

# Fees, Charges and Refunds Policy (Domestic Students)

## Purpose

This policy is designed to ensure that CAC is able to effectively calculate, manage and inform fees, charges and refund to all students studying at CAC for courses within its funded scope adhering to the Standards for Registered Training Organisation and Standard VET Funding Contract. The policy outlines the procedure that Central Australian College (CAC) follows to ensure integrity, accuracy and currency of fees and charges collected from the Skills First funded students as well as full fee-paying students.

## Scope

This policy applies to all the local students under Skills First Program enrolled and studying in CAC. The RTO Manager is responsible to ensure integrity, accuracy and currency of the fees, charges and refunds with the supporting assistance from the SVTS Coordinator and the Accounts Manager.

## Relevant standards, acts and legislations

The policy is governed by SRTO 2015 Standard 5 Clause 5.3 and 5.4 as well as Schedule 6 and 2018-19 Standard VET funding contract Skills First Program, 10.9 e Schedule 1 Part A 1.4, 4.7, Clause 6 Part B, 12.2.b, Clause 13; Guidelines about Fees Skills First Program. VRQA's Essential Condition 5 Financial Management.

## Definitions

Term	Definition
Administration fees	The Administration Fee is a non-refundable fee that may be charged to students for providing services to the students.
Authorised delegates	An authorised delegate means an employee/s of the RTO who has been formally delegated the function of selection and recruitment from the CEO or equivalent and signed the Authorised Delegates Register.
CAC	Central Australian Institute of Technology trading as Central Australian College
Course start/ Commencement date	Course Commencement Date means the date of first scheduled training for the first unit of competency towards the completion of the qualification in which the Eligible Individual has enrolled.
Eligible Individual	Eligible Individual means an individual who is eligible for training subsidised through the Skills First Program in accordance with the eligibility requirements specified in the VET Funding Contract
Evidence of Concession/Waiver/Exe mption means	Evidence of Concession/Waiver/Exemption means evidence of an Eligible Individual's entitlement to concession tuition fees, or to a waiver of or exemption from tuition fees for training subsidised through the Skills First Program, in accordance with the Guidelines about Fees.
Fee for Service	Full fee paying students who are not under any concession or VTG funding
Material Fees	A non-tuition fee charged for the cost of providing course materials, textbooks, student guides and resource materials that are retained by the student as their personal property. It is a one off fee per course and is non-refundable after the course has started.
SRTO 2015	Standards for Registered Training Organisations. A legislative instrument describing the minimum standards to be met by RTOs through the VET Quality

Fees, Charges and Refunds Policy and Procedures (Domestic Students)	Version: 3.3	Page 1 of 8
Responsibility: CEO	Created: August 2014	Last Reviewed: February 2020

# Fees, Charges and Refunds Policy (Domestic Students)

Term	Definition
	Framework. <a href="http://www.asqa.gov.au/about-asqa/national-vet-regulation/vet-quality-framework.html">http://www.asqa.gov.au/about-asqa/national-vet-regulation/vet-quality-framework.html</a>
Training Plan	An outline of the timetable for units to be completed by the student enrolled in a particular course of study, agreed upon by both the trainer and the student.
Tuition Fees	The Tuition Fee is a compulsory academic fee payable by the students for enrolled Courses offered by the College. It excludes course material fee.
Registered Training Organisation (RTO)	A training organisation authorised to deliver VET Programs and courses.
SVTS	Skills Victoria Training System
Statement of Fees	Statement of Fees means a document for each Eligible Individual that sets out fee and other information required by the National RTO Standards and the Guidelines about Fees.
Student Management System	Student database management system, VETTRAK or its successor
VET Funding contract	VET Funding Contract means this VET Funding Contract and includes all schedules, annexures, attachments, plans and specifications and exhibits to it.
VTG	Victorian Training Guarantee Program means the program of that name and any of its predecessors.
VRQA	VRQA means the Victorian Registration and Qualifications Authority.

## Policy

1. Central Australian College must inform prospective students about accurate and correct fees and charges. Accurate fees and charges are published in website and relevant marketing collateral (print) to ensure that correct information is provided to students prior to enrolment
2. CAC must ensure to calculate and levy correct fees and charges to the funded students under VET funding contract.
3. CAC may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, CAC may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1500.
4. Central Australian College ensures integrity of the fees and charges that are applied to all students without any discrimination.
5. Central Australian College must test any individuals' eligibility for training subsidised through the Skills First Program and any relevant concession or exemption/waiver of tuition fees in accordance with the Guidelines about Determining Student Eligibility and Supporting Evidence.
6. Central Australian College ensures to implement a refund procedure with accurate calculation for students who are eligible for refund subjected to withdrawal, cancellation and suspension. (For detail see withdrawal, cancellation and suspension policy and procedure). SVTS VTG funded students are not eligible for any refund.
7. Central Australian College ensures timely reporting of the student statistical data every month through the student management system.

