

 Wingate Avenue Community Centre	Title: FEES, CHARGES & REFUND POLICY & PROCEDURES	
	Version: 4.2	Approved: General Manager Date: 11 June 2019
	Administered: Further Education and Compliance Manager	Next Review: June 2022

Background

The purpose of this policy is to outline a consistent framework for determining fees for all courses provided by Wingate Community Centre and to set out strategies for appropriate advertising, collection and recording of fees and charges.

Principles

Wingate Avenue Community Centre (WACC) delivers Skills First subsidised courses, Adult Community and Further Education (ACFE) subsidised courses and courses that are not government subsidised, known as fee-for-service courses. Eligibility for courses is determined prior to enrolment in a course.

1. As a provider of *Skills First* subsidised courses WACC is obliged to follow the current year 'Guidelines about Fees', the VRQA 'Guidelines for VET Providers' and the 'Essential Conditions and Standards for Continuing Registration' (AQTF, 2010) for the setting and collection of tuition fees, services and amenities fees, and to issue refunds.

2. As a provider of ACFE subsidised courses WACC is obliged to follow 'ACFE Board Pre-Accredited Training Delivery Guide' for the setting and collection of tuition fees, services and amenities fees, and to issue refunds.

WACC is committed to keeping fees as low as possible to ensure that courses are widely accessible. Fees for classes shall be costed according to the total course delivery cost divided by the minimum numbers of students required to meet those costs.

Procedures

1. Skills First subsidised courses

1.1 Setting fees

- WACC Management Team set tuition fees, service and amenities fees and text book costs in October each year for the following year, and on a case by case basis, subject to Department guidelines and market conditions.
- The Further Education and Compliance Manager develops and distributes a 'Fee Schedule' to the Management Team.
- The Office Manager publishes the 'WACC Fee Schedule' on the WACC website. Information about fees should be clearly visible on all advertising material including the WACC brochure.
- Should there be any changes to WACC Fees at any time the Further Education and Compliance Manager is responsible for organising changes to the 'WACC Fee Schedule' and for ensuring the schedule is updated on its website.
- Wingate may accept payments for fees of no more than \$1000 from each individual student prior to commencement of a course. Total fees for courses at Wingate will not exceed \$1500.00.

1.2 Applying fees

- A student will be provided with a Statement of Fees prior to enrolment. This statement will be an itemised list of all fees required for the course for the current year. This is as per Skills First contract guidelines and also enables the student to make an informed decision about the cost of their training prior to enrolling in a course.

- Based on the 'WACC Fee Schedule', a 'MYOB Invoice' is created by the WACC Administration and provided to the student at the completion of a Pre-Training Assessment. The payment terms are 14 days however students may request an extension by speaking with Senior Administration. Invoices will be re-issued each term if fees are outstanding.
- The 'MYOB invoice' includes tuition fee rates for ACFE courses and accredited as applicable.

The 'MYOB invoice' and 'Statement of Fees' is developed for each individual student and is based on the following principles:

i Fees for Enrolment in a course

- An individual enrolling in a Foundation skills course is to be charged a pro-rata fee which is calculated according to the student term start date in a course. Student fees are based on the scheduled hours (unique training hours) and students are invoiced pro-rata by term, for example, if a student arrives in Term 1 they will be invoiced for Terms 1, 2, 3, and 4. If a student arrives in Term 3 they will be invoiced for Term 3 and 4.

Money collected for student fees will be receipted and accounted for according to standard accounting practices, clearly outlining tuition and any other fees.

All students will be given a receipt detailing payments or part payment made, the course name, and the date. The receipt number will be allocated against the person's name on the payment sheet in reception. The payment will be entered into MYOB after payment. Students will receive an invoice each term if fees are still outstanding once the payment is entered into MYOB.

ii. Credit transfer

A tuition fee is not charged for any Unit of Competency that is a credit transfer (see 'Recognition of Qualifications Issued by other RTOs Policy & Procedure').

iii Exemptions

Students who are experiencing financial hardship may be exempt from tuition fees. This will be in line with WACC policy and the Skills First: Guidelines about Fees. To apply for an exemption an individual needs to contact the office in person or call 9376 5244 or speak to Senior Administration.

