

NEW PRICING SCHEDULE BUSINESS RULES

TOPIC	QUESTION	ANSWER
<p>General</p>	<p>When will the new prices apply? What has changed in 2023. What is Full-Service Pricing?</p>	<p>From 1 January, 2023 Our full-service pricing incorporates all the costs of training including Connexis fees as well as assessor and provider costs where applicable.</p>
<p>On-job Delivery</p>	<p>What is the pricing structure for training programmes with on-job delivery?</p>	<p>Two pricing options:</p> <ul style="list-style-type: none"> ● External Assessment: All on-job assessment costs are covered within the training programme fee. Connexis will contract an assessor to complete all assessments. ● In-house Assessment: Where the employer organisation has an in-house Connexis registered assessor to undertake all assessment activities, we offer a price option that does not include any assessment cost.

Provider Delivery	What is provider delivery?	<ul style="list-style-type: none"> • This covers programmes which include off-job/block course training with a training provider. The cost of this off-job component is included in the Connexis enrolment fee.
Changes to delivery	What happens when the mode of delivery changes?	<ul style="list-style-type: none"> • Where applicable, Connexis will calculate the difference in cost and refund or invoice accordingly.
Additional Service Fee	What is an Additional Service fee and when is it charged?	<ul style="list-style-type: none"> • An Additional Service Fee of \$700 p.a. is to be charged when a learner's enrolment has passed nominal duration plus two months. This will be charged annually until the enrolment is completed or terminated.
	Are there any additional costs not covered by the Connexis fee?	<ul style="list-style-type: none"> • Incidental costs such as travel and accommodation to attend block courses, or to be visited by a capstone assessor are not covered in the Connexis fee. • Where a programme has first aid as a pre-requisite this is not included in the Connexis fee.

Split Invoicing	Can learners or employers request split invoicing?	<ul style="list-style-type: none"> • Yes. The option to pay the programme cost over 2 years will be offered on programmes costing more than \$3000 with a duration of 15 months or more. Programmes that have this option are identified in the Pricing Schedule. • The first invoice will be issued on enrolment. • The second invoice will be issued on the anniversary of the enrolment date (i.e. 12 months after enrolling).
Unpaid Invoices	What happens if employers have unpaid invoices?	<ul style="list-style-type: none"> • Connexis will not accept further enrolments from any employer with amounts outstanding for 90 days, until the invoice has been paid.
RCC / Portfolio of Evidence	What are the fees for RCC / Portfolio of Evidence learners?	<ul style="list-style-type: none"> • RCC / Portfolio of Evidence learners using an in-house assessor will be charged the on-job in-house assessment rate for their programme. • RCC / Portfolio of Evidence learners using an external assessor will be charged the on-job external assessment rate for their programme.

Post TTAF transition (grace period)	<p>Will learners who have almost completed their training as at 1 January 2023 be invoiced for the new charges?</p> <p>How will fees be applied to learners who are over-duration at 1 January 2023?</p>	<ul style="list-style-type: none">• Current learners continuing their training programmes in 2023 will be invoiced the 2023 on a pro-rata basis. The calculation of these fees is based on the duration of the programme and the number of months of training remaining in 2023.• Where learners have 20 credits or less left to complete their programme as of 1 January 2023, Connexis will defer issuing the applicable post-TTAF invoice until after 28 February 2023.• Where learners complete their programme prior to, or on, 28 February 2023 the applicable invoice will be credited/refunded in full.• NOTE: This grace period does not apply to learners enrolled on or after 1 October 2022.• Learners who are over-duration at 1 January 2023 will not be charged the 2023 programme pricing, but will be charged the Additional Service Fee.• Where a learner has 20 credits or less to complete, we will defer sending the invoice until after 28 February 2023.
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<p>Refunds</p>	<p>Who is eligible for refunds?</p>	<ul style="list-style-type: none"> • Where a learner withdraws from enrolment within 60 days of enrolment, their fees will be refunded minus a \$250 administration fee and any applicable block cost, resource and/or assessment fees. • Where a learner or employer has paid upfront for a multi-year programme and withdraws after 60 days but before the second year they will be refunded for the Year 2 portion of the price.
<p>Block course attendance – optional block courses only (e.g. PCM)</p>	<p>Will learners who withdraw from block courses be eligible for a refund?</p> <p>Who covers the costs of travel and accommodation for block courses?</p>	<ul style="list-style-type: none"> • Where a learner/employer has elected to attend one or more block courses at enrolment but withdraws or doesn't attend, a refund may be paid if the learner/employer has informed Connexis at least one month prior to the course start. If the notice period is not observed, no refund will be paid. • Learners (or their employers) will be responsible for all travel, accommodation and food costs associated with attending a block course / short course.

<p>Enrolment changes</p>	<p>How are fees applied if a learner transfers to a different programme?</p>	<ul style="list-style-type: none"> • Where a learner changes from one programme to another with the same employer, we will invoice for the difference where the new programme has a higher price or refund the difference where the new programme has a lower price. • Where a learner changes between strands of the same programme there is no charge or refund, unless there is a difference in the price of the strands. • Where a learner changes employer and remains enrolled in the same programme, the new employer will be responsible for all charges incurred from the date of the employer transfer.
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