

Policy for Fees, Charges and Refunds

1. Purpose

This policy commits VACCHO to meet the requirements for Fees, Charges and Refunds of:

- the National VET Regulator Act;
- Standards for Registered Training Organisations;
- State government training funding bodies; and
- to ensure a consistent and fair approach to the establishment of fees, charges and refunds.

2. Scope

This policy applies to:

- all students enrolled in VACCHO ETU training programs and courses;
- organisational partnerships and VACCHO ETU staff including those involved in enrolment and developing marketing materials; and
- staff of the VACCHO Finance unit.

This policy covers:

- Fees and charges levied for training and assessment services provided by the Education and Training Unit, including for tuition and materials, delivered under contracts with:
 - Department of Education and Training: Higher Education & Skills Group (DET: HESG) as the Skills First Program under the Victorian Training Guarantee and known as “government subsidised training”, and the application of relevant HESG policy and directions;
 - Other government agencies as fee for service activity;
 - Clients for services including Recognition of Current Competency (RCC) and Recognition of Prior Learning (RPL);
 - Organisations and individuals who receive scholarships/grants.
- The application of fee waivers and fee exemptions within government subsidised training;
- Accounts and records keeping; and
- Fees held in advance and refunds;

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3. Policy Statements

VACCHO ETU will:

- Levy fees and charges fairly and consistently for all training and assessment services.
- Provide all students and clients with a comprehensive Statement of Fees which meets the requirements of the NVR Standards for Registered Training Organisations and DET: HESG Service Agreements;
- Establish and publish its schedule of indicative fees and charges for each qualification on its scope of registration, including costs for government subsidised and non-government subsidised rates (expressed as “full fee paying”) and display these on the www.vaccho.org.au website, and in published course brochures;
- Calculate the cost of RPL assessment processes on an individual client basis;
- Notify the National VET Regulator - Australian Skills Quality Authority of any significant changes to fee payment arrangements and TAS/ fee insurance arrangements;
- Prior to the commencement of training, sight and retain copies of all documentation demonstrating an individual student’s eligibility for government subsidised training including any tuition fee waiver/exemption granted, for audit purposes;
- Report to the DET:HESG, all tuition fee waivers/exemptions granted in accordance with the Victorian VET Student Statistical Collection Guidelines as issued by DET;
- Supply a clear refund policy, prior to enrolment, that is fair and reasonable, and includes scenarios relating to withdrawal by the student, course cancellation, and closure of the RTO, through publishing on the VACCHO website www.vaccho.org.au and referred to in published course brochures;
- In the event of VACCHO being unable to fulfil its commitment to provide a place in a course on the agreed date, re-schedule the course or offer affected students/clients a full refund of fees paid to date;
- Retain accounts and records which clearly distinguish income and expenditure for Fee for Service training from government subsidised training;

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- Establish and maintain a separate general ledger account to record receipt of income from fees for tuition and the payment of refunds of tuition fees;
- Keep records including evidence, to support any claim for a contribution towards revenue forgone as a result of granting concessions or waivers/exemptions;
- Calculate and apply materials fees on a cost recovery basis for each training program based upon texts, equipment and handouts provided to students;
- Apply Full fee paying or Fee for Service rates where no government subsidy / part of subsidy is available;
- Not generally include Fees for uniform garments required in some work/practical placement programs in materials fees listed/published. Where these are a requirement students/clients will be advised to make their own arrangements; and
- Apply Fee for Service/commercial activity rates to any training and assessment or related services that are not funded under the Skills First Program or government subsidised training.

4. Payment arrangements

Irrespective of the availability and receipt of government subsidies by an employer or student, it is a requirement that where tuition and material fees are applicable these must be paid by the date specified on the tax invoice. Payment can generally be made by EFTPOS or direct bank deposit.

Whilst VACCHO is not registered for VET Fee Help or other payment system, it will negotiate fair fees arrangements, paid in arrears, on an individual basis as required.

5. Non-payment of fees

Where a student/employer fails to pay all fees by the due date the student/employer is deemed to be a debtor. Failure to pay the debt within 30 days of the original due date may result in any or all of the following, as determined by the Director: Education and Training, until the full amount is paid:

- Suspension of the student from attending or participating in the course;
- Loss of access to enrolment record information and academic transcripts;
- Inability to graduate;
- Termination of the enrolment.

