



Policy Name	Fees, charges and refund policy for ACFE, Skills First and Fee for Service Training
Responsible Person	CEO Education Manager
Staff Involved	Education Manager, Coordinators, Teachers, Administration Staff
Review Dates	February 2024 or as required
Related Documents	Records Management & Record Keeping Policy & Procedure Recognition of Qualifications Issued by Other RTOs Policy & Procedure Student Selection and Enrolment Policy and Procedure Fee Schedule (VTG Subsidised Training) Other HESG 2019 Guidelines about Fees, VRQA Guidelines for VET Providers, Essential Conditions & Standards for Continuing Registration 2019 Pre-Accredited Purchasing Package & Guide V2

PURPOSE The purpose of this policy is for Yarraville Community Centre to provide each individual with clear details of all fees, charges and its refund policy and procedures. This is to be done prior to, or at the time of enrolment.

POLICY

Yarraville Community Centre delivers Skills First subsidised courses, Adult Community and Further Education (ACFE) subsidised courses and courses that are not government subsidised, known as fee-for-service short courses. Eligibility for Skills First and ACFE subsidised courses are determined prior to enrolment.

Yarraville complies with the 'Victorian Training Guarantee Guidelines about Fees', the 'VRQA Guidelines for VET Providers' (VRQA, 2016) and the 'Essential Conditions and Standards for Continuing Registration' (AQTF, 2013) and the Pre-Accredited Purchasing Package & Guide'.

PROCEDURE

This procedure outlines fees and charges for programs at Yarraville Community Centre.

1.1 Setting fees

Yarraville's Management team set tuition fees, materials and amenities fees costs in November each year for the following year, and on a case-by-case basis, subject to Department guidelines and market conditions.

The Education Manager develops and distributes with approval from the CEO the Fee Schedule to Coordinators and Administrative staff. The fee schedule is placed on the Yarraville CC website.

Should there be any changes to Yarraville's fees at any time, the Education Manager is responsible for organizing changes to the Fee Schedule and for ensuring the schedule is updated on the website and all staff informed.

1.2 Eligibility for Government subsidized training

Students eligible for government subsidized training are:

- An Australian citizen
- Holder of a permanent visa
- A New Zealand citizen

If there is any doubt on eligibility, the coordinators will check the eligibility clauses in the vet funding contract, guidelines on fees and any associated contract notifications.

1.3 Applying fees

i) Prior to enrolment, the Pre-Training Assessor supplies each individual with an itemized Statement of Fees being required for the course

ii) Credit transfer

A tuition fee is not charged for any Unit of Competency that is a credit transfer (see Recognition of Qualifications Issued by other RTOs Policy & Procedure).

iii) Financial hardship.

In circumstances of financial hardship, individuals can request to be considered a fee waiver. Pre-Training Assessors ensure a Request for Fee Waiver form is completed by the individual and lodged with the Education Manager one working day following the pre training assessment. Requests are considered by the Education Manager on a case-by-case basis.

iv) HESG Tuition fee waivers/exemptions.

Pre-Training Assessors sight and retain copies of all documentation demonstrating an individual's eligibility for the HESG Tuition fee waiver/exemption.

Yarraville CC does not charge a tuition fee for enrolment for an individual who is from the Judy Lazarus Transition Centre, young people on community-based orders, Skills First Youth Access Initiative or Skills First Aboriginal Access.

All documentation demonstrating an individual's eligibility for the HESG Tuition fee waiver/exemption is retained in the student file.

1.4 Applying fee concessions

Concession fees general.

At the PTA Interview, the Pre-Training Assessor copies of all documentation demonstrating an individual's eligibility for a fee concession for audit or review purposes, and to meet the requirements of Yarraville CC Record Management and Keeping Policy & Procedure-

Eligible concession cards:

- a. Health Care Card issued by the Commonwealth;
- b. Pensioner Concession Card; or
- c. Veteran's Gold Card; or
- d. an alternative card or concession eligibility criterion approved by the Minister for the purposes of these Guidelines

Before the completion of a course, if an individual who was previously eligible for a concession becomes ineligible for the concession, this does not affect the tuition fees payable for the enrolment.

1.5 Charging and Collecting Fees

The total student fees payable by an individual is recorded on the Enrolment Form by the Pre-Training Assessor or enrolment officer.

After enrolment YCC charges and collects fees that involves issuing all students with an Invoice.

When charging fees, YCC adheres to the following principles:

- Tuition fees up to \$1,000 are due before the commencement of a course unless a Payment Plan has been approved. YCC will not collect more than \$1,000 before the commencement of a course.
- Course fees collected before the commencement of a course are held in a liability account until the commencement of the course.
- For all courses over \$1,000, a scheduled payment plan is implemented following commencement of a course to ensure that any additional fees collected in advance for that course does not exceed \$1,500. This complies with Option 3 of AQTF Condition 5, Financial Management, which YCC has adopted in relation to collection and protection of fees.
- When charging a services and amenities fee, students have the option of purchasing equivalent materials that can be sourced externally if they choose to. In this circumstance, the services and amenities fee would be reduced accordingly.
- A fee will be charged for the assessment of Recognition of Prior Learning, if the assessment is conducted at the request, or with the consent of the student. This fee will be the same as the fee-for-service tuition fee set for each course

If an amenities fee or material fee is charged the details will be provided to the student before enrolment.

1.6 Refunds

If a student withdraws, from Skills First subsidised training at any time up until 4 weeks after the scheduled commencement date of the course, Yarraville CC will refund the tuition fees paid. Where materials have been supplied for a course, and a student withdraws, no refund of the Services and Amenities fee will be given. No refund is available where a student withdraws from Skills First subsidised training at any time after 4 weeks of the scheduled commencement date.

If a course is cancelled by Yarraville CC at any time during the period of a student 's enrolment, then Yarraville CC will refund the tuition fees and service and amenities fees in full.

In the unlikely event that Yarraville CC ceased operation at any time during the period of a student's enrolment, then Yarraville CC will refund the tuition fees, and materials and amenities fees in full.

Fee For Service Short Courses Student Withdrawal

Refunds are only considered when a written request is received 10 days before your course begins. An administration fee of \$20 applies. No refunds are given once a course has commenced.