# FEE CHARGES AND REFUND POLICY

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| Amended Oct 2008, 2015, Oct 2016; Reviewed 2019 |

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| **Policy** | Glenroy Neighbourhood Learning Centre (Glenroy NLC) will set, charge, collect and document tuition fees and a Student Service and Amenities fee and issue refunds in accordance with funding body guidelines. Provision will be made for fee waivers and exemptions and fee concessions. |
| **Definitions** | **AQTF:** Australian Quality Training Framework.  **Accredited Courses**: Courses funded by Higher Education Skills Group (Victorian Government)  **Pre-accredited Courses:** Courses funded by Adult Community and Further Education (Victorian Government).  **Standard Fee:** The tuition fee charged to students who do not have a concession card and who are eligible for government subsidised training. This fee is set in accordance with Victorian Government requirements as set out in the relevant funding contract.  **Concession Fee:** The tuition fee charged to students who are eligible for government subsidised training and who meet the requirements for a concession as set out in the relevant Victorian Government funding contract.  **Fee for Service:**  The tuition fee set by Glenroy NLC for each course charged to a student who is not eligible for government subsidised training. This includes non-permanent residents e.g. travelers, working, spousal and study visa holders etc.  **Student Service and Amenities fee (SSA):**  The fee charged by Glenroy NLC to cover costs such as tea, coffee, photocopying, course materials and administration.  **Manager’s Waiver:** With the regard to matters relating to the delivery of a program, such as location of delivery, practicalities of collecting fees, the nature of the program, the Manager may determine that Glenroy NLC will not charge tuition fees to all students enrolled in a particular program.  **Exemption:** A documented decision signed by the Manager that an individual student who experiences extreme hardship will not be required to pay all or part of the fees. |
| **Guiding principles** | Access Policy Glenroy NLC is committed to providing access to people who are educationally and economically disadvantaged. Low income and disadvantage are not barriers to participation. Students may request that fees be paid under a Payment Plan.  **Limits of Payment**  Glenroy NLC will accept no payment in excess of $1,000 from any student prior to commencement of a course. Following commencement, payment of additional fees in advance may be requested if not in excess of $1500. (AQTF Condition 5).  **Publication of fees**  Glenroy NLC must set and publish in a prominent place on the website the standard fee payable for each enrolment in a course and all other fees associated with the course.  **Accredited Fees**  For enrolments in accredited courses and nationally recognised qualifications / units of competency, the concession fee is calculated at 20 per cent of the standard government-subsidised fee in the same course.  **Student Services and Amenities Fees:**  Student Services and Amenities Fees (SSAF) is an annual charge per student regardless of how many courses the student is enrolled and is charged to recover costs of student services, amenities and materials used in the courses:   * The Centre will provide students with details of the fee prior to enrolment. * The fee will be collected and expended for the sole purpose of providing facilities, services, course materials or activities of direct benefit to students at the Centre. * SSA fee is non refundable.   **Information to students**  Prior to enrolment each student must be provided with a Statement of Fees which must include:   * The code, title and currency of the course * The training and assessment which will be provided including duration, expected locations at which training and assessment will take place, modes of delivery and any work placement details. * The hourly tuition fees taking into account any applicable waivers or concessions * The approximate value of the government contribution * Itemised details of the SSA.   This statement may be provided electronically under conditions stated in the relevant funding body’s guidelines about fees.  **Concession fees.**  The concession fee must be 20% of the published standard fee. The concession fee must charge a concession fee to a person who, prior to the commencement of training, holds:   1. Commonwealth Health Care Card 2. Pensioner Concession Card 3. Veteran’s Gold Card 4. An alternative card or concession eligibility criterion approved by the Minister 5. Any individual who identifies as being of Aboriginal or Torres Strait Islander descent. Such an enrolment must be reported as such through the ‘Indigenous Student Identifier field of the Student Statistical Report).   The concession fee also applies to the spouse or dependent child of (a) and (b).  Documentary evidence regarding the reasons for concessions must be kept.  **Exemptions**  Where the cost of a tuition fee and/or the SSA charge will cause extreme hardship, Glenroy Neighbourhood Learning Centre may grant an exemption from paying all or part of the fees. A person who indicates that they are unable to pay the fee should be assisted to complete the Glenroy NLC Request for Fee Reduction or Exemption. Documentary evidence regarding the reasons for exemption must be kept.  **Waivers**  A tuition fee must not be charged for an enrolment by   * a young person who is subject to a community based order made under the *Children, Youth and Families Act* 2005. * A person from the Judy Lazarus Transition Centre * A person referred with a standard Young Person Transitioning from Care Referral Form.   Required documentation for each of the above is listed in the current Skills  First Guidelines about Fees.  **Asylum Seekers and Victims of Human Trafficking:**  Students referred to training under the Asylum Seekers and Victims of Human Trafficking initiative must meet all Victorian Training Guarantee eligibility criteria except the citizenship/residency requirements set out in the current VET funding contract.  Asylum seekers and victims of human trafficking referred by the Asylum Seeker Resource Centre (ASRC) or the Australian Red Cross (ARC), for an accredited or pre-accredited course at the Centre, will have their fees paid by the referring agency, according to provisions made for referral, eligibility, data collection, reporting, record keeping and invoicing (see current VET Funding Contract, Guidelines about Determining Student Eligibility and Supporting Evidence and Enrolment Policy).  **Manager’s Waiver:**  For programs where the Manager has determined that no fees will be levied, reasons for the decision must be documented and any supporting documentation kept. The decision needs to be reported to the Finance Subcommittee.  The Manager must advise the Office that we will report that the fee for the course is zero. It is essential that, in reporting via AVETMiss, we do not claim government reimbursement for fees which we have decided to waive under this local provision.  **Scholarship program**  Glenroy NLC will finance all, or a proportion of, tuition fees for students currently enrolled in a Glenroy NLC program who wishes to enroll in an accredited or pre accredited courses whom it deems as both deserving of and in financial difficulty. This will be assessed and documented during the applicants Pathways Appointment and suitability will be determined by the Manager, before course commencement.  **Record keeping for concessions, waivers and exemptions**  Prior to the commencement of training, Glenroy NLC must sight and retain a copy of all documentation demonstrating the person’s eligibility for fee concession, or fee exemption or waivers. This documentation must be available for review or audit.  As appropriate, a copy of the relevant card must be kept in hard copy or electronically scanned, or equivalent documentation extracted from Centrelink Confirmation e-services.  If the concession card is presented via a Digital Wallet through the Centrelink Express Plus mobile, authentication must be via direct viewing of the card through the Centrelink Express Plus mobiles on the cardholder’s mobile device. Cards may not be sighted via a screen shot of the card that is emailed. In these cases, the staff member who undertakes pre training review must make a written declaration stating that the concession card has been sighted. The declaration must include:   * The name of the staff member who sighted the digital concession card * Date the digital concession card was sighted * Document number on the concession card * Name of the concession holder.   Records of evidence to support any claim for a contribution towards revenue foregone as a result of granting concession, waivers of exemptions must be kept ready for audit.  **Referring agencies**  For a person who is a referred Job Seeker, Glenroy NLC must retain a copy of the Job Seeker Referral form. On enrolment, a copy of this form must be returned to the Job Seeker’s referring Agency.  If the Job Seeker is charged the concession rate, the Victorian Government will not make a contribution to the Job Seeker’s fees. Glenroy NLC must invoice the referring agency for the portion of the fee not covered by the student.  **Fees for students not eligible for government funded training**  Concession fees do not apply to students who are not eligible for government subsidised training. The Fee for Service rate applies for each separate course the student is enrolled in.  **Refunds**  Prior to commencement of the course, students must be provided with our refund policy.  If a student withdraws in writing from an ACFE & Skills First funded course within 4 weeks of the commencement of a class, Glenroy NLC will refund the tuition fee on request.  If Glenroy Neighbourhood Learning Centre cancels an ACFE & Skills First funded course, Glenroy Neighbourhood Learning Centre will refund 25% of the tuition fee already paid if the student withdraws before completing 25% of course hours. For any other case, GNLC will refund relevant portion of the tuition fee as determined and documented by the Manager.  Fee-for-service courses   * If a student withdraws in writing from a fee-for-service course before 25% of the course hours have taken place, then the cost of the tuition fee for course less 25% shall be refunded on request * If a student withdraws in writing from a fee-for-service course after 25% of the course hours have taken place, on request from the participant, the Manager will decide, with due regard to all the circumstances, whether a refund will be given. The reasons for the decision will be documented. The information will be confidential, but reported in general terms to the Management Committee.   **Unpaid fees**  Where fees have not been paid, the Manager may decide, after due consideration of the circumstances, that results will be withheld.  **Accounts**  The accounts and records which we keep must clearly distinguish between income for fee-for-service, training, SSA charges and government funded training. Fees paid in advance must be protected. A separate ledger account must be kept to record receipt of income from fees for tuition and payment of refunds for tuition fees. The total amount of fees collected for current courses will be not drawn against until the refund policy would no longer apply, or at the end of the semester.  **Fees for Recognition of Prior Learning**  Students can be charged a fee to cover the actual cost of assessment process of RPL, if the assessment is conducted at the request of the student. This may include staff costs for the interview, documentation, certification and recording process and associated administration. |
| Relevant Legislation | Glenroy NLC must comply with relevant Commonwealth and State legislation and directions which include:   * Disability Discrimination Act 1992 * Racial Discrimination Act 1975 * Sex Discrimination Act (1984) * Age Discrimination Act (2004) * Equal Opportunity Act (2004) (Vic) * Information Privacy Act (2000) * Electronic Transactions Act (2000) (Vic) * Disability Act 2006 * Equal Opportunity Act 1995 * Education and Training Reform Act (2006) (Vic) * Securing Jobs for your Future - Skills for Victoria. Ministerial Statement |
| Relevant Guidelines, Policies and procedures | Funding Guidelines   * Government of Victoria Department of Education and Training (DET) Victorian Training Guarantee Guidelines About Fees (*Skills First Program)*. * Vocational Education and Training (VET) Funding Contract Victorian Training Guarantee. * Victorian Registration and Qualifications Authority (VRQA) Guidelines for VET Providers. * Pre-accredited Purchasing Package and Guide (current version)   Glenroy NLC Policies and procedures   * Glenroy NLC Statement of Fees * Glenroy NLC Request for Payment Plan * Glenroy NLC Request for Fee Reduction or Waiver. |