

Fees and Charges Policy

Compliance Focus

ASQA Standards, Clauses: Clause 5.3,7.3

National Code, Section D, Standard 13

Policy Purpose

The purpose of this policy and its associated procedure is to outline the approach when calculating fees and charges applicable to a course and how a student will be informed prior to enrolment of all course costs. A fee for services provided to a student undertaking training ensures obligations are met under State and Federal Legislation, Funding Body contracts and VET Regulatory requirements.

Policy Scope

This policy applies to all students enrolled in full or part qualifications. All staff are to adhere to this policy and associated procedure. The General Manager will provide guidance and advice to all staff on the policy.

Policy Statements

The following Policy statements are an overarching view of the process undertaken to ensure obligations under State and Federal Legislation, Funding Body contracts and VET Regulatory Body requirements for charging fees are met. A clear and concise procedure to guide staff on maintaining compliance in their daily tasks supports the policy statements.

1. Commitments

- Set fee and fee concessions approved by the General Manager or CEO within the guidelines issued by the funding and regulatory bodies
- Compliance with funding body Contract Terms & Conditions about Fees for courses
- Publish all indicative fees associated with government subsidised training on its website
- Provide students at application stage of the enrolment process a statement of fees pertaining to their individual circumstances including any exemptions, concessions, or waivers
- Not accept fees until a student has been provided and accepted a written course offer
- Not accept more than \$1500 up front for any tuition fees for services yet to be delivered
- Maintain a 5 working days cooling off period from the date of enrolment into any course
- Not allow a transfer of course fees to another person
- Will not retrospectively change or adjust the tuition fee for an enrolled individual unless student has accepted or owed a refund

2. Cost of enrolment

How much to pay is determined by whether a student is eligible for a government-subsidised place or not, the course, and any concession or fee waiver entitlements.

All students are required to pay a tuition fee and where applicable a material fee. Student enrolments are not valid until fees have been paid or an arrangement to pay is in place with either the student or students' employer.

As per the Student Entry Policy and Procedure, a student's eligibility for available funding options at the time of application and in accordance with the requirements of the applicable funding arrangements.

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3. Tuition Fees

Fees are payable when a student has received a confirmation of enrolment. The initial fee payment must be made prior to commencing training or within 7 days of receiving an invoice. If fees are not paid in accordance with the agreed fee schedule the right exists to discontinue training. The current fees and charges are published on the website within the current schedule of fees and charges.

4. Concession Tuition Fees

Concessions on tuition fees for Government-subsidised training places are available for eligible students who hold the following:

- Commonwealth Health Care cardholders and their dependent children and spouses
- Pensioner Concession cardholders and their dependent children and spouses
- Veteran's Gold cardholders only

Enrolment for eligible students under the Funding bodies may affect access to further Government-subsidised training.

5. Schedule of Fees

The CEO and General Manager are responsible for approving the Schedule of Fees and Charges and is to include:

- The total amount of all fees including tuition, material, and other charges for enrolling in a training program
- To honour a commitment to deliver services and complete the training and or assessment once the student has commenced study
- Any discounts, fee reductions or exemptions available
- Fees and charges for additional services such as issuance of a replacement qualification and the options available to students who are deemed not yet competent on completion

6. Replacement of textbooks and training workbooks

Students who require replacement of issued textbooks or training workbooks will be liable for additional charges to cover the cost of replacement. Where a student has purchased textbooks or training workbooks and subsequently cancels enrolment, no refund of monies paid for the textbook or training workbooks will be provided.

7. Miscellaneous Charges

These may include:

- Re-issuing a certificate after it has been initially issued to a student
- Replacing issued learning materials which a student has lost or damaged
- Re-assessment services
- Photocopy fee

These miscellaneous charges are to be clearly specified in the Schedule of Fees and Charges and to state whether GST applies. All miscellaneous charges are to be based on a cost recovery basis and are not intended to be a source of profit.

8. Fees paid in advance

Prior to commencement or on commencement of a course, payment of more than \$1,500 from a student cannot be accepted. Following course commencement, we can collect further fees in advance if at any time the total amount paid for services yet to be delivered does not exceed \$1,500. Students will be advised of this requirement at the time of enrolment.

9. Student's rights as a consumer

Students have consumer rights under the Australian Consumer Law. This may include a statutory cooling off period for any payment students have made.

Students can find out more information on their consumer rights at www.consumerlaw.gov.au.

10. Student Complaints About Fees or Refunds

Students who are unhappy with the arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with the complaints policy.

Policy Overview

This policy ensures that all students are aware of the fees and charges associated with enrolment in a course or other services. This policy also provides the guidelines for the eligibility and assessment of refunds. We must ensure the protection of all fees and aim to provide clear and accessible information to students about fees and charges prior to and throughout their enrolment. Each qualification, unit of competency, skill set, or accredited course offered has a specific course fee. The course fee is the maximum fee that may be charged to the student for their chosen training program.

Policy

The CEO and or General Manager is responsible for approving the Fees and Charges. As a minimum the Fees and charges are to include and be published on our website:

- The total amount of all fees including course fees
- Administration fees
- Material fees and any other charges for enrolling in a training program
- Payment terms, including the timing and amount of fees to be paid
- The fees and charges for additional services
- Replacement qualification parchment or statement of results
- Re-assessment fees

Once a student has enrolled, they are required to pay a deposit before starting the program, payments of no more than \$1,500 (prepaid threshold) may be collected from each individual student prior to the commencement of the course. Participants who have difficulties in paying by the due date are encouraged to contact the enrolling officer to arrange an alternative payment option.

Payment plans

- Flexible payment arrangements / options will accommodate individual circumstances
- Fees must be paid in full before certification will be issued
- If payment instalment / arrangements are in place, and a payment becomes overdue and remains unpaid for a period in excess of 14 days, we reserve the right to suspend the students learning and or assessment (or both) until all fee payments are up to date
- Flexible payment arrangements, such as instalments, credit card, direct debit and EFT remittance are acceptable to accommodate the diverse financial situations of students.

Replacement of text and training workbooks

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Students who require replacement of issued textbooks or training workbooks will be liable for additional charges to cover the costs of replacement. Where a student has purchased a text or training workbooks and subsequently cancels their enrolment, we will not refund monies for the text unless a written request for a refund is received and we are satisfied that the text is in as-new condition. For a full list of replacement charges please refer to our Schedule of Fees and Charges.

Giving notice of enrolment cancellation

A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. Our staff who are approached with initial notice of cancellation are to ensure the student understands their rights with regards to the refunding of fees. The student is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a “Refund Request Form.” Students who may not be eligible but are requesting a refund should also be provided with the request form so the request can be carefully considered by the CEO or nominated delegate.

Related Policies and Procedures

- Equal and Fair Treatment Policy and Procedure
- Withdrawals and Refunds Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Student Entry Policy

Responsible Officer

The responsible officer for the implementation of this Policy is the General Manager.

Publishing details

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