

HESG Fees and Refund Policy and Procedure

1. Purpose

The purpose of this policy and procedure is to clearly outline how fees are charged, what they cover, how fees paid in advance are protected and the conditions under which a refund may apply. This policy ensures the protection of consumer rights under the Australian law. This complies with the Guidelines about Fees for the Victorian Training Guarantee.

2. Scope

This policy and procedure applies to all enrolments in Victorian government subsidised training.

3. Responsibility

The Compliance Manager is responsible to maintain and update this policy. Marketing Manager and Account Officer will be responsible for the implementation of this policy and to ensure that staff and students are aware of its application and procedures.

4. Definitions

Victorian Training Guarantee (VTG) is the vehicle through which registered education and training organisations such as the RTO will be contracted to deliver government subsidised Training Services to eligible individuals.

Eligible Individual means an individual who is eligible for government subsidised training in accordance with the eligibility requirements set out in the VET Funding Contract and related guidelines.

Evidence of Concession/Waiver/Exemption means evidence of an Eligible Individual's entitlement to concession tuition fees, or to a waiver of or exemption from tuition fees for government subsidised training, in accordance with the related *Guidelines about Fees*.

VET Funding Contract means the VET Funding Contract and includes all schedules, annexures, attachments, plans and specifications and exhibits to it.

Victorian Training Guarantee 2016 Guidelines about the fees means the most recent guidelines of that name issued by the Department from time to time.

Statement of Fees means an itemised list of all fees and materials required for a calendar year or duration of the course.

The Department means the Department of Education and Early Childhood and Development

Materials Fee means an amount that either fully or partly covers the cost of materials for the course for each Eligible Individual.

5. Policy

In accordance with applicable State legislation, RGIT Australia is entitled to charge fees for items or services provided to students undertaking a course of study under the Higher Education Skills Group (HESG) program. These charges are generally for items such as tuition fee, course materials or textbooks, student services and training and assessment services.

Tuition Fees for VTG government-funded students are set in accordance with the Guidelines about Fees issued by the Department each year. Tuition fees will be based on a set rate per nominal hour in a student's course. Tuition fees may or may not be applicable to a course.

5.1 Setting Fees

The Compliance Manager or HESG Department Manager will develop and distribute and ensure understanding of the 'Fee Schedule (VTG Subsidised Training)' to Staff and other stakeholders.

Communication Officer will publish the 'Fee Schedule (VTG Subsidised Training)' on the website.

Should there be any changes to RGIT Australia's fees at any time, the Compliance Manager will be responsible for organizing changes to the 'Fee Schedule (VTG Subsidised Training)' and for ensuring the schedule is updated on RGIT Australia's website by the Communication department.

5.1.1 The Fee Schedule and Statement of Fees are to include the following:

- standard and concession tuition fee rates, materials fees and the approximate value of the funding provided by government towards the course in which the individual is considering enrolment.
- the caveat that "The student tuition fees as published are subject to change given individual circumstances at enrolment"
- RTO TOID
- code and title and currency of course/program that the learner is to be enrolled, as published on the National Register
- Training and assessment and related educational and support services that, RGIT Australia will provide to the learner including the:
 - Estimated duration
 - Expected locations at which it will be provided
 - Expected modes of delivery
 - Name and contact details of any third party that will provide training and or assessment and related educational and support services to the learner on the RTO's behalf (as applicable)
- RGIT Australia will publish on its website:
 - Standard fees for government subsidised training for each course it offers under the VET Funding Contract
 - the caveat that "The student tuition fees as published are subject to change given individual circumstances at enrolment"

- details of any other fees including but not limited to student services, amenities, good or materials

5.2 Fees Payable

Fees are payable when the student enrolls in a course. The student will be required to pay tuition fee and materials fee. The tuition fee must be paid prior to course commencement.

5.3 Student Cancellation

Students who cancel their enrolment part way through a training program must notify RGIT Australia in writing at the earliest opportunity if consideration of fee reimbursement is required. Once RGIT Australia is notified in writing via a signed Variation Form, the following refund rules will apply.

Please note that calculations will be made from the date of the cancellation on the Variation Form. Non-attendance of classes by students does not constitute their cancellation but when the student misses classes for three to four consecutive days, RGIT Australia will discuss the absence with the student or student's employer to support and if non-attendance continues, the student's enrolment may be cancelled.

5.4 Replacement of Text and Training Workbooks

Students who require replacement of issued texts or training workbooks will be liable for additional charges to cover the replacement costs.

5.5 Refunds

The refund will be applied as follows:

Cancellations prior to commencement of course:

- If the participant withdraws from the course 14 days prior to its commencement, then any monies paid will be fully refunded, less the administration fee if any.
- If the participant cancels within a month of commencement, 50% of the tuition fee is refunded

If the participant cancels after 30 days of commencement of the course then there will be no refunds.

If the Course is Cancelled by RGIT Australia

If RