

STUDENT FEE POLICY

Policy Statement

Glenroy Neighbourhood Learning Centre (GNLC) will set, charge, collect and document Tuition Fees, Student Service and Amenities Fees (SSAF) and Material Fees, and issue refunds in accordance with funding body guidelines. Provision will be made for fee waivers and exemptions, extensions, payment plans and fee concessions.

All fees will be reviewed annually by the Manager and the Committee of Management (CoM).

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).

Non-Concession 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 GNLC for each course charged to a student who is not eligible for government subsidised training. This includes non-permanent residents e.g. travellers, working, spousal and study visa holders etc.

Student Service and Amenities fee (SSAF): The fee charged by GNLC to cover costs such as tea, coffee, and administration.

Materials Fee: The fee charged by GNLC to cover the cost of materials such as photocopies / handouts.

Manager's Waiver: With 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

GNLC will set and review fees based on the following principles:

- i. Fees represent good value for money for students;
- ii. Fees are fair and equitable for all students; and
- iii. Fees are set at a level where GNLC remains financially viable.

Policy Statement

Access Policy

GNLC is committed to providing access to people who are educationally and economically disadvantaged. GNLC will ensure fees are not barriers to participation. Students may request a Fee extension or Payment Plan.

Limit of Payment

GNLC will accept no payment in excess of \$1000 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.

Publication of Fees

GNLC must set and publish fees on their website, the standard payable for each enrolment in a course and all other fees associated with the course. All students will be given a Fee Flyer at the time of enrolment.

Accredited Fees

For enrolments in accredited courses and nationally recognized qualifications / units of competency, the concession fee is calculated at 20 per cent of the standard-subsidised fee in the same course.

Pre-accredited Fees

GNLC will charge the fees set by ACFE for pre-accredited courses.

- The Hourly tuition fee is set annually
- Up to \$50 maximum for a concession fee

Student Services and Amenities Fees

The Student Services and Amenities Fees (SSAF) is an annual charge regardless of how many courses the student is enrolled in and is charge to recover costs of student services and amenities used in the course.

- GNLC 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 and services or activities of direct be of direct benefit to students at the Centre.

Materials Fees

The Material Fees are attributed to each unit to cover the cost of materials that GNLC provide to the student and are necessary to complete the unit. Typically the Materials Fees cover the cost of photocopying / handouts for classroom based delivery.

Fee Flyers

All students will be given a Fee Flyer at the time of enrolment. The Fee Flyer will provide information about:

- The course code, title, currency of the qualification and entry requirements;
- Location, duration and delivery modes, and details of any work placement, of the training and assessment ;
- Course structure;
- Fees payable, including the hourly tuition rate, the Government contribution, itemised Materials Fees and SSAF;
- Eligibility for Concession;
- Payment options such as Fee extensions and Payment Plans;
- Payment terms, fee liability and withdrawals
- Support services available
- Completions
- Course transitions
- Complaints

Students will receive the information in a printed statement. They will retain a copy of the information and sign and acknowledgement that they have read and understood the information in the Fee Flyer. A copy of the acknowledgement will be retained in the Student file.

Concession fees

The concession fee must be 20% of the published standard fee. To be eligible to receive a concession fee, prior to commencement of training, the student must **present valid evidence at the time of enrolment**.

The start date must be **prior to or on** the commencement date of the first unit of study in the current year.

Original evidence must be sighted and a dated copy retained in the Student file.

Acceptable concession evidence:

- Commonwealth Health Care Card (holder or named dependant);
- Pensioner Card (holder or named dependant);
- Veterans Gold Card (holder only); or
- Be of Aboriginal or Torres Strait Islander Descent. Such enrolment must be reported as such through the 'Indigenous student Identifier field of the student Statistical Report'.

Concession do not apply to Materials and SSAF fees.

Fee extensions and Payment plans

Students will be issued with an invoice and payment is due within seven days.

Students may request a Fee Extension if they cannot pay within that time frame.

Students may organise a Payment Plan and pay fees in installments. All fees should be paid within 4 months.

Payment Plans are organised via Administration and there is no additional cost to students.

Referring Agencies

For a person who is a referred Job Seeker, GNLC 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. GNLC 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 enrolment of the course, students must be provided with information regarding charges and refunds. All information is included in the Fee Flyer.

If a student withdraws within 28 days of the commencement of a class, GNLC will refund the tuition fee. Material fees will only be refunded for units where the student **has not yet** received the materials for those units.

If GNLC cancels an ACFE or Skills First funded course, GNLC will refund the relevant portion of the tuition fee, materials fees and SSAF as determined and documented by the Manager.

The Program Funds for this course will need to be set-aside for repayment to the Contributor.

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, the cost of the tuition fee for the 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 CoM.

Unpaid fees

Where fees have not been paid and not Fee extension or Payment plan has been organised, the Manager may decide, after due consideration of the circumstances, that results and formal course completion certification may be withheld.

Accounts

The accounts and records which we keep must clearly distinguished between income for fee-for-service, training, SSAF charges and Government funded training. Fees paid in advance must be protected. A separate General Ledger account in the Financial accounts, 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 not be drawn against until the refund policy would no longer apply, or at the end of the semester.

Fees for Recognition of Prior Learning (RPL)

Students can be charged a fee to cover the actual cost of the 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 Legislations

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 (2010) (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 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)

GNLC relevant documentation

- GNLC Fee Flyer
- GNLC request for Payment Plan
- GNLC Request for Fee Reduction or Waiver

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