



Fees and Charges

Organisational Area

RTO
Community Program

Authorisation

This Policy was reviewed and adopted by the Park Orchards Community House & Learning Centre Incorporated (POCH&LCI) on 20th of February 2026.

Review date

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

Scope

This policy applies to all staff members authorised to enrol students in a course, receive payments, and process refunds. Additionally, it extends to course applicants and students at Park Orchards Community House & Learning Centre Incorporated (POCH&LCI).

Objective

This policy outlines the principles for managing payments from students wishing to enrol in a course at POCH&LCI.

- To implement consistent fees and charges for all courses at POCH&LCI.
- To meet the policy and compliance requirements of POCH&LCI's funding and registering bodies.
- To ensure that all courses are accessible and equitable.

Policy

POCH&LCI will establish course fees and charges in accordance with the requirements of its contractual agreements with its funding bodies, Higher Education and Skills Group (HESG) and Adult, Community and Further Education (ACFE), as well as the requirements of its registering bodies ACFE and Australian Skills Quality Authority (ASQA), and the specific requirements of each course.

POCH&LCI will display the fees and charges for each course in promotional material and on the POCH&LCI website.

POCH&LCI has the following categories of fees:

- **Tuition Fees** - Tuition fees are set according to the guidelines established by ACFE (for Pre-Accredited Training) and HESG (for accredited courses) for students eligible for subsidised training under the Victorian Training Guarantee (VTG). Please refer to the HESG Service Agreement for the current year.
- **Fee for Service Charges** - Full fee-for-service charges are set by POCH&LCI at its discretion and apply to all courses not covered by the VTG or to students who are ineligible for VTG subsidies.
- **Other Fees** - POCH&LCI charges applicable fees for amenities, administration, and resources.

- **RPL - Recognition of Prior Learning (RPL):** RPL recognises prior learning from life experiences, education, training, and/or work. POCH&LCI will set a fee for RPL assessment at its discretion based on assessment and administration costs, reviewed on a case-by-case basis.
- **Credit Transfer** - Transfer of credit from a recognised Statement of Attainment will not incur any fees.
- **Concessions**
Concessions on tuition fees are available, on training at a certificate IV level or below and in skill sets, to the following Card holders:
 - Health care card issued by the Commonwealth
 - Pensioner concession card
 - Veteran's gold card.

A student who is a dependant spouse or dependent child of a card holder is also entitled to a concession. The dependant is usually listed on the card. If they aren't, ask the student about their dependant relationship to the card holder as part of enrolment. Attach this information to the student's file with the card evidence.

Asylum seekers are eligible for a concession even if they don't have a concession card, Skills First students enrolled under the Asylum Seeker VET Program are entitled to a concession for training at certificate IV level or below, or in a skill set.

Concessions do not apply to fees charged for Amenities, Administration, or Materials and textbooks. Refer to the current Fee Schedule for specific charges.

The concession price is determined by the current year Standards Funding Contract guidelines relating to fees. Currently, the concession amount must not exceed 20 per cent of the published standard tuition fee.

Concession rates apply to all students who meet the eligibility criteria for a concession and apply even when fees are paid by a third party, for example, a job network provider.

A valid concession card must be sighted by authorised staff before a concession can be granted. This is generally completed as part of the enrolment process and must occur before training commences.

- A student remains eligible for a concession even if:
- the concession card expires before training commences; or
 - the concession card expires before the program concludes.

If a student becomes eligible for a concession during the training period and fees have not been paid in full, the concession rate must be applied to any fees not yet charged. If fees have been paid in full prior to the concession card being issued, the application of a concession to units not yet commenced, and any associated refund, is at the discretion of the Manager.

Students must be advised of the opportunity to apply for a fee concession at a later stage.

Waivers

Training funded by Skills First also offer fee waivers to eligible students. This means that the student does not need to pay tuition fees.

