy and participant fee, will cover the total costs incurred by McDonald's Australia to deliver the training, including assessment. However, there may be some instances of a personal cost to a participant over and above the participant fee.

These costs include:

- Essential equipment and other items that the participant has the choice of acquiring from McDonald's Australia, or from a supplier other than McDonald's Australia, that become the physical property of the participant, are retained by the participant on completion of training, and are not consumed during the training;
- An optional charge for an item that is not essential for the participant to complete the training;
- An optional charge for an alternative form of access to an item or service that is an essential component of the training, but is otherwise made readily available at no additional fee by McDonald's Australia;
- Field trips and food, transport and accommodation costs associated with the provision of field trips that form part of the training; or
- Any textbook the participant requires to undertake their qualification that is retained by the participant after completion of the qualification.

For each qualification, McDonald's Australia publishes on its website any additional costs that a participant will or may incur and ensure that participants are aware of these costs prior to enrolment.

McDonald's Australia provides all participants (or employers where relevant) with receipts for any monies collected by McDonald's Australia for incidental expenses. McDonald's Australia retains copies of receipts issued.

#### *Charges for issuing embedded qualifications*

In some cases a qualification may include all the units of competency required to complete a lower level qualification, an 'embedded' qualification. The participant may wish to be issued with a testamur for the lower level qualification in addition to the higher one they enrolled in. In this case the participant has paid the fee for the higher level qualification. McDonald's Australia may charge an administrative fee to produce the additional testamur but the participant will not be required to pay additional participant fees for the lower level qualification.

### **Paying fees**

#### *Levying of participant fees*

McDonald's Australia determines the payment arrangements for participant fees, publishes information and informs participants of these arrangements before the participant enrolls.

McDonald's Australia ensures it collects all fees to be paid by the participant by the time they complete their subsidised training. A Provider, or a related entity or organisation, must not pay the participant fee on behalf of a participant unless McDonald's Australia is also:

- The participant's employer; or
- Is a provider of government-funded employment services (Jobactive) and the participant is a client.

McDonald's Australia ensures it retains participant fees that it collects or evidence that either of the two conditions above were met.

#### *Arrangements for payment of fees for apprentices and trainees*

Some Modern Awards include provisions that require the employer to pay the fee on behalf of their apprentice or trainee. Where this is the case the employer will pay the participant fee.

#### *Subcontracting*

Where McDonald's Australia enters into a subcontracting arrangement, the subcontractor does not charge the participant a fee or any additional costs. All fees and any additional costs must be levied by McDonald's Australia in accordance with this Policy.

### **Co-enrolments**

McDonald's Australia charges a fee for each Smart and Skilled qualification that a participant enrolls in. For example, if a participant enrolls in both a traineeship qualification and a foundation skills qualification, the participant must pay the participant fee applicable for both qualifications.

### **Changes to Participant Fees**

The participant will pay the fee for the qualification that applies in the year when they commence training. The participant will not be affected by any subsequent changes to Smart and Skilled fees.

### **Discontinuing participants**

#### *Withdrawal without penalty*

McDonald's Australia advises the participant, prior to any fees being paid, of the 'withdrawal with no penalty' cut-off date, i.e. the date by which the participant can withdraw and be refunded any fees paid at enrolment. This date is determined by McDonald's Australia.

#### *Withdrawal after the cut-off date without penalty*

Where a participant withdraws from training, McDonald's Australia gives the exiting participant a statement of fees that includes all fees applied and any fees refunded, if applicable.

### *Fees for participant repeat attempts to complete units of competency*

McDonald's Australia allows a participant to attempt each assessment task for each unit of competency on at least three occasions (initial attempt plus two re-submissions) as a part of their participant fee. Further assessment attempts beyond the first three attempts may incur additional fees. McDonald's Australia ensures participants are aware of this policy prior to enrolment.

### ***Transferring participants***

A participant undertaking a Smart and Skilled qualification may withdraw from a qualification with a Smart and Skilled Provider and transfer to another Smart and Skilled Provider to complete their qualification because:

- They chose to of their own accord;
- Their initial Provider closes; or
- Their initial Provider's Smart and Skilled Contract has been terminated.

#### *Participants who transfer of their own accord*

Where a participant transfers of their own accord from their initial Smart and Skilled Provider to another Smart and Skilled Provider to complete their training, standard credit transfer rules will apply when calculating the participant fee. To do this, the participant's subsequent Provider must obtain a statement of attainment from the participant (issued by the initial Provider) to determine what credit should be granted. The subsequent Provider must use the Smart and Skilled Provider Calculator to determine the participant fee.

In this situation, the participant may end up contributing more towards the cost of their training.

#### *Participants who transfer due to Provider closure or contract termination*

The following rules apply to a participant who transfers due to a Provider's closure or the termination of a Provider's Smart and Skilled Contract:

- The fees charged in total by the two Smart and Skilled Providers cannot exceed the participant fee quoted by the initial Provider.
- Where the combined fee exceeds the original fee quoted, the subsequent Provider must contact the Department to confirm fee to be charged, before enrolling the participant and charging any fees. Any fee gap will be paid to McDonald's Australia by the Department.

Therefore where a participant transfers from their initial Smart and Skilled Provider to another Smart and Skilled Provider to complete their training, and the transfer is not of the participant's own accord, the subsequent Provider must obtain from the participant:

- A statement of attainment issued by the previous Smart and Skilled Provider;
- An up-to-date training plan (issued by the initial Smart and Skilled Provider) that lists all units of competency achieved, commenced but not completed, and/or not started; and
- A statement of fees issued by the previous Smart and Skilled Provider.