WACC reserves the right to obtain a referral from an aid or charity organisation attesting to the hardship.

iv. Skills First Tuition fee waivers/exemptions

The WACC Administration sights and retains copies of all documentation demonstrating an individual's eligibility for the Skills First Tuition fee waiver/exemption. WACC does not charge a tuition fee for enrolment for an individual who is from the Judy Lazarus Transition Centre, a young person on a community based order made under the Children, Youth and Families Act 2005, and Young Transitioning From Care Referral Form. Administration will apply these waivers as per the 2017 Guidelines about Fees.

All documentation demonstrating an individual's eligibility for the Tuition fee waiver/exemption is retained for audit or review purposes, and in accordance with WACC's 'Records and Archiving Policy & Procedure'.

WACC Compliance & Reporting team reports to the Department through Wisenet Student Management system all tuition fee waivers/exemptions granted in accordance with the Victorian VET Student Statistical Collection Guidelines.

1.3 Applying fee concessions

Concession fees - general

- At completion of the Pre-Training Interview the WACC Administrator sights and retains copies of all documentation demonstrating an individual's eligibility for a fee concession for audit or review purposes, and to meet the requirements of the WACC 'Record and Archiving Policy & Procedure'.
 - For enrolments in courses at the Certificate IV level and below, WACC charges a concession fee, prior to the commencement of training (valid on the day of commencement), to an individual who holds a current

and valid:

- a. Health Care Card issued by the Commonwealth;
 - b. Pensioner Concession Card; or
 - c. Veteran's Gold Card; or
 - d. an alternative card or concession eligibility criterion approved by the Minister for the purposes of these Guidelines.
- The concessions provided for in (a) and (b) also apply to a dependant spouse or dependant child of a card holder.
 - For enrolments at Diploma level, WACC sets and charges a concession fee based on market conditions.
 - Before the completion of a course, if an individual who was previously eligible for a concession becomes ineligible for the concession, this does not affect the tuition fees payable for the enrolment.
- WACC's Compliance & Reporting team reports to the Department all fee concessions granted by WACC in accordance with the 'Victorian VET Student Statistical Collection Guidelines' (see 'Victorian Training Guarantee Program Reporting Policy & Procedure').

1.4 Job Seeker Referrals

- For individuals entitled to a concession that are also referred Job Seekers with a standard Job Seeker Referral Form; the WACC Administration retains a copy of the original Job Seeker Referral Form and returns the original to the individual.
- On enrolment, a copy of this form is also returned by the Compliance & Reporting team to the Job Seeker's referring agency.
- With the prior agreement of the referring agency, the Compliance & Reporting team invoices the referring agency directly for the portion of the tuition fee not covered by the referred Job Seeker.

1.5 Charging and Collecting Fees.

- When charging fees, WACC adheres to the following principles
 - Tuition fees up to \$1,000 are due before the commencement of a course unless a Payment Plan has been approved. WACC will not collect more than \$1,000 before the commencement of a course.
 - For all courses over \$1,000, a scheduled payment plan is implemented following commencement of a course to ensure that any additional fees collected in advance for that course do not exceed \$1,500. This complies with Option 3 of AQTF Condition 5, Financial Management, which WACC has adopted in relation to collection and protection of fees.
 - When charging a services and amenities fee, students have the option of purchasing equivalent materials that can be sourced externally if they choose to. In this circumstance, the services and amenities fee would be reduced accordingly.
- Qualifications and Statements of Attainment are not issued until all fees have been paid.
- In the event of late payments, students are followed up by the WACC Administration.

2 ACFE subsidised courses

2.1 Setting fees

- WACC Management Team set tuition fees, service and amenities fees and text book costs for ACFE subsidised courses in October each year for the following year, and on a case by case basis, subject to ACFE guidelines and market conditions.

2.2 Applying fees

- Each individual will book and pay for a course prior to enrolment. This fee is recorded on a Booking record sheet with the receipt number generated from the cash register.

- Each individual is provided with a receipt.

i Financial hardship

- In circumstances of financial hardship, individuals can request to be considered for a WACC payment plan and/or a WACC fee reduction or waiver.
- Administration should ensure a 'Fee Waiver' form is completed by the individual and lodged with an ACFE Coordinator for consideration.
- Requests will be considered by the ACFE Coordinator on a case by case basis and a response will be given within two working days of receiving the request.

ii Administration Fees

- For Learn Local courses a deposit of \$20 will be required to book into a course. This administration fee is non-refundable and non-transferable, unless the course is cancelled. This must be paid in order to book for any centre course.

iii Payment of Course Fees

- All fees are to be paid in full one week prior to course commencement unless payment arrangements have been made with Centre Management.

2.3 Applying fee concessions

Concession fees - general

- Fees and Concessions will be applied as per the 'Learn Local Checklist'
 - a. Health Care Card issued by the Commonwealth;
 - b. Pensioner Concession Card; or
 - c. Veteran's Gold Card; or
 - d. an alternative card or concession eligibility criterion approved by the Minister for the purposes of these Guidelines
- The concessions provided for in (a) and (b) also apply to a dependant spouse or dependent child of a card holder.
- Before the completion of a course, if an individual who was previously eligible for a concession becomes ineligible for the concession, this does not affect the tuition fees payable for the enrolment.
- WACC's administration team will report to the Department all fee concessions granted by WACC in accordance with the 'Victorian VET Student Statistical Collection Guidelines'

2.4 Charging & Collecting Fees

- Each individual will book and pay for a course prior to enrolment. This fee is recorded on a Booking record sheet with the receipt number generated from the cash register.
- A Participation Certificate will not be issued until all fees have been paid.
- In the event of late payments, students are followed up by the ACFE Administration.

3. Fee For Service Funded Courses

3.1 Setting fees

- WACC Management Team set tuition fees, service and amenities fees and text book costs for Fee for Service (FFS) courses in October each year for the following year, and on a case by case basis based on market conditions.

3.2 Applying fees

- Each individual will book and pay for a course prior to enrolment. This fee is recorded on a Booking record sheet with the receipt number generated from the cash register.

- Each individual is provided with a receipt.

i Financial hardship

- In circumstances of financial hardship, individuals can request to be considered for a WACC payment plan and/or a WACC fee reduction or waiver.
- Administration should ensure a 'Fee Waiver' form is completed by the individual and lodged with the Manager-Community for consideration.
- Requests will be considered by the Manager-Community on a case by case basis and a response will be given within two working days of receiving the request.

ii Administration Fees

- For FFS courses a deposit of \$20 will be required to book into a course. This administration fee is non-refundable and non-transferable, unless the course is cancelled. This must be paid in order to book for any centre course.

iii Payment of Course Fees

- All fees are to be paid in full one week prior to course commencement unless payment arrangements have been made with Centre Management.

3.3 Charging & Collecting Fees

- After enrolment WACC administration charges and collects fees.
- When charging a services and amenities fee, students have the option of purchasing equivalent materials that can be sourced externally if they choose to. In this circumstance, the services and amenities fee would be reduced accordingly.
- A Participation Certificate will not be issued until all fees have been paid.
- In the event of late payments, students are followed up by Administration.

4. Refund of Fees for Skills First subsidized courses, ACFE, funded and FFS courses.

- If a student withdraws, by written notice (letter, email, fax), from Skills First subsidized training, an ACFE funded courses or FFS course at any time up until 4 weeks after the scheduled commencement date of the course, WACC will refund the tuition fees paid (not including the \$20 administration fee).
- Where materials have been supplied for a course, and a student withdraws, no refund of the Materials Fees and/or Services and Amenities fee will be given.
- No refund is available where a student withdraws from training or courses at any time after 4 weeks of the scheduled commencement date.
- If a student withdraws from training or courses at any time after 4 weeks of the scheduled commencement date and the student is on a payment plan, fees must still be paid.
- If training or a course is cancelled by WACC at any time during the period of a student's enrolment, then WACC will refund the tuition fees and service and amenities fees/materials fees in full.
- In the unlikely event that WACC ceased operation at any time during the period of a student's enrolment, then WACC will refund the tuition fees and service and amenities fees/materials fee in full.

5. Accounts & records

- The accounts and records kept by WACC clearly distinguish income and expenditure for training from government subsidised training.
- WACC Accounting Department maintains a separate general ledger account to record receipt of income from fees for tuition and the payment of refunds of tuition fees.
- WACC keep records, including evidence, to support any claim for a contribution towards revenue foregone as a result of granting concessions or waivers/exemptions.

Related Documents

- Guidelines about Fees, Skills First Program
- Standard VET Funding Contract, Skills First Program
- Guidelines about Determining Student Eligibility and Supporting Evidence, Skills First Program
- Education and Training Reform Act 2006
- Education and Training Reform Amendment (Skills) Act 2010
- <http://www.education.vic.gov.au/training/providers/learnlocal/Pages/fees.aspx>
- Student Invoicing Procedure

Approved by General Manager on (date): 11 June 2019



Signed by General Manager:

Gavin Kempin