

PO006 Fees Charges & Refunds Policy

1. Purpose and Objectives

This policy documents the principles that govern the setting, publication and review of tuition and non-tuition fees Laverton Community Education Centre (LCEC).

2. Scope /Applications

This policy applies to all student fees, charges and refunds for all courses at LCEC

3. Definitions

Enrolment fee – an administrative fee charged that contributes to the cost of conducting an enrolment session

Government contribution – the dollar value of the payment that a government education and training funding authority provides to LCEC for the delivery of training and assessment to an individual student.

Materials fee – fee charged for any course related materials such as textbooks, excursion fees, shirt for practical placement, police check

Non-provision of services – where agreed education and training services cannot be provided due to unforeseen circumstances

RPL - Recognition of Prior Learning

Tuition fee – fee charged for delivery of training and assessment services

4. Policy Statement

Part A – Principles for establishing and disclosing fees

(1) LCEC always strives to ensures course and unit fees

- are fair and equitable
- do not provide an unreasonable obstruction to community access to its education and training programs
- are set at a level where the organisation maintains financial viability
- are competitive within the local education and training market

(2) All Course and Unit fees are approved by the Education Centre Manager in consultation with the relevant Course Coordinator and Finance Coordinator

(3) LCEC is committed to full disclosure and transparency of course costs. We achieve this by

- Publishing all current fees on the LCEC website
- Including a Statement of Fees in Pre-enrolment Interview Form (FO005) which details all relevant fees
- Ensuring all current fees are detailed in the Course Information Flyer (FO054) provided to prospective students prior to the enrolment session

(4) LCEC provides all prospective students with its Fees Charges & Refunds Policy at enrolment and publishes the policy in an accessible location on its website

(5) LCEC reviews its course and unit fees annually.

- (6) LCEC fully discloses any government contribution to course costs prior to enrolment to prospective students.
- (7) LCEC may charge full tuition fees to students who are not eligible for government funding but have study rights in Australia.
- (8) LCEC sets full tuition fees at the same value as the government contribution for eligible government-funded enrolments and the materials and enrolment fees at the same level as for government-funded enrolments.
- (9) LCEC itemises course materials fees in the Statement of Fees in the Pre-enrolment Interview Form (FO005) and in the Course Information Flyer
- (10) LCEC sets materials fees at cost-price or close to cost-price and does not seek to earn profit from materials fees
- (11) LCEC charges \$150 per unit for RPL assessments when a completed superseded nationally recognised qualification/unit of competency is being assessed, or where a previous nationally recognised qualification/unit of competency was not held.
- (12) Credit Transfers applications processed by LCEC do not incur a fee

Part B – Fee Waivers

- (13) LCEC does not charge a tuition fee for enrolment by an individual who is:
- From the Judy Lazarus Transition Centre.
 - Young People on Community Orders required to do training pursuant to a community based order made under the Children, Youth and Families Act 2005.
 - referred under the Skills First Youth Access Initiative.
- (14) Prospective students who are experiencing significant financial hardship that will preclude them from enrolling in a course at LCEC may apply for a fee exemption using the Financial Hardship Form (FO013). Approval is by the Education Centre manager and a copy of the form must be retained on the student file for audit

Part C - Tuition concession fees

- (15) When tuition fees are levied on government funded enrolments LCEC charges a concession fee of 20% of the published tuition fee to students covered by the Asylum Seeker VET Program and students who present one of the following forms of evidence:
- Health Care Card issued by the Commonwealth
 - Pensioner Concession Card
 - Veterans Gold Card
 - Or is a dependent spouse or child of a concession cardholder

- (16) LCEC retains copies of any evidence presented to claim a tuition fees

Part D - Fee Protection

- (17) When LCEC collects fees in advance it complies with AQTF Condition 5 Option 3 and collects no more than \$1,000 in advance prior to commencement of the course and no more that \$1500 in advance at any time during the course.

Part E – Refunds

- (18) LCEC will refund any tuition fees paid if the student voluntarily withdraws from the course prior to courses commencement
- (19) LCEC will refund any tuition fees on a pro-rata basis for any unit or subject not commenced

(20) LCEC will refund any materials fees paid , if the student withdraws from the course prior to course commencement . No refund is applicable once the student has commenced the course

(21) The enrolment fee is non refundable.

(20) In the event of a withdrawal can apply for refunds by completing the refund section of the Withdrawal Form (FO017)

(21) In the event of non-provision of services LCEC will refund any fees collected for services it has been unable to provide.

Part F - Repeated assessments

(22) LCEC tuition fees allow for one (1) repeated assessment of a unit of competency without incurring additional fees.

Part G – Student Fees & Charges Records

(23) All course fees, relevant invoices and receipts for each participant course enrolment are recorded and maintained in the VETtrak student management system. This system acts as the official accounts receivables system for LCEC and is maintained as the official and auditable records for all fees, charges and refunds

Part H - Appeals

(24) Students may appeal any determination made in respect of fees, charges and refunds by using the Laverton Community Integrated Services Client Complaint Policy

Part I -Compliance with regulatory and contractual requirements

(25). LCEC Fees charges and Refunds Policy addresses the following legal, regulatory and contractual requirements:

- AQTF Standard 2.3 – Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations
- AQTF Standard 3.1 – The RTO’s management of its operations ensures clients receive the services detailed in their agreement with the RTO
- AQTF Condition 5 – Financial Management
- AQTF Condition 8 – Accuracy and Integrity of Marketing
- Standard VET Funding Contract – Skills First Program
- Australian Consumer Law and Fair Trading Act 2012

5. Procedures

PRO002 Enrolment Procedure

PRO003 Credit Transfer & RPL Procedure

PRO004 Attendance / Withdrawal Procedure

PRO010 Invoicing Procedure

PRO014 Assessment Procedure

PRO019 Student Payments Receipting Procedure

6. Related Policies

PO001 Pre-enrolment Policy

PO002 Enrolment Policy

PO005 Credit Transfer & RPL Policy

PO010 Training Services Policy

PO012 Marketing & Advertising Policy

LCIS Client Complaints Policy

7. Forms and Resources

FO005 Pre-enrolment Interview form

FO013 Financial hardship form

FO017 Withdrawal form

FO054 Course Information flyer

8. Policy Status

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