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The PQS may apply full exemption from the student contribution fee where the participant falls into one or more of the following exemption categories:

- (a) Where payment of the student contribution fee would cause extreme financial hardship, then the PQS may waive these fees.
  - i. The fee waiver process should be in place at the time of the participant's enrolment.
  - ii. For 2.6.3(a) of this *Fees and Charges* section, the PQS must have a reasonable internal process to manage an appeal about the outcome of an application under financial hardship.
- (b) Where the Queensland Government, as represented by the departmental officer responsible for the User Choice budget, advises in writing that fees are optional. On receipt of such advice, the PQS may choose not to collect the student contribution fee. In this circumstance, any decision by the PQS not to collect fees does not create a liability for the department. The PQS may not apply for reimbursement by the department of fee revenue foregone. Refer to the User Choice 2017–20 Qualification and Price List, as published on the department's website, for information on where fee exemptions are applicable.

The PQS must apply full exemption from the student contribution fee where the participant falls into one or more of the following exemption categories:

- (a) where credit transfer/national recognition has been applied to a unit of competency/module
- (b) the participant is a school-based apprentice or trainee
- (c) the participant is undertaking a qualification as part of the Skilling Queenslanders for Work – Work Skills Traineeship program.

### 2.6.4 Fee-free Year 12 graduates

The PQS must not charge a student contribution fee for a Year 12 graduate who:

- (a) 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
- (b) meets the participant eligibility in 2.6.2 and;
- (c) enrolls in a high priority qualification identified by the department.

The student contribution fee for fee-free Year 12 graduates will now be met by the department as outlined in Table 3 — Payment modes (except for qualifications where the student contribution fee is met by Construction Skills Queensland for continuing students only with a unit of competency start date before 1 October 2013; refer to [www.csq.org.au](http://www.csq.org.au) for list of qualifications).

The PQS 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.

### 2.6.5 Additional charges

#### Employer/industry

The PQS 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.

### 2.6.6 Refund policy

The PQS must have a refund policy that meets the requirements of the Standards for NVR RTOs. This policy must also include:

- (a) the provision for full refunds to participants for student contribution fees charged for training delivery that has not commenced at the time of the cancellation of enrolment









