



## 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 25<sup>th</sup> January 2024.

### 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 recognizes 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 recognized Statement of Attainment will not incur any fees.
- **Concessions** –Concessions are available to cardholders, their dependent spouses, and children who receive the following benefits, pension, or allowances, making them eligible for a discount off the Tuition Fee:
  - Veteran’s Gold Card
  - Commonwealth Health Care Card
  - Pension Concession Card

The pension, benefit or concession card must be sighted by authorised staff before a concession can be granted.

Aboriginal and Torres Strait Islander students are also eligible for fee concession provided they meet the eligibility rules.

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

The concession price is determined by the VTG rules.

- **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.
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- 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) 2015 of the VET Quality Framework which can be accessed from [www.asqa.gov.au](http://www.asqa.gov.au)

**VET** means vocational education and training.

### Related Documents

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

### Document Locations

Website  
Policy and Procedures Manual

### Related Legislation

Standards for Registered Training Organisations (RTOs) 2015

### Area of Compliance

ASQA Standards Clauses 5.3, 7.3 and Schedule 6

<b>Date reviewed</b>	<b>Version</b>	<b>Details of changes (if any)</b>	<b>Date of next review</b>
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