Eligible students include:

- Aboriginal and Torres Strait Islander students
 - Youth Access Initiative students
 - students from the Judy Lazarus Transition Centre
 - young people on community-based orders.
- **Certificate Fees** – no additional fees are charged for a Statement of Attainment if required upon withdrawal of course (where some units of competency have been completed), or if required through duration of course, prior to completion.

A fee of \$20.00 will be charged for replacement certificates/statements.

Payment of Fees

- All accredited students are required to sign a Student Fees and Charges Agreement upon enrolment, which provides a breakdown of all fees, government contributions (if applicable), and a payment schedule.
- POCH&LCI will not accept payment of more than \$1500 from any individual student prior to the commencement of their course.
- Upon course commencement, the remaining course tuition fees will be paid in instalments, aligned with the progression of the course. Students will not be required to make a payment exceeding \$1500 at once
- All course tuition and fees (i.e.: resources, administration, amenities) must be paid by the end of course delivery.
- All course tuition and fees (i.e., resources, administration, amenities) must be paid by the end of the course delivery.
- Students with outstanding fees will not receive a qualification until all fees are paid or an exemption has been granted by the Manager.

Data Security Measures for Card Payments

- Payments are made in person, via a secure website, or over the phone.
- Credit card details are not recorded or stored.
- During phone transactions, the card details are entered directly into the handheld EFTPOS machine at the time of the transaction. Avoid repeating sensitive information such as card numbers to enhance confidentiality during the payment process.
- Staff are trained to be aware of security best practices and the importance of safeguarding sensitive customer information.
- Only authorised staff are able to process payments and refunds.

Document Retention

Copies of all student Fees and Charges Agreements and all details related to payments and refunds must be kept for a period of at least 2 years after the student has completed their training.

Definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Standards means the Standards for Registered Training Organisations (RTOs) 2025 of the VET Quality Framework which can be accessed from www.asqa.gov.au

VET means vocational education and training.

Related Documents

Fee Schedule
Fees & Charges Policy & Procedure
Information of Prospective Students
Refund Policy
Student Enrolment Checklist
Student Enrolment Policy
Student Fees and Charges Agreement
Student Information Handbook
Student Welfare Policy
Victorian Training Guarantee Annual Guidelines about Fees

Document Locations

Policy and Procedures Manual
Website

Related Legislation

Standards for Registered Training Organisations (RTOs) 2025

Area of Compliance

ASQA Standards Clauses 2.1 (c,d), Credential Policy Prepaid fee protection measures 18

Date reviewed	Version	Details of changes (if any)	Date of next review
2010	1.0	Initial version	
May 2015	2.0	Updated to new format	May 2018
August 2015	3.0	Applied new policy template Review document to ensure tuition payments do not exceed maximums.	August 2018
23/10/2015	4.0	Added document retention	23/10/2018
3/05/2016	5.0	Added: 'The concession price is determined by the VTG rules.' Added: ' For individuals entitled to a concession that are also referred Job Seekers with a standard Job Seeker Referral Form; POCH&LCI will retain a copy of the original Job Seeker Referral Form and return the original to the individual. On enrolment, a copy of this form will also be returned by POCH&LCI to the Job Seeker's referring agency.'	3/05/2017
28/06/2017	6.0	Update legislation and title of guidelines	28/06/2020
16/04/2020	7.0	Removed paragraph about refunds to avoid duplication as we have a separate refund policy Added credit transfer – no fees Added signing of Student Fees and Charges Agreement	16/04/2023
16/02/2022	8	Update ASQA Compliance	16/02/2025
24/01/2024	9	Added security measure for storage of credit card details – we do not record any credit card numbers.	24/01/2027
25/01/2024	10	POCH&LCI will not accept payment of more than \$1500 from any individual student prior to the commencement of their course. Increased from \$500 Removed copying of concession card Removed hold concession card at commencement of course	25/01/2027
11/03/2025	11	Mapped to the New ASQA Standards 2025 and added the payment of concession fees by a third-party clarification.	11/03/2028
20/02/2026	12	Update to check for Fee Waiver and additional information on concessions	20/02/2029