The subsequent Provider can then enter the details into the Smart and Skilled Provider Calculator to determine the participant's fee.

Obtaining the above documentation may not be possible where the initial provider closes. In these instances, McDonald's Australia seeks assistance from the Department to determine the participant's fee.

### ***Participants transitioning from superseded qualifications***

Where a participant is enrolled in a qualification that is superseded and the participant is required to transition to the new qualification to continue training and complete, and the price of the new qualification is different to that of the superseded qualification:

- McDonald's Australia continues to be paid the applicable subsidy for the superseded qualification; and
- The participant fee remains the same.

### **Smart and Skilled Fee Administration Policy**

McDonald's Australia ensures each participant is given access to the Smart and Skilled Fee Administration Policy before or at the time of enrolment. This is available at: <https://smartandskilled.nsw.gov.au/for-training-providers>

McDonald's Australia makes participants aware of its policies or processes on:

- Evidence required for participant eligibility for Smart and Skilled, Smart and Skilled programs and fee exemptions and concessions where relevant;
- Withdrawal without penalty;
- Repeat attempts to complete a unit of competency;
- Fee refunds;
- Recovery of outstanding fees; and
- Levying of participant fees.

#### **1.1.3 Northern Territory**

No mandated participant fee arrangements are applicable.

#### **1.1.4 South Australia**

No mandated participant fee arrangements are applicable.

#### **1.1.5 Tasmania**

No mandated participant fee arrangements are applicable.

#### **1.1.6 Victoria**

##### **General requirements for calculation and levying of fees**

Prior to enrolment, McDonald's Australia supplies each individual with a Statement of Fees. The Statement of Fees provides a quote for the total cost for the course of study/enrolment, taking into account current circumstances (including any eligibility for concession).

##### **Tuition fee waivers/exemptions**

McDonald's Australia allows tuition fee waivers/exemptions.

Prior to enrolment, McDonald's Australia sights and retains copies of all documentation demonstrating an individual's eligibility for the tuition fee waiver/exemption granted by McDonald's Australia for audit or review purposes.

##### **Other fees**

McDonald's Australia publishes on its website all other fees associated with government subsidised training including but not limited to any student services and amenities fees, fees for goods, services or materials and administration fees. If McDonald's Australia imposes any other fees McDonald's Australia it supplies the individual with itemised details of the fees prior to enrolment as part of a Statement of Fees.

#### **1.1.7 Western Australia**

McDonald's Australia collects fees and charges for participants undertaking VET in accordance with the current provisions of the Department's VET Fees and Charges Policy and any law and other legal requirements relevant to these Services or the WA Contract.

## McDonald's Australia:

- retains evidence of payment of fees and charges for all funded Participants for a period of five (5) years following the end.
- retains the evidence of the Participants proof of eligibility of concession or fee waiver.
- promptly provide copies of invoices and receipts identifying the fees and charges for any funded Participant when requested.
- promptly remit such fees, charges or other monies (as the case may be) which, by virtue of the WA Contract or any law or government policy, it is not entitled to collect or keep, to the Department or any payer, upon request by the Department, and in accordance with such request.

## WA Invoicing

McDonald's Australia provides publicly funded Participants with an itemised enrolment invoice or receipt for any Units they have enrolled in. Invoices include:

- Personal details - the first and last name of the Participant;
- Course details – national or state identification and course name;
- Concession status (where appropriate);
- Jobs and Skills WA Category - Apprenticeships and Traineeships.
- Enrolment date
- A list of all enrolled Units, specifying for each Unit the:
  - withdrawal/census date;
  - nominal hours;
  - Unit fee;
  - resource fee; and
  - fee for Recognition of Prior Learning (where applicable).
- Additional itemised fees; and
- Total invoice amount.

As the employer takes responsibility for the payment of the invoice, McDonald's Australia provides a single enrolment invoice/receipt that provides aggregated information on their employees' enrolment details.

Participants still receive an individual copy of their enrolment invoice/receipt containing all of the relevant information for record keeping purposes where they leave their employment prior to completing the qualification.

McDonald's Australia charges participants fees as applicable via this documented process for the invoicing and receipt of participant fees.

## Course Fees

The course fee is the sum of fees for all units that a participant enrolls in. Trainees are required to pay course fees regardless of mode of delivery, including training that is 100% on the job.

An hourly rate based on nominal hours applies to each unit commenced in 2018.

Category of Enrolment	Fee Rate per Nominal Hour
<i>Non-Concession Participant</i>	
Diploma, Advanced Diploma and Existing Worker Traineeships	\$5.79
Apprenticeships, Traineeships* and Priority Industry Qualifications (up to Certificate IV)	\$3.25
<i>Concession Participant</i>	
Diploma, Advanced Diploma and Existing Worker Traineeships	\$5.79
Apprenticeships, Traineeships* and Priority Industry Qualifications (up to Certificate IV)	\$0.97

\*Excludes existing worker traineeships

For Diploma and Advanced Diploma qualifications, the maximum course fee chargeable in 2018 is \$7,860. This maximum applies per course in 2018. Existing worker trainees at any qualification level are charged at the \$5.79 fee rate and are not eligible for fee concessions.

For secondary school-aged persons not enrolled at school, the maximum course fee chargeable in 2018 is \$420. The maximum is the total fee for all courses the participant is enrolled in.

For these participants, course fees for courses that are below Diploma level or are concession-eligible Diploma and Advanced Diploma courses are calculated at the concessional rate until the participant reaches the fee cap. The Diploma and Advanced Diploma course fee maximum does not apply to these participants.