Fees, Charges and Refunds Policy and Procedures (Domestic Students)	Version: 3.3	Page 2 of 8
Responsibility: CEO	Created: August 2014	Last Reviewed: February 2020

# Fees, Charges and Refunds Policy (Domestic Students)

8. Central Australian College must retain evidence and make available to the Department or its auditors or reviewers for audit or review or investigation purposes evidences that CAC has received any and all fees from eligible individuals that has been reported via SVTS.

**In order to achieve the above mentioned policy statements at CAC following procedures have been outlined:**

1. Ensuring accurate procedure for informing about fees
2. Ensuring accurate procedure for calculating Fees and charges:
  - 2.1. Fee for Service students
  - 2.2. VTG funded students
  - 2.3. Student's with concession and fee exemption
3. Procedure for Publishing information about fees and charges:
  - 3.1. Online
  - 3.2. Print Collaterals
4. VTG funding eligibility check procedure
5. Refund procedure for Skills First Funded Students
6. Refund procedure for Fee for Service students
7. Recording and reporting procedure through Student Management System

## **Procedures:**

### **1. Ensuring accurate procedure for informing about Fees and charges:**

- 1.1. Standard Tuition Fees payable for each enrolment, and all other fees associated with government subsidised training including but not limited to any student services and amenities fees, fees for goods, services or materials and administration fees are published in the local student page in the CAC website at <https://cac.edu.au/government-funded-courses/>. Website is maintained and updated by Marketing- Website Support and Development.
- 1.2. Standard Tuition Fees payable and itemised list of all the other fees associated with government subsidised training is decided by the Management team and updated and provided to the Marketing Website Support and Development by Accounts/ RTO Manager.
- 1.3. Each Eligible Individual is provided with a Statement of Fees with a quote for the total cost to them, for their course of study/enrolment, taking into account their current circumstances (including any eligibility for concession).
- 1.4. The content in the statement of fees includes items as prescribed in the section 1, 1.3 of the Guidelines about Fees Skills First Program.
- 1.5. For Types of Fees refer to Appendix A.

### **2. Ensuring accurate procedure for informing about Fees and charges:**

- 2.1. Fee for Service students

Fees, Charges and Refunds Policy and Procedures (Domestic Students)	Version: 3.3	Page 3 of 8
Responsibility: CEO	Created: August 2014	Last Reviewed: February 2020

# Fees, Charges and Refunds Policy (Domestic Students)



Tuition Fees are calculated according to the Victorian Ministerial Directions for the amount per scheduled hour based on the course classification, subject to concessions and exemptions. Additional fees and charges may apply for the actual cost of materials and services. For full details please visit the Department of Education and Early Childhood Development website <http://www.education.vic.gov.au>.

The fees and charges for Fee for Service (full fee paying) students are available from the CAC website: <https://cac.edu.au/government-funded-courses/>.

Central Australian College ensures integrity and accuracy of fees and charges by internal review of the regulatory requirements relevant to fees and charges, followed by risk assessment along with rectification is undertaken to conclude the correct fees and charges for the following year. A review of fees and charges also takes place at the end of the fiscal year upon undertaking the financial analysis and market study.

## 2.2. VTG funded students:

- a. Central Australian College, under VET funding contract is listed to provide government funding for courses delivered within the CAC's funded scope. A course may be fully funded under SVTS or partially funded which can be determined from the Victorian Government contract guidelines.
- b. Pre-requisite Units of Competency  
Central Australian College may charge the student or employer for the delivery or assessment of pre-requisite units. This applies where government funding is not provided for delivery of pre-requisite units of competency. These must be completed prior to the start date of the Training Contract.
- c. Fee for Service and additional employer contribution  
All fee-for-service charges are disclosed to the student as well as the employer at the time of the participant's enrolment. RTOs may negotiate additional fees contribution from an employer. This can be a full fee-for-service or a partial fee-for-service to cover additional charges and delivery costs beyond the government's contribution.
- d. Enrolment fees and tuition fees which apply to Australian Apprenticeship Training Contracts (including Traineeship) are calculated in line with Victorian Government Contract Guidelines.
- e. The Fees Statement are provided to the student and/or employer before the training contract has been registered and training has commenced.
- f. Central Australian College quarterly reviews the SVTS website for any notifications published for Fees and charges and continuously modifies fees and charges as per the Victorian guidelines provided under contract notification by following the continuous improvement procedure outlined in Continuous Improvement Policy and Procedure.

