

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 28th June 2017.

Review date

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

Scope

This policy is for all staff who are authorised to enrol a student in a course.
This policy also applies 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 Education and Training courses at POCH&LCI.
- To meet the policy and compliance requirements of POCH&LCI's funding and registering bodies.
- To ensure all Education and Training courses are accessible and equitable.

Policy

POCH&LCI will set course fees and charges according to the requirements of its contractual agreements with its funding bodies - Higher Education and Skills Group (HESG) and Adult, Community and Further Education (ACFE), the requirements of its registering bodies ACFE and Victorian Registration and Qualifications Authority (VRQA) and the requirements of the course.

POCH&LCI will advertise the fees and charges applicable to each course in the Course Guide, in any promotional material and on the POCH&LCI website.

POCH&LCI has the following categories of fees:

- **Tuition Fees** - Tuition fees are set according the Guidelines set by ACFE (for Pre-Accredited Training) and HESG (for accredited courses) for students eligible for subsidised training (the Victorian Training Guarantee – VTG). Refer to 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 which are not covered by the VTG, or to students who are not eligible to receive VTG subsidies.

- **RPL** - Recognition of Prior Learning (RPL) recognises prior learning from life experiences, education, training and work and/or training provided at work. POCH&LCI will set a fee for RPL assessment at its discretion based on the assessment and administration costs, which will be set and reviewed on a case-by-case basis.
- **Concessions** - People, or their dependent spouses and children, who at the commencement of the course are in receipt of the following benefits, pension or allowances, are 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 and copied by Administration 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.

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.

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.

- **Other Fees** - POCH&LCI charges fees when applicable for Amenities, Administration and materials/textbooks.
- **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

Payment of Fees

- POCH&LCI will not accept payment of more than \$500 from any individual student prior to the commencement of their course.
- Upon course commencement, the balance of the course tuition fees will be paid in instalments, in line with the progression of the course, with no more than four weeks of tuition being paid in advance at any time. Students will not be expected to pay more than \$1500 in any one payment.
- All course tuition and materials fees must be paid by the end of course delivery.
- Students who have outstanding fees will not be issued with a qualification until all fees are paid, or an exemption has been granted by the Manager.

Refunds

Accredited Courses

Students who notify POCH&LCI that they are withdrawing from a course within four weeks of the commencement of studies will be entitled to a refund of the tuition fee paid, less an administration fee to be set by the Manager and reviewed annually.

Students who withdraw from a course after this date, or who do not formally withdraw are not entitled to a refund, but may be granted one at the discretion of the Manager.

Pre-Accredited and Community Fee for Service Courses

Students who withdraw from a Pre-accredited or Community course no later than one week prior to its commencement will be charged an administration fee that will be deducted from the refund. The administration fee will be set by the Manager and reviewed on an annual basis.

Students who withdraw after this date are not entitled to a refund, but may apply in writing to the Manager, who will consider any applications for refund on a case-by-case basis.

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

Not applicable

Related Documents

Refund Policy
Fee Schedule
Student 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

Australian Quality Standards Framework (AQTF) 2010
Victorian Registration and Qualifications Authority (VRQA) Guidelines for VET Providers (2016)

Area of Compliance

AQTF Standard 2.3 , 3.1
Higher Education and Skills Group (HESG) Service Agreement Schedule 2
VRQA Guidelines for VET Providers Guideline 1.3 (b)
2017 Guidelines about Determining Student Eligibility and Supporting Evidence



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