### Goods & Services that should not incur a fee

McDonald's Australia does not charge participants separate fees for goods and services that are considered a McDonald's Australia's responsibility under the relevant Standards. The costs of providing these services are included in the price set by the Department for the purchase of training. For example, McDonald's Australia does not charge fees for costs associated with goods and services such as enrolment, records archiving, the purchase or depreciation of equipment or general infrastructure, IT support, and access to general learning and personal support services such as mentoring, study skills programs and career guidance.

Separate fees are not charged for negotiating training plans or determining employers' capacity to train, which form part of the McDonald's Australia's responsibilities under the Department's Apprenticeship Policy.

Fees are not charged for any items that will be retained by the participant as their own personal property, such as tools, protective clothing or textbooks. Such items must be purchased separately by the participant.

### Resource fees

Resource fees are charges for materials that are considered essential to a course or unit of study and which do not form part of the course fee. The resource fee covers materials purchased by McDonald's Australia to be consumed or transformed by participants in the course of instruction, such as workshop materials, workbooks and essential uniforms.

Any increases to the resource fee does not exceed a Perth consumer price index (CPI) increase of 1.25%. Where appropriate, accountable officers may apply a resource fee to new or existing courses where they have not previously applied. Resource fees do not exceed cost recovery.

Resource fees are published by McDonald's Australia prior to the commencement of enrolments.

Trainees and apprentices are not exempt from resource fees. However, where McDonald's Australia provides Training Record Books to trainees and apprentices, these are free of charge.

### Other fees

Other fees may be charged for:

- goods or services that are not essential to the course such as parking, membership to participant organisations and security passes; or
- alternate forms of access to essential goods or services that are otherwise made available by McDonald's Australia at no additional cost, such as course reading material that is available free of charge through another source.

Other fees are itemised and published by McDonald's Australia prior to commencement of enrolment.

### Calculating fees

The fee applicable is from the start date of the unit in which the publicly subsidised student is enrolled, irrespective of the date of enrolment or duration of the course.

To ensure consistency, adjustments are not made to fees to reflect variations in timetabling or in instances where students complete a course or unit in less time than the nominal hours specified in the course outline defined on the Department's [website](#).

Students enrolling in a publicly funded course are charged according to the same fee structure regardless of mode of delivery, including:

- local face to face class;
- remote live electronic conferencing;
- self-paced – scheduled and unscheduled;
- external studies;
- workplace learning;
- video/television based learning; and
- online learning.

### Temporary Residents

Persons holding a temporary visa of sub-class 309, 820, 826, or secondary holders of a temporary visa of sub-class 457 are to be treated as Australian residents for fee charging purposes and are also eligible for fee waivers and concessions.

### Charges for students transferring to other RTOs

Where a student or a block of students transfers to another RTO, the new RTO will have course and resource fees transferred in full from McDonald's Australia if the program of study has not commenced.

In all other circumstances, the new RTO may seek a pro rata transfer, based on elapsed time, of course and resource fees from McDonald's Australia. Transfers of fees are to be managed between RTOs.

Proof of previous enrolment and fees paid must be provided by the participant and retained by McDonald's Australia for audit purposes. Details of transfers must be retained by both RTOs for audit purposes.

### Recognition of Prior Learning

Recognition of prior learning (RPL) involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system in respect of a specific unit. 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 these required learning outcomes or competency outcomes.

McDonald's Australia publishes its fees for RPL services.

### **Credit Transfer**

Participants are not charged for credit transfer. The transfer of credit provides the participant with an exemption from relevant units within a course. Credit transfer does not involve an assessment of the participant's knowledge or skills – it is an assessment of the credentials of the formal accredited learning presented against the destination course to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes, or standards in a course.

Participants may be granted credit for the completion of formal accredited learning with a school, university or McDonald's Australia.

### **Payment of fees & charges**

Enrolment is not complete until McDonald's Australia fees and charges are paid, deferred payment arrangements have been made or fees and charges have been waived.

Irrespective of payment option, details of all participant enrolments are retained for audit purposes.

### **Payment options**

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

- pay the full amount of fees and charges;
- present a signed authority from an employer to invoice that employer for the participant's fees and charges;
- pay the fee by instalment; or
- make application on the grounds of severe financial hardship for fees and charges to be waived for courses below diploma level or concession-eligible.

Participants who fail to take up one of the above options are not enrolled.

Apprentices and trainees are treated the same as other participants and are legally liable to pay fees.

### **Waiving of charges**

McDonald's Australia may waive all fees and charges for participants that they assess as being in severe financial hardship for courses below diploma level and concession-eligible Diploma and Advanced Diploma courses.

Whether a participant is in severe financial hardship is to be determined on a case by case basis by the McDonald's Australia. Existing worker trainees are not eligible for a fee waiver with the exception of enrolments in concession-eligible Diploma or Advanced Diploma courses.

McDonald's Australia has in place this formal process for the waiving of fees and charges as outlined below. Details of a participant's enrolment, records where a fee waiver has been granted and documented reasons for the decision are retained for audit purposes.

Meeting the concession eligibility requirements entitles the individual to a fee concession, but is not sufficient grounds for the granting of a fee waiver.

### **Advice of withdrawal**

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

**Full refunds**

Participants who withdraw are entitled to a full refund of the applicable course fee, resource fee and other fees where:

- a unit is cancelled or re-scheduled to a time unsuitable to the participant; or
- a participant is not given a place due to maximum number of places being reached.

**Part refunds**

McDonald's Australia sets a census/withdrawal date for each unit at no less than 20% of the way through the period during which that unit is undertaken.

