

FEES and CHARGES POLICY

Organisational Area

RTO
Community Programs

Authorisation

This policy was reviewed and adopted by the Manager at North Ringwood Community House Incorporated on 22 August 2018

Review Date

This policy will be reviewed every three years or sooner if required.

Scope

This policy applies to all staff who are authorised to enrol a student in a course.

This policy also applies to all course applicants and students of courses at North Ringwood Community House.

This policy applies for all courses (accredited, pre accredited and community programs), whether the student is receiving government funded training or paying a fee for the training service.

Objective

This policy outlines the principles for managing payments made from students seeking to enrol in a course:

- To implement consistent fees and charges for all Education and Training courses at NRCH
- To meet the policy and compliance requirements of NRCH's funding and registering bodies, and
- To ensure all Education and Training courses are accessible and equitable.

Policy

NRCH will set course fees and charges according to the contractual obligations of its funding bodies (including the Victorian Department of Education and Training), its registering bodies (the Victorian Registration and Qualifications Authority (VRQA) and Adult, Community and Further Education (ACFE)) and the course requirements.

NRCH will advertise fees and charges payable for each course in the Course Guide, in any promotional material and the NRCH website.

NRCH has the following categories of fees:

Tuition fees

Tuition fees are set according to publicly available guidelines in the Funding Contract with the Victorian Department of Education and Training.

Those guidelines identify students eligible for ACFE subsidies for Pre-Accredited training and Skills subsidies for Accredited training.

The NRCH website provides details of current tuition fees for government subsidised places.

Tuition fee waivers

Tuition fee waivers are set according to publicly available guidelines in the Funding Contract with the Victorian Department of Education and Training.

No tuition fees apply for students with referrals from

- Judy Lazarus Centre
- Young people on community based orders
- Skills First Youth Access Initiative

Tuition fee concession

The concessional rate is 20% of the published tuition fee for government subsidised training.

People applying for courses, or their dependent spouses and children, who at the commencement of the course are in receipt of the following benefits, pension or allowances, are eligible for a Tuition Fee at the concessional rate:

- Veteran's Gold Card
- Commonwealth Health Care Card
- Pension Concession Card

Aboriginal and Torres Strait Islander students who self-identify are eligible for Tuition Fee concession provided eligibility criteria for government subsidised training is met.

Where the Manager is able to confirm that a person is an Asylum Seeker by verifying that the individual holds a valid Visa type obtained by using the Commonwealth Visa Entitlement Verification Online, or has a validly endorsed Referral Form, the student is eligible for the Tuition Fee concession if enrolling in a Certificate IV or lower qualification provided under the *Skills First* Program.

A student holding a Job Seeker Referral Form may be eligible for a Tuition Fee Concession when the Referring Agency agrees to meet NRCH's revenue foregone.

Additionally, the Manager may grant a Tuition Fee concession where the Manager considers that the collection of the fee imposes extreme hardship for the person applying for the course.

Fee concessions do not apply to the fees charged for amenities, administration, materials and manuals.

Implementation

Each student will receive a Statement of Fees. This statement will include:

- The code, title and currency of the course
- Estimated duration
- Expected location(s)
- Expected modes of delivery
- Name and contact details of any third party providing services on behalf of NRCH

- Any work placement or practical placement arrangements where payment is required
- The hourly tuition fee relevant to the individual enrolment
- The approximate value of the government contribution expressed in dollars
- Whether the Fee is for government subsidised training or fee for service, and
- Any other applicable fees, such as student services, amenities, goods or material.

Administrative staff must sight and copy the pension, benefit or concession card before a Tuition Fee concession can be granted.

Administrative staff must sight and copy the original Job Seeker Referral Form and return the original to the person. On enrolment, a copy of this form must also be returned by the Administrative staff to the Job Seeker's referring agency.

Administrative staff must sight and retain the original Asylum Seeker Referral Form.

The Receptionist is responsible for reporting Tuition Fee concessions through the Vettrak system.

Fee for Service Charges

Full fee for service charges are set by NRCH at its discretion and having regard to NRCH's values. These charges apply to all courses for which a student does not have an eligibility for Victorian Government subsidised training.

Recognition of Prior Learning (RPL)

Recognition of prior learning is a method of assessment used to determine whether a person has already achieved (through formal or informal learning, and work and life experiences) the required competencies of a unit from the qualification in which the student is an applicant. The Manager will set a fee for RPL assessment at her discretion based on the assessment and administration costs for each individual application. The student will be advised of the actual fee prior to commencement of RPL.