## 2.3. Student's with concession and fee exemption

- a. Full or part fee exemption/concession from the total tuition fees is applied in accordance with most current Guidelines about Fees. For enrolments in courses at the Certificate IV level and below, the Training Provider must charge the concession fee to an individual who, prior to the commencement of training, holds a current and valid:
  - Health care card issued by the Commonwealth;
  - Veteran's Gold Card; or
  - Pensioner Concession Card; or
  - an alternative card or concession eligibility criterion approved by the Minister for the purposes of these Guidelines.

Fees, Charges and Refunds Policy and Procedures (Domestic Students)	Version: 3.3	Page 4 of 8
Responsibility: CEO	Created: August 2014	Last Reviewed: February 2020

# Fees, Charges and Refunds Policy (Domestic Students)

- b. Concessions may also apply to the dependent spouse or dependent child of a card holder.
- c. A copy of the relevant concession card specified in 2.3.a is recorded in the student file.
- d. Central Australian College conducts internal audits and is subject to external audits to verify that its fees, charges and refunds policies and procedures are in line with relevant government funding and refund guidelines. The audit reports are updated and rectified by following the continuous improvement procedure.
- e. All concession and fee exemption details are available from CAC website at <http://cac.vic.edu.au/government-funded-course-melbourne/course-fees/>.

### 3. Procedure for publishing information about fees and charges:

Adhering to the regulatory requirements, Central Australian College ensures compliance with the SRTO 2015 Standard 5 Clause 5.3 and 5.4. The Compliance Officer along with the Business Development Manager is responsible to review the fees and charges published in the Central Australian College website and other print collaterals, which includes applications forms, brochures, flyers and other relevant marketing materials by strictly following the process outlined under the continuous improvement procedure. (Refer to Continuous Improvement Policy and Procedures for more details)

Central Australian College ensures that students are well informed prior to enrolment about the fees and charges applicable to enrol in the course delivered by Central Australian College within its scope of registration via:

#### 3.1. Online medium (CAC website)

- a. Indicative Tuition fee for an academic year is updated in CAC website after review as mentioned above.
- b. All the prospective students are guided towards the fee and refund policies and procedures prior to enrolment whether via one on one consultation or via marketing collaterals.

#### 3.2. Print Collaterals

Print collaterals such as college prospectus, flyers and student handbooks are regularly updated to include indicative tuition fee and charges for that year.

### 4. VTG funding eligibility check procedure

- a. Student's eligibility for VTG funding will be determined based on Guidelines about Determining Student Eligibility and Supporting Evidence.
- b. Students supporting documents are gathered along with the enrolment form; sighted and recorded in student files.
- c. Documents are sighted by Authorised CAC representatives or other relevant bodies as outlined in Appendix 3 of Enrolment Policy and Procedures.
- d. In case of students under training initiatives, referral forms are obtained and a copy is retained in the student files.
- e. Hard copy of students supporting documents and declaration are maintained in student files. (For detail see Enrolment Policy and Procedure)

Fees, Charges and Refunds Policy and Procedures (Domestic Students)	Version: 3.3	Page 5 of 8
Responsibility: CEO	Created: August 2014	Last Reviewed: February 2020

# Fees, Charges and Refunds Policy (Domestic Students)



## 5. Refund procedure for Fee for Service Students

### 5.1. Refunds include:

- a. Requests for refunds must be made in writing and submitted within the timelines specified. The College must have had received funds in order for any refunds to be made available (i.e. cheques are cleared, telegraphic transfers have been received);
- b. Any debts to the College must be paid in full or the outstanding amounts will be deducted from the refund.

### 5.2. College default

- a. In an unlikely event that the College is unable to start or continue to deliver the course after a period of commencement (known as College Default), the Student can choose to accept either:
  - i. a refund of the course fees, which will be issued to the Student within 14 days; or
  - ii. to be placed in an alternative course with the College or another provider. If the Student chooses placement in an alternative course, the Student must sign a new written agreement to indicate the student has accepted the placement.
- b. If the student chooses to receive a refund of the course fees after commencing the course, the College will calculate the unspent portion of the tuition fees paid to date (i.e. tuition fees the student has paid for but has not been delivered by the College). The refund will be paid within 14 days on which the course ceased to be provided.