Participants who withdraw and who lodge a withdrawal notification in writing before the census/withdrawal date for a unit are eligible for a full refund of the course fee for the unit; and

- a full refund of the resource fee if the course is a Diploma or Advanced Diploma course; or
- 50% of the resource fee if the course is below Diploma level.

**Pro rata refunds**

McDonald's Australia can approve a pro rata refund of fees and charges at any time during the course of delivery if participants withdraw for reasons of personal circumstances beyond their control.

For example:

- serious illness resulting in extended absence from classes;
- injury or disability that prevents the participant from completing their program of study; or
- other exceptional reasons at the discretion of McDonald's Australia.

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

**1.3. Fee Concessions and Exemptions**

Fee concessions and exemptions apply to a range of publicly funded vocational education and training course services provided by McDonald's Australia across jurisdictions.

McDonald's Australia collects, records and retains all evidence relating to fee transactions. Where a fee concession, waiver, exemption or refund is granted, McDonald's Australia retains all supporting evidence relating to the decision for each participant.

McDonald's Australia has a formal process in place to support the assessment of participant eligibility for waiving any remaining fees and charges, after concessions have been applied. McDonald's Australia only permits a fee concession or exemption for a participant where evidence supporting the eligibility for concession or exemption is obtained from the participant prior to the finalisation of enrolment process.

Fee concession and exemption arrangements do vary depending on the jurisdiction and government support program available. Please refer to the following table for fee concession and exemption information relevant.

**1.3.1. Australian Capital Territory****Australian Apprenticeships****Concession**

A participant is eligible for a fee concession if, at the commencement of training they:

- Hold a current Health Care Card or Pension Card; or
- Can prove genuine hardship.

Where the participant is under 18 years of age this rule will apply if the parent/guardian holds one of the above cards. McDonald's Australia may choose to waive the remaining tuition fee for participants that are eligible for a fee concession.

### **Exemption**

The tuition fee is not charged where:

- The employer is the RTO for its own participant; or
- The participants leaves one employer and recommences within 12 months with another employer, in the same qualification and with the same RTO; or
- The participant is required to go to a different RTO as a result of a change of RTO process; or
- The participant is an ASBA and the school is the RTO.

### **1.3.2. Queensland**

#### **User Choice - Partial exemption of tuition fees**

McDonald's Australia charges 40 per cent of the participant contribution fee where the participant falls into one or more of the following exemption categories:

- The participant was or will be under 17 years of age at the end of February in the year in which the McDonald's Australia provides training, and the participant is not at school and has not completed year 12; or
- The participant holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care Card or Pensioner Concession Card, and is named on the card.
- The participant issues McDonald's Australia with an official form under Commonwealth law confirming that the participant, his or her partner or the person of whom the participant is a dependant, is entitled to concessions under a Health Care Card or Pensioner Concession Card.
- The participant is an Aboriginal or Torres Strait Islander person as stated on the Training Contract and Application for Enrolment Form.

#### **User Choice - Full exemption of tuition fees**

McDonald's Australia may apply full exemption from the Participant contribution fee where the Participant falls into one or more of the following exemption categories:

- Where payment of the Participant contribution fee would cause extreme financial hardship;
- Where credit transfer/national recognition has been applied to a unit of competency/module;
- Where the Participant is a school-based apprentice or trainee; or
- The Participant undertaking a qualification as part of the Skilling Queenslanders for Work's Work Skills Traineeship program; or
- Where the Participant is a Year 12 graduate who:
  - commences an apprenticeship/traineeship within 12 months of completing Year 12 (that is, by the end of the calendar year following completion of Year 12); and
  - enrolls in a high priority qualification identified by the department.

McDonald's Australia must retain evidence of participants who are deemed to have completed Year 12 in Queensland and hold a Senior Statement issued by the Queensland Curriculum and Assessment Authority, or equivalent certification.

#### **Certificate 3 Guarantee**

Concessional status applies when:

- The participant holds a Health Care or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care or Pensioner Concession Card and is named on the card; or

- The participant provides McDonald's Australia with an official form under Commonwealth law confirming that the Participant, their partner or the person of whom the Participant is a dependant is entitled to concessions under a Health Care or Pensioner Concession Card; or
- The participant is an Aboriginal or Torres Strait Islander; or
- The participant is a school student and is enrolled in a VETiS program (may include young people in detention); or
- The participant has a disability; or
- The participant is an adult prisoner.

For concessional status, it is McDonald's Australia's responsibility to verify at enrolment and hold evidence of a participant's eligibility.

### 1.3.3. New South Wales

#### **Concession fees**

Concession fees are discounted fees for disadvantaged participants. Concessions fees are a flat fee for the qualification level.

A participant who receives a specified Commonwealth Government welfare benefit or allowance is eligible for a concession fee for a qualification up to and including Certificate IV. A participant who is receiving a specified benefit or allowance at the time of enrolment is eligible for a concession.

The concession fee is also available to a participant who is a dependant of a person receiving a specified Commonwealth Government welfare benefit or allowance. To be eligible for the concession the person who the participant is a dependant of must be receiving the benefit or allowance at the time of enrolment.

There are no concessions for participants enrolling in Diplomas and Advanced Diplomas.

#### *Proof of eligibility*

The recipient of a specified Commonwealth Government welfare benefit or allowance must provide the following proof of eligibility for a concession:

- A letter from the Department of Human Services (Centrelink) confirming receipt of the benefit. The letter should clearly show the Centrelink Reference Number (CRN) and the benefit or allowance category; or a current concession card that shows the CRN and clearly shows the benefit or allowance category; or
- A current Centrelink income statement that clearly shows the CRN and the benefit or allowance category; or
- Any other evidence that clearly shows the CRN and the benefit or allowance category; or
- Documentary evidence from the Department of Veterans' Affairs stating their pension/benefits status; or
- For people applying for Austudy or Youth Allowance, an approval letter from Centrelink that shows the CRN and indicates that commencement date of their benefit is within two weeks of their enrolment or two weeks within the date of the first class attendance or participation in training.