Credit Transfer

Credit transfer may apply when a student provides the NRCH Training Coordinator an original Statement of Attainment from another Registered Training Organisation. The Training Coordinator will determine whether the unit(s) for which the student is seeking a credit can be granted within the qualification rules. Advice from Industry may be sought. If this application requires more than 2 hours of NRCH activity a fee may be payable calculated at \$50 per hour for each hour (or part hour) in excess of 2 hours. The student will be advised of the actual fee prior to commencement of credit transfer process.

Not yet Competent Completions

If a student is assessed as Not Yet Competent on completion of the delivery of the training and assessment, the student will be allowed up to 12 months from the course end date to resubmit the Not Yet Component assessments. This date may be extended at the discretion of the Training Coordinator. The student will not incur an additional fee for the delayed assessment.

However, if any additional workplace assessment (more than 2 assessments) is required, the student will be charged \$50 for each hour or part hour required for the trainer/assessor to complete the assessment.

Other Fees

NRCH charges fees on enrolment for services and amenities, administration, manuals and materials. These fees are identified in the Fee Schedule available on the NRCH website.



Additional fees may be payable, when applicable:

Certificate Fees

An additional fee is not charged for a Statement of Attainment on withdrawal, cancellation or transfer or if required prior to completion provided that the student has fully paid the Tuition Fee.

A fee of \$10.00 will be charged for replacement certificates.

Additional services at request of student

Photocopying - 10 cents per copy

Fax Services - 10 cents per page

Telephone - 30 cents per local call

Printing from memory stick - 10 cents per page.

Fees Paid in Advance

When a student is enrolled in a VET course or unit of competency, NRCH may request fees in advance.

All course fees must be paid by the end of course delivery and assessment.

However, NRCH will accept payment of no more than \$1,000 from each student prior to the commencement of the course. After course commencement, NRCH may require the student to pay additional fees in advance provided that the total amount required for Tuition Fees and/or other services yet to be delivered to the student does not exceed \$1,500.

To protect student fees the following systems are in place:

- NRCH only requires fees (including course fees, administration fees, student service fees and manual fees) to be paid by the Term. If a course is conducted over three terms the student will be required to pay a \$200 deposit to confirm enrolment and a further \$300 prior to course commencement. A payment plan for the balance will be negotiated prior to enrolment with students making regular payments over the term of the course. This will ensure that the amount of fees collected in advance will be less than \$1,000
- Refunded fees for cancelled classes are paid promptly. It is expected that the fee refund is paid within 14 days
- Fees paid in advance are held in Term Deposits at the bank. The Term Deposit will always exceed the amount held in pre-paid fees. The Term Deposits will be used to refund any outstanding fees if required.
- NRCH is covered under the Department of Health and Human Services, and Department of Victorian Communities "Community Service Organisation's Insurance Program, underwritten by the Victorian Managed Insurance Authority (VMIA). This policy provides for Professional Indemnity up to \$20,000,000. North Ringwood Community House Inc. is covered for "breach of professional duty due to the dishonest or fraudulent acts of employees" and for "the omission in the course of Professional Services rendered or which should have been rendered for which the insured may be legally liable". This policy covers any pre-paid fees NRCH may receive.
- NRCH has all accounts certified by a qualified Accountant to Australian Accounting Standards annually, and provided at the Annual General Meeting and included in the NRCH Annual Report. This, and a full audit, is provided to the VRQA and Skills Victoria on request.



Definitions

Not applicable

Related Documents

Fee Schedule
Student Handbook
Student Agreement
Student Enrolment Policy
Student Enrolment Checklist
Refund Policy
Government Initiatives Policy

Document Locations

Website
Policy and Procedure Manual

Related Legislation

Australian Quality Standards Framework 2010
Victorian Registration and Qualifications Authority Guidelines for VET Provider

Area of Compliance

AQTF Standards 2.3, 3.1
VRQA Guidelines for VET Providers Guideline 1.3 (b)
DE&T VET Funding Contract *Skills First Program*
DE&T 2018 Guidelines about Determining Student Eligibility and Supporting Evidence
DE&T ACFE Pre Accredited Training Contract

Date reviewed	Version	Details of changes (if any)	Date Manager NRCH Approved	Date of next review
14 August 2018	1	<p>Compilation of 3 separate policies which are now superseded:</p> <ul style="list-style-type: none"> • Fees & Charges policy for Government subsidised training under the VTG • Fees & Charges Govt Funded Policy • Fees Payable in Advance Policy <p>Inclusion of existing policy in new template that:</p> <ul style="list-style-type: none"> • simplifies language • clarifies authority and responsibilities • maintains a version control history 	22 August 2018	August 2021

Master document is the Electronic File.

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