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6. Credits

Pre-payments, scholarships, waivers and amounts transferred from one course to another will be credited to the student/client's account.

7. Refunds

Refunds of tuition and materials (and any other fee levied) fees paid for enrolments in government subsidised training will be made under the following conditions:

- Student withdrawal with written notice up until 4 weeks after the scheduled commencement date;
- Partial withdrawal - the RTO will refund the equivalent portion of tuition and materials fees applicable;
- Where courses are cancelled by the RTO within the student's enrolment, then refund of full tuition, and pro-rata of student services and amenities, any incidental fees for goods and services and materials not used prior to the date of cancellation;

Refunds will be paid to the person/organisation who made the payment.

- For tuition fees where RPL has been applied an amount equal to the difference between the tuition fee and the tuition fee payable for the adjusted hours of tuition that are to be undertaken.

Refunds and/or fee waivers for student tuition/enrolment fees may be granted to individual students based on a number of circumstances at the discretion of the Director, Education and Training by using the Fee Waiver/Exemption Form [Doc_792 Fee Waiver Exemption Form Education and Training Student Enrolment Fees](#) available on the VACCHO QC.

8. Refunds based on VACCHO course deferment or cancellation

VACCHO reserves the right to cancel or defer a course or, change course start dates or course curriculum / programs at any time. Students/clients adversely affected by any of the above are entitled to refunds being paid within 10 working days.

9. Refunds upon request

Applications for refunds must be made in writing, stating reasons and relevant details supported by the appropriate documentation where appropriate. Applications for refunds must be forwarded to

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the Director: Education and Training or the VACCHO Finance Manager. Refunds must be approved by the Director: Education and Training or delegated officer.

Refer to the Refund schedule below for amounts and conditions of refunds for Government Subsidised funding and fee for service arrangements

Scenario	VACCHO Policy
Written notice of withdrawal provided prior to course commencement (where fees have been paid in advance)	Paid materials and tuition fees refunded to client within 10 working days of notification.
Written notice of withdrawal provided within 4 weeks of course commencement	Paid materials and tuition fees to client (less an administration fee of 15% of total fees and considering materials issued to the client).
Fee for service and additional employer contribution	All fee for service charges are disclosed to client (employer or student) Staged invoicing may be applied.
VACCHO cancels course prior to commencement	All monies paid to the VACCHO refunded within 10 working days of notification
RPL assessment fees	Refer to schedule of Indicative fees for RPL/RCC on www.vaccho.org.au
RCC fee	Refer to schedule of Indicative fees for RPL/RCC on www.vaccho.org.au
Re-mark of assessments where a candidate received a "Not Yet Competent" assessment	Price on application
Document re-issue where an original with signature is required e.g. reissued certificate	\$25.00
Credit transfer	No fee

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10. Responsibilities

The Director: Education and Training Unit has responsibility for:

- the development, revision and implementation of this policy;
- dissemination of accurate information pertaining to this policy; and
- ensuring the policy is accessible to clients

The VACCHO Director: Business Services and Manager: Finance: has responsibility for:

- maintaining separate ledgers and accounts for ETU Activities; and
- implementing and monitoring fee receipt and refunds as per the conditions of this policy.

11. Policy Base

- Australian Skills and Qualifications Authority Standards for Registered Training Organisations;
- National Vocational Education and Training Regulator Act;
- Department of Education and Training: Higher Education and Skills Group Service Agreements & Performance Standards, and Guidelines for Fees and Charges;
- Service Agreement Notifications and Schedules including Rate Tables for Non-TAFE RTOs relevant to all classifications of the Victorian Training Guarantee;

12. Revision History

Date	Comment	Created/ Revised by
	Policy and procedure created	ETU Manager
25/01/2013	Amended	Chris Donaghy
20/02/2013	Amended	Carol Williams
September 2014	Amended Inserted more detail about refunds processes & to Schedule of Fees for RPL/RCC	C Williams
October 2015	Amended to reflect revised Standards for RTOs and need for Statements of Fees	C Williams
May 2017	Draft tidy up of layout and grammar	Compliance Officer

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