An individual who is seeking a concession as a dependent child, spouse or partner of someone who is receiving a specified Commonwealth Government welfare benefit or allowance must provide documentary evidence that Centrelink recognises the individual as the dependant. The evidence should clearly show the CRN of the benefit or Commonwealth Government welfare recipient.

#### **Fee exemptions**

Participants who qualify for a fee exemption are:

- Australian Aboriginal and Torres Strait Islander people;

- People with a disability(ies) (that is people who meet the disability fee exemption criteria, including the dependent child, spouse or partner of a recipient of a Disability Support Pension). (See also Proof of eligibility for fee status);
- Refugees and asylum seekers (that is people who meet the refugee and asylum seeker eligibility and exemption criteria specified); or
- Recipients of Fee-Free Scholarships.

#### *Frequency of exemption*

Australian Aboriginal and Torres Strait Islander participants and participants that meet the Smart and Skilled disability fee eligibility requirements ("participants with a disability(ies)") and participants who meet the refugee or asylum seeker eligibility and exemption criteria ("participants who are a refugee or asylum seeker") will be exempt from fees for any Smart and Skilled enrolments for which they are eligible.

Australian Aboriginal and Torres Strait Islander participants, "participants with a disability(ies)" and participants who are a refugee or asylum seeker must meet the Smart and Skilled eligibility criteria or be a NSW apprentice or a NSW new entrant trainee undertaking a Skills List traineeship qualification.

#### *Fee exemption Aboriginal and Torres Strait Islander participants*

Australian Aboriginal and Torres Strait Islander participants prove their status and eligibility for a fee exemption through descent, self-identification and community identification.

Participants will need to declare their status and be able to provide documentary evidence of community identification, if required.

#### *Fee exemption - Participants with a disability(ies)*

A participant who seeks a fee exemption on the basis of disability will need to provide:

- A letter from Centrelink confirming receipt of the Disability Support Pension. The letter should clearly show the Centrelink Reference Number (CRN); or
- A current Disability Pensioner Concession Card that shows the CRN; or
- A current Centrelink income statement for the Disability Support Pension, which clearly shows that income is for the disability pension and also shows the CRN; or
- Any other evidence that clearly shows the CRN and confirms receipt of the Disability Support Pension; or
- Documentary evidence of support demonstrating a clear additional need as a result of the participant's disability. This evidence must be a letter or statement from:
  - a medical practitioner; or
  - an appropriate government agency such as Veteran's Affairs or a TAFE NSW teacher consultant (for participants with a disability), a school counsellor or special education coordinator, Centrelink, a Disability Service Provider, or a Job Capacity Assessor; or
  - a specialist allied health professional (including a rehabilitation counsellor, psychologist, speech pathologist, or occupational therapist).

An individual who is seeking an exemption as a dependant child, spouse or partner of someone who is receiving a Commonwealth Government Disability pension must provide documentary evidence that Centrelink recognises the individual as a dependant. The evidence should clearly show the CRN of the Disability Pension Recipient.

#### *Fee free training Refugees and asylum seekers*

Refugees and asylum seekers who hold particular visas are eligible for Smart and Skilled. Individuals who hold one of the below visas are eligible for Smart and Skilled. Additionally, individuals who hold any of these visas are eligible for fee-free training for qualifications up to and including Certificate IV.

A participant who seeks a fee exemption on the basis of their visa status will need to provide visa documentation, or documentation such as an ImmiCard where appropriate, which states that they hold one of the visas specified.

#### *Permanent visas*

- Emergency rescue visa (Subclass 203)
- Global special humanitarian programme visa (Subclass 202)
- In-country special humanitarian programme visa (Subclass 201)
- Protection visa (Subclass 866)
- Refugee visa (Subclass 200)
- Woman at Risk visa (Subclass 204).

#### *Temporary visas*

- Bridging Visa A (BVA)
- Bridging Visa B (BVB)
- Bridging Visa C (BVC)
- Bridging Visa D (BVD)
- Bridging Visa E (BVE)
- Safe Haven Enterprise visa (Subclass 790)
- Temporary Humanitarian Concern visa (Subclass 786)
- Temporary Humanitarian Stay visa (Subclass 449)
- Temporary Protection visa (Subclass 785).

#### *Fee-Free Scholarships*

Smart and Skilled Fee-Free Scholarships are a category of "Fee Exemption"; meaning that Fee-Free Scholarship recipients are exempt from paying participant fees. Training providers will be compensated for the participant fee revenue foregone as a result of the participant being fee exempt rather than paying the concession fee.

To be eligible for a Smart and Skilled Fee-Free Scholarship, individuals must first meet the rules for the relevant program.

Smart and Skilled eligible participants undertaking a full qualification up to and including Certificate IV may be eligible for a Smart and Skilled Fee-Free Scholarship and are:

- Aged between 15 and 30 (inclusive) at the start date for training and eligible for a concession fee (i.e. a Commonwealth Government welfare recipient); or
- Commencing in training from 1 January 2016 and meet the Out-of-Home Care definition at the time of enrolment and are:
  - aged 15-17 years and currently in out-of-home care; or
  - Aged 18-30 years and previously in out-of-home care; or
- Aged 15 and over, commencing in training 1 July 2016 and be able to disclose (self-declare) at enrolment that they meet the domestic and family violence definition.

