

# FEES AND CHARGES POLICY

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## 1 PURPOSE

The purpose of this policy is to ensure Yarrawonga Mulwala Community & Learning Centre (RTO 21765) will inform participants of course fees and charges and collect course fees in accordance with the Standards for RTOs 2015.

This Policy and Procedure supports the following Standards for RTOs 2015:

- Standard 5.3
- Standard 7.3, and
- Schedule 6

## 2 POLICY

Yarrawonga Mulwala Community & Learning Centre (YMCLC) will levy fees to students at the time of enrolment. The fees charged will vary depending on the course, eligibility for funding and individual circumstances at the time of enrolment.

The types of fees and charges levied by YMCLC include, but are not limited to:

- Tuition fee (including materials & amenities fees)
- Charges for additional services
- Recognition of prior learning (RPL) fee (if applicable)
- Laptop Hire (refer to separate policy)
- Administration Fee

YMCLC is required to apply Goods & Services Tax on all courses not defined as "education course" in the Goods and Services Act 1998. All liable courses and programs include GST in the advertised fee.

### 3 TUITION FEE

YMCLC charges a tuition fee payable by a student for the provision of training and assessment services. YMCLC charges different types of tuition fees depending on a student's circumstances. Tuition fees are calculated as prescribed by the Skills First Program Guidelines about Fees for Accredited courses and by the ACFE Board for Pre-Accredited courses.

Concession fees will apply as prescribed by the Skills First Program Guidelines about Fees for Accredited courses and by the ACFE Board for Pre-Accredited courses and students must produce approved concession card to claim concession.

#### 3.1 Government Subsidised Tuition Fee

A Government Subsidised Tuition Fee is charged to students who are eligible for government subsidised training for the provision of training and assessment services. A Government Subsidised Tuition Fee is a contribution by the student to their training which is considerably reduced because the government has subsidised a portion of the tuition fee. The Government Subsidised Tuition Fee charged will vary depending on the funding available, the course and individual circumstances at the time of enrolment.

#### 3.2 Fee for service Tuition Fee

A fee for service tuition fee is charged to students who are ineligible for government funding. The fee for service tuition fee charged will vary depending on the course and individual circumstances at the time of enrolment. There is no concession rate for the fee for service tuition fee.

#### 3.3 Concession Tuition Fee

A student may be entitled to a reduction in their fees if they qualify for a concession under the relevant funding requirements. Tuition fees for concession holders undertaking pre-Accredited courses must not exceed \$50. (Additional costs such as for administration and materials may also apply).

#### 3.4 Job Trainer Fee

Job Trainer offers a concession rate for vocational education and training to young people (17 to 24 years, who have finished school) and job seekers across Victoria in areas of employment growth. This is one of the ways the Victorian Government is supporting jobs and the economy during COVID-19.

YMCLC has registered to deliver the following qualifications through this initiative:

- CHC30113 Certificate III in Early Childhood Education and Care
- CHC30121 Certificate III in Early Childhood Education and Care
- CHC33015 Certificate III in Individual Support
- CHC43115 Certificate IV in Disability

Job Trainer is a jointly funded initiative of the Commonwealth, State and Territory governments.

### 4 ADMINISTRATION FEE

YMCLC charges students an administration fee of \$50 to contribute to the administrative process of enrolment in a Certificate course. The administration fee must be paid once you have completed the enrolment form, and it reserves your spot in the course. The administration fee is non-refundable, should you not attend training or not continue with enrolment.

The administration fee covers the issuance of an original certificate and record of results upon completion of the qualification. If a student requires a reprint of their certificate, statement of attainment and/or record of results after completion, this will be subject to a charge of \$10.

The administration fee must be paid in full prior to course commencement. The administration fee is non-refundable. There is an exception in the rare circumstances of Yarrowonga Education & Training cancelling or ceasing the course.

## 5 MATERIALS FEE

YMCLC charges students a materials fee in all courses to cover the cost of tools, resources, textbooks, and consumables. The materials fee is included in the overall cost of the course and is not a separate fee.

If a student misplaces their materials and requires a replacement, the student must repay the full cost for the replacement of the materials. This applies to all courses YMCLC offers.

## 6 AMENITIES FEE

YMCLC charges students an amenities fee in all courses to cover the cost of facilities, use of equipment, internet, kitchen facilities, etc. The amenities fee is included in the overall cost of the course and is not a separate fee.

## 7 CHARGES FOR ADDITIONAL SERVICES

YMCLC may levy the following charges for the provision of additional services:

Service	Charge (GST inclusive)
Photocopying	\$0.25 per page
Reprint of Certificate	\$10
Reprint of a statement of attainment or record of results	\$10
Replacement of materials, tools or textbooks	At cost price
Laptop Hire	\$100 (for the duration of the course) – this includes a \$50 deposit which is refundable upon return of the laptop in good condition
Credit Transfer (Before granting a credit transfer, YMCLC must verify the supplied information by directly accessing the USI transcript online or by contacting the issuing organisation to confirm the content is authentic. In some cases, the issuing organisation may charge an administration fee for verification. The student will be liable to pay the cost if this occurs.	