### 5.3. Student defaults and withdrawal

- a. When student defaults or where written notice of withdrawal is received by the College before the agreed start date of the course, the refunds will be calculated only on the prepaid tuition fees.
- b. Refund will not be applicable on the tuition fee paid which is due at the time of student default.
- c. The college will refund the fees as per the table below:

Outline of Refunds	
Conditions	Refunds applicable
Enrolment Fee	Non- refundable
<b>Withdrawal due to visa rejection</b>	
Visa rejection prior to the course start date	Fees received from the student minus the lesser of the following amounts: (a) 5% of the amount of course fees received by the provider in respect of the student before the default day. (b) \$500
Visa rejection after the course start date	Unused portion of the tuition fee minus the Application fee, other non-tuition fees, paid up to the visa rejection date (calculated on a weekly basis)
<b>Withdrawal due to student defaults other than visa rejection</b>	Prepaid tuition fees received from the student less the course withdrawal fee*

\*Course withdrawal fee

Withdrawal prior to the agreed start date	\$250
Withdrawal after the agreed start date	\$500

Fees, Charges and Refunds Policy and Procedures (Domestic Students)	Version: 3.3	Page 6 of 8
Responsibility: CEO	Created: August 2014	Last Reviewed: February 2020

# Fees, Charges and Refunds Policy (Domestic Students)



- d. If the refund application is approved, refunds will be made available within 28 days (20 working days) of written notification being received by the College.
- e. If you withdraw from the course in the middle of the term, you will be liable to pay the full term fees.

## 6. Recording and reporting procedure through student management system

Once the students' eligibility is determined students' data are maintained and recorded via student management system. Following procedures are undertaken by SVTS Coordinator/ Admin member to record and report.

- a. Student File Checklist is completed. Hardcopy of all the documentation is maintained in the respective student file.
- b. Data entry: Students personal information and data are uploaded in the Student Management System according to Victorian VET Student Statistical Collection Guidelines. Information are to be duly recorded for AVETMISS reporting. (Please refer to Record Management Policy and Procedure for further details)
- c. Students funding source is recorded as per the codes in VET Student Statistical Collection Guidelines.
- d. Funding model is applied to each enrolment in the student management system.
- e. CAC reports (in cents) the actual tuition fee per hour charged to each Eligible Individual for training subsidised through the Skills First Program via the Client Tuition Fee field in the Student Statistical Report;
- f. CAC reports (as a rounded up dollar amount) any non-tuition fees charged to each Eligible Individual in connection with training subsidised through the Skills First Program, including any materials and equipment costs charged to the Eligible Individual, via the Client Fees – Other field in the Student Statistical Report;
- g. Funded student withdrawal, must be reported within two months from the point of withdrawal.
- h. For Funded students, there will be no refund of the government contribution made towards their tuition.

## Appendix A Types of fees

Tuition Fees	This is the fee for the actual course and is stated in the Statement of Fees. The student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such a student service and material fees.
Material Fees	A non-tuition fee charged for the cost of providing course materials, textbooks, student guides and resource materials that are retained by the student as their personal property. It is a one off fee per course and is non-refundable after the course has started.
Withdrawal Fees	The withdrawal fee covers the administration cost of a cancellation

## Other Fees and charges

Credit Transfer	No charge
Enrolment Fee	\$500
Material Fees	Fees may vary according to course refer to Indicative Tuition Fee
RPL	\$300.00 per unit (may vary according to the course)

Fees, Charges and Refunds Policy and Procedures (Domestic Students)	Version: 3.3	Page 7 of 8
Responsibility: CEO	Created: August 2014	Last Reviewed: February 2020

# Fees, Charges and Refunds Policy (Domestic Students)



Re assessment Fee	\$250 per unit of competency
Replacement certificate fee	\$50

## Policy Reference

- SRTO 2015: Standard 5 Clause 5.3 and Schedule 6
- 2018 - 19 Standard VET Funding Contract
- Guidelines about Fees Skills First Program
- Victorian VET Student Statistical Collection Guidelines

## Relevant Policies and Procedures

- Enrolment Policy and Procedures
- Continuous Improvement Policy and Procedures
- Record Management Policy and Procedures
- VRQA Essential Conditions and Standards for Continuing Registration

## Relevant Documents and Forms

- Indicative tuition fee
- Domestic Student Enrolment Form
- Refund Application Form
- Statement of Fees

Fees, Charges and Refunds Policy and Procedures (Domestic Students)	Version: 3.3	Page 8 of 8
Responsibility: CEO	Created: August 2014	Last Reviewed: February 2020