Individuals are eligible for one scholarship per financial year (commencing 1 July 2015) and a maximum of two scholarships over four financial years (ending 30 June 2019).

There is a limit of 50,000 Smart and Skilled Fee-Free Scholarships per financial year. This limit does not apply to participants who meet the fee-free criteria who are living in social housing in NSW or on the NSW Housing Register (waiting list); or participants who meet the out-of-home care criteria for a fee-free scholarship.

#### *Social Housing definition*

For the purposes of the Smart and Skilled Fee-Free Scholarship scheme, "NSW Social Housing" includes tenants of:

- Public housing (owned and managed by the NSW Government or managed by a community housing provider);
- Community housing (owned and/or managed by community housing providers);
- Aboriginal housing (owned and/or managed by the Aboriginal Housing Office (AHO) and Aboriginal Community Housing Providers);
- Clients receiving crisis accommodation/supported accommodation (Specialist Homelessness Services); or
- Clients receiving private rental assistance funded by Family and Community Services (for example: private rental subsidy, rental bond loans, tenancy guarantees).

A social housing resident or person on the NSW Housing Register (waiting list) who seeks a Smart and Skilled Fee-Free Scholarship will need to confirm, by participant declaration/signature, that the information provided about their social housing status is correct.

#### *Out-of-Home Care definition*

The term 'out-of-home care' is defined in section 13.5 of the Children and Young Persons (Care and Protection) Act 1985 and refers to children or young people who are cared for by a person other than their parent, in a place that is not their usual home. Children and young people enter out-of-home care because they are in need of care and protection.

There are two main types of out-of-home care:

- Statutory care - where the Children's Court has made a Care Order placing the child or young person in the parental responsibility of the Minister for Family and Community Services
- Supported care - where the Secretary of Family and Community Services forms the opinion that the child or young person is in need of care and protection.

Children and young people in out-of-home care usually reside with relative/kinship carers, foster carers or in residential care services.

A participant who meets the out-of-home criteria who seeks a Smart and Skilled Fee-Free Scholarship will need to confirm by participant declaration/signature that they meet the eligibility criteria, and if requested provide supporting evidence.

#### *Domestic and family violence definition*

For the purposes of the Smart and Skilled Fee-Free Scholarship scheme, people who have experienced or are experiencing domestic and family violence or their dependants must have a letter of recommendation from a domestic and family violence service, refuge or other support agency.

A participant who meets the domestic and family violence criteria who seeks a Smart and Skilled Fee-Free Scholarship will need to confirm by participant declaration/signature that they meet the eligibility criteria, and provide supporting evidence.

### **1.3.4. Northern Territory**

No concession or exemption to fees currently applies.

### **1.3.5. South Australia**

No concession or exemption to fees currently applies.

### **1.3.6. Tasmania**

If McDonald's Australia charges course service fees, it complies with the Service Fee Exemption Categories, as listed below.

#### *Service Fee Exemption Categories*

Fee concessions apply only to service fees and not to other charges which may be imposed, such as administration fees, materials levies or additional fees such as license costs, course booklets, etc.

Participants are exempted from service fees if they fit into one of the following categories:

1. People in receipt of one of the following benefits:
  - Pensioner Concession
  - Veterans' Affairs Concession
  - Sickness Allowance
  - Newstart
  - Special Benefit
  - Family Tax Benefit (at maximum rate)
  - Youth Allowance
  - Carer Pension
  - Disability Support Pension
  - Mature Age Allowance
  - Partner Allowance
  - Parenting Payment Single
  - Parenting Payment Partnered
  - Widow Allowance
  - ABSTUDY
  - Austudy (study allowance for fulltime participants over 25 years of age)
  - Drought Relief
  - Foster Care Participants
2. Dependents of people in receipt of any of the above benefits
3. People who are inmates of a custodial institution
4. People enrolled in one of the following fee-exempt, publicly funded programs:
  - Courses designed to provide foundation skills or to prepare participants for further study
  - Courses delivered specifically for Aboriginal and Torres Strait Islander peoples
  - Australian Apprenticeship Access Program
  - Adult Migrants English Program (AMEP)
  - Women's Access Programs
  - VET in Schools Programs for enrolled school participants
  - Literacy and numeracy courses
  - Certificate I in General Education for Adults.
5. People experiencing extreme financial hardship.
  - This exemption is to be applied at the discretion of the RTO.

### 1.3.7. Victoria

#### **Concessions**

McDonald's Australia allows concessions on standard fees.

The concession fee is 20 per cent of McDonald's Australia's published standard tuition fee as described in Clause 1.1, being the fee that McDonald's Australia would have charged a non-concession government subsidised participant in the same course at that time.

If an individual who was previously eligible for a concession becomes ineligible for the concession before the completion of the hours for which they have paid tuition fees, this does not affect the tuition fees payable for the enrolment.

Prior to enrolment, McDonald's Australia sights and retains copies of all documentation demonstrating an individual's eligibility for the fee concession granted by McDonald's Australia for audit or review purposes. Where a concession card is presented to McDonald's Australia via a Digital Wallet through a Centrelink Express Plus mobile application, McDonald's Australia sights

and authenticates the card by viewing the card directly through the Centrelink Express Plus mobile application on the cardholder's mobile device.

#### *General Concessions*

For enrolments in courses at the Certificate IV level and below, McDonald's Australia must charge the concession fee to an individual who, prior to the commencement of training, holds (or is a dependant spouse or dependant child of a holder of) a current and valid:

- Health Care Card issued by the Commonwealth;
- Pensioner Concession Card; or
- Veteran's Gold Card; or
- an alternative card or concession eligibility criterion approved by the Minister for the purposes of these Guidelines.