## 8 RECOGNITION OF PRIOR LEARNING (RPL) CHARGES

YMCLC will charge a levy of \$50 per hour to assess evidence for Recognition of Prior Learning applications.

## 9 FUNDING

YMCLC offer a variety of funding options depending on a student's eligibility, location, and individual circumstances at the time of enrolment. YMCLC will determine a student's eligibility to access the available funding options at the time of enrolment in accordance with the requirements of the applicable funding arrangements.

### 8.1 The Skills First Program

The Skills First Program is an entitlement to government subsidised training in a vocational training course in Victoria. YMCLC is contracted with the Department of Education to deliver training under the Skills First Program. YMCLC must assess your eligibility for skills First funding and collect supporting evidence of your eligibility prior to your commencement in any training. For students that are eligible, the Victorian Government will contribute to the cost of your vocational training course.

Accessing a Skills First entitlement may impact a student's access to further government subsidised training.

If a student is eligible under the Skills First Program, the Government subsidised tuition fee will be charged. A 20% concession rate may apply to Government subsidised tuition fee for eligible students in certain level qualifications.

The Victorian Government has an eligibility check available at: <https://www.skills.vic.gov.au/victorianskillsgateway/Students/Pages/vtg-eligibility-indicator.aspx> and further information is available on the Victorian Government website at <http://www.education.vic.gov.au>

## 10 PAYMENT

YMCLC requires all students to pay the applicable Tuition fee, by:

- Paying the entire tuition fee upfront if less than \$1,500
- Entering into a payment agreement; or
- Entering into a Centrepay arrangement

Students who do not pay their tuition fee, or who fail to adhere to their payment agreement may be excluded from the course.

A certificate, statement of attainment or record of results will not be issued to a student until all fees are paid in full.

We accept cash, cheque, electronic fund transfer, debit, or credit card payments at YMCLC.

Cheque payments must be made payable to Yarrowonga Neighbourhood House Inc.

Students may pay their fees by making a direct deposit into YMCLC's bank account. Students must ensure they include their full name as a reference when making payment by electronic funds transfer. Failure to include your name as a reference may result in a delay in recognising the payment and/or the inability to reconcile a payment against a student's debt.

Payment to YMCLC by EFT can be made to the following account:

Account Name: Yarrowonga Neighbourhood House Inc  
BSB: 803 188  
Account: 100020894

## 11 STATEMENT OF FEES

YMCLC will issue all students a Statement of Fees upon enrolment, which will show a breakdown of the fees being charged, including the standard hourly fee.

Statements will be issued to all students who have an outstanding balance on the first business day each month by the Finance Officer.

## 12 PAYMENT AGREEMENTS

If a student does not pay their fees in full upfront, they must enter into a payment agreement upon enrolment. No students will be charged more than \$1500 upfront for a fee for service course.

The student must complete and sign the payment agreement form upon enrolment, which will detail the following information:

- Student's name
- Address
- Mobile number
- Email address
- Total cost of the course
- Weekly/Fortnightly instalments
- When instalments will commence

- If a deposit has been paid and balance owing

The payment agreement must ensure that the course fees will be fully paid for by the completion of the course.

A student may be suspended from the course (at the discretion of the Executive Officer) if the regular payments agreed to are not made.

In cases of hardship fees may be reduced or waived in accordance with the YNH Hardship Checklist.

## 13 DEFERMENT OF ENROLMENT

If a student is unable to complete a course for any reason and would still like to complete the qualification/unit of competency at a later date, they may apply for a deferment. There is no guarantee that a student's application for deferment will be approved. Approval will be granted on a case-by-case basis, depending on the individual's circumstances.

## 14 PAYMENTS VIA CENTREPAY

CentrePAY is a voluntary bill-paying service that is free for Centrelink customers. Students may use CentrePAY to arrange regular deductions from your Centrelink payment to pay your fees. You can start or change a CentrePAY deduction at any time. The quickest way to arrange a CentrePAY deduction is through your Centrelink account online. Go to:

<https://servicesaustralia.gov.au/individuals/services/Centrelink/centrePAY> for more information.

YMCLC's CentrePAY reference number is 555 099 827L.

## 15 TUITION ASSURANCE

YMCLC is committed to ensuring that the fees paid by students are protected under the requirements of the Standards for Registered Training Organisations 2015 and the Higher Education Support Act 2003 (Cth).

## 16 COMPLAINTS AND APPEALS

A student may raise a complaint or appeal about eligibility for fundings or refunds following YMCLC's Complaints and Appeals Policy and Procedures.

## 17 UNPAID FEES

Any student who has outstanding course fees/debts will not:

- Be permitted to re-enrol in further courses with YMCLC
- Receive a Certificate or Statement of Attainment until payment in full has been made

## 18 REFUNDS

YMCLC will issue refunds in accordance with the Cancellations and Refunds Policy and Procedure.

## 19 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Executive Officer
Advisory Committee to Approval Authority	Committee of Management
Administrator	Training Manager
Next Review Date	November 2022

<b>Approval and Review</b>	<b>Details</b>
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