McDonald's Australia retains a copy of the relevant concession card.

#### *Indigenous Completions Initiative*

Under the Indigenous Completions Initiative, for enrolments in a course at any level McDonald's Australia charges the concession fee to individuals who self-identify as being of Aboriginal or Torres Strait Islander descent. McDonald's Australia retains a copy of the enrolment form on which the individual self-identified as indigenous.

### **1.3.8. Western Australia**

#### **Concessions**

The following participants are entitled to the concession rate on course fees:

- Persons and dependants of persons holding:
  - A Pensioner Concession Card.
  - A Repatriation Health Benefits Card issued by the Department of Veterans' Affairs.
  - A Health Care Card.
- Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY.
- Persons and dependants of persons in receipt of the Youth Allowance.
- Persons and dependants of persons who are inmates of a custodial institution.
- Secondary school aged persons, not enrolled at school.

If the concession is valid for the full enrolment period, then all eligible units commenced within that period attract the concession rate. If the concession is valid for part of the enrolment period, then only eligible units commenced on or after the start date and prior to the expiry of the concession attract the concession rate.

#### **Exemptions**

McDonald's Australia may waive all fees and charges for participants that they assess as being in severe financial hardship for below diploma level courses only. Whether a participant is in severe financial hardship is to be determined on a case by case basis. If a participant was enrolled in a diploma or advanced diploma course in 2016 and is continuing in the same course in 2017, they may continue to receive a fee waiver if appropriate financial hardship criteria are met.

McDonald's Australia retains details of a participant's enrolment, records where a fee waiver has been granted and documented reasons for the decision must be retained for audit purposes. Meeting the concession eligibility requirements entitles the individual to a fee concession, but is not sufficient grounds for the granting of a fee waiver.

### **1.3.9. Evidence of Eligibility**

Eligibility for a fee exemption or concession is assessed at enrolment and cannot be adjusted after enrolment. Eligibility evidence is retained on each participant's course file.

Where the evidence, provided by the participant, is a copy of the original, the copy must be an 'original copy' certified by a person who is on the list of approved witnesses who can verify documents. A list of approved witnesses is available at the Commonwealth Attorney General's Department website at:

[www.ag.gov.au/Publications/Pages/Statutorydeclarationsignatorylist.aspx](http://www.ag.gov.au/Publications/Pages/Statutorydeclarationsignatorylist.aspx).

#### 1.4. Notifications and Guarantee

McDonald's Australia notifies clients as soon as practical after any change occurs that may affect the course services being provided. This includes changes of significant impact including:

- Any changes to, or new third party arrangements McDonald's Australia puts in place, for the delivery of services to those specific clients; and
- A change in ownership of the RTO entity should that occur.

McDonald's Australia guarantees that no additional charges will be imposed during the period covered by the Statement of Fees.

All participants are offered the option to pay fees across multiple instalments. Where an employer pays fees this is typically paid in one instalment.

#### 1.5. Third Party Fee Arrangements

McDonald's Australia third party representatives do not collect fees on behalf of McDonald's Australia.

#### 1.6. Fee Protection

McDonald's Australia does not collect more than \$1,500 in prepaid fees (fees in advance) from participants at any time for any course service. As such, no further fee protection arrangements are required. The requirements that apply to prepaid fees include all fees that a participant is required to pay, including enrolment fees, tuition fees, materials fees and any other fee component that is a mandatory payment for the course.

McDonald's Australia is required to protect prepaid fees from individual participants and prospective participants. These requirements do not apply for employers - for example, where an employer engages McDonald's Australia to provide training and/or assessment to its personnel.

#### 1.7. Payment of Fees

Enrolment is not considered complete until statutory and RTO enrolment-based fees and charges are paid, deferred payment arrangements have been made or fees and charges have been waived.

On enrolment, participants must take up one of the following payment options:

- Pay the full amount of fees and charges;
- Present a signed authority from an employer to invoice that employer for the participant's fees and charges;
- Pay the fee by instalment; or
- Make application on the grounds of severe financial hardship for fees and charges to be waived for courses below diploma level.

Participants who fail to take up one of the above options are not enrolled. Apprentices and trainees are treated the same as other participants and are legally liable to pay fees.

##### 1.7.1. Payment Instalments

Participants are given a minimum of eight weeks from the commencement of the unit to finalise payment when paying by instalment.

Where approval has been given for a participant to pay by instalment, McDonald's Australia is responsible for the collection of outstanding fees and charges. Fair and adequate recovery procedures are in place to manage the collection and recovery of monies.

Participants who have fallen behind in their payments are not enrolled in additional units unless appropriate arrangements, agreed to by both the participant and present a signed authority from an employer to invoice that employer for the participant's fees and charges, have been put in place to pay the amount outstanding.

### 1.7.2. Recovery of Outstanding Participant Fees

McDonald's Australia collects all fees to be paid by the participant by the time they complete their subsidised training. McDonald's Australia retains participant fees that it collects.

McDonald's Australia has a robust process for the recovery of outstanding fees from a participant, involving:

- Multiple fee statement reminders progressively via email and phone contact;
- Suspension of enrolment due to non-payment of fees; and
- Lodgement of fees for collection in cases of extended non-payment.

The failure by a participant to pay a fee owing is considered to be a breach of discipline and can lead to penalties being imposed on the participant under Discipline arrangements.

One of the penalties that may be considered is the delay in release of results or testamur(s) as relevant to the participant until all fees are recovered, depending on the contractual requirements in each jurisdiction. For significant participant debts, formal debt collection actions may also be undertaken.

### 1.8. Refunds

From time to time a refund may be required for specific participant cases. Refund information and arrangements are made available to clients prior to enrolment through:

- McDonald's Australia's Participant Information Booklet;
- McDonald's Australia website; and
- As a part of the Statement of Fees completed prior to enrolment.

McDonald's Australia has publicly published on its website and makes participants aware of this Refund policy before enrolment.

### Enrolment Fees

Enrolment fees paid for any course service cover administrative components of service provision and are often mandatory fees in the cases of publicly funded course services. In these cases enrolment fees are non-refundable once the course service has commenced.

McDonald's Australia's general refund arrangements for all course services, including the provision of refunds to employers/industry for additional charges paid beyond the participant and government contributions, are as follows:

<b>Refund Arrangements – ACT, NT, SA, TAS, VIC</b>	
McDonald's Australia is unable to commence the course for which the original enrolment and payment has been made.	<ul style="list-style-type: none"> <li>• Full refund of all fees levied or placement in an appropriate alternate course, as per the clients' preference.</li> </ul>
Participant withdrawal after enrolment.	<ul style="list-style-type: none"> <li>• Enrolment fees are non-refundable.</li> </ul>

<b>Refund Arrangements – QLD, NSW, WA</b>	
McDonald's Australia is unable to commence the course for which the original enrolment and payment has been made.	<ul style="list-style-type: none"> <li>• Full refund of all fees levied or placement in an appropriate alternate course, as per the clients' preference.</li> </ul>
<p>Participant withdrawal before course commencement and/or the 'withdrawal with no penalty cut-off date.'</p> <p><i>The 'withdrawal with no penalty cut-off date' for each unit is before 20% of the scheduled unit of competency hours for each unit has been delivered.</i></p> <p><i>Participants are advised that written advice (such as email) of course withdrawal is necessary to ensure that they are eligible for refunds.</i></p>	<ul style="list-style-type: none"> <li>• Full refund of course tuition fees paid.</li> <li>• A full refund of any resource fee if the course is a Diploma or Advanced Diploma course or 50% of any resource fee if the course is below Diploma level.</li> </ul>
Recognition of Prior Learning and/or Credit Transfer has been granted after fees levied.	Pro-rata refund paid based on a calculation of the number of units that have received RPL or CT results and the fees paid to date.
McDonald's Australia is unable to continue to deliver the course as agreed.	Pro rata refund of unit tuition fees levied for units of competency not completed, or placement in an appropriate alternate course, as per the clients' preference.

The same refund arrangements as outlined above apply to the provision of refunds to employers/industry for any additional charges that had been paid beyond the participant and government contributions.

### **1.8.1. Refunds Due to Non-Provision of Services**

All fees levied are refunded in full if McDonald's Australia is unable to commence the course service as agreed due to a lack of minimum participant numbers, a course or unit is cancelled or re-scheduled to a time unsuitable to the participant, a participant is not given a place due to maximum number of places being reached, where a participant withdraws from training not of their own accord, or any unforeseen circumstances.

A full refund of relevant unit tuition fees will be paid at any time during delivery if a class is cancelled because of declining participant numbers, no available training personnel, McDonald's Australia is no longer approved to deliver government supported courses in the relevant jurisdiction, where McDonald's Australia RTO closes or due to other circumstances caused by McDonald's Australia.

Where there is an instance of McDonald's Australia default due to unforeseen circumstances, McDonald's Australia will endeavour arrange for another course, or part of a course, to be provided to participants at no (extra) cost to the participant as an alternative to a refund. Where the participant agrees to this arrangement, McDonald's Australia will not refund fees paid.

### **1.8.2. Refunds Due to Request / Hardship Application**

Participants may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary.

Where delivery has commenced, course fees have been paid and an employer or participant believes a special circumstance refund is warranted, the client may apply for a refund by writing to the National Administration Manager via email at:

McDonald's Australia  
National RTO Administration Manager  
[mcdonaldsrtoenquiry@au.mcd.com](mailto:mcdonaldsrtoenquiry@au.mcd.com)  
21-29 Central Avenue  
Thornleigh NSW 2120

McDonald's Australia generally approves a pro rata refund of fees and charges at any time during the course of delivery if participants withdraw for reasons of personal circumstances beyond their control, such as

- Serious illness resulting in extended absence from course activities;
- Injury or disability that prevents the participant from completing their course; or
- Other exceptional reasons at the discretion of McDonald's Australia.

In all cases, relevant documentary evidence (for example, medical certificate) is required. Details of all refunds are retained for audit purposes.

This decision of assessing the extenuating circumstances rests with the National RTO Administration Manager and shall be assessed on a case by case situation.

All refund applications are assessed and processed within fourteen (14) days of the application being placed. The applicant will be advised in writing of the outcome of their application, including reasons for refusing a refund in cases where this occurs.

McDonald's Australia does not provide a refund in cases where a participant has withdrawn from a qualification but has completed all the requirements for a lower level qualification, which attracted a lower participant fee.

All clients have the right to appeal a refund decision made by McDonald's Australia. Please refer to the Complaints section for further information.

### **1.8.3. Third Party Refunds**

If course services fees have been paid to McDonald's Australia by a third party, any refunds payable will be remitted to that third party.

### **1.9. Fee Records**

All fees, relevant invoices and receipts for each participant course enrolment are recorded and maintained in the VETtrak student management system. This system acts as the official accounts receivables system for McDonald's Australia and is maintained as the official and auditable records for all fees, charges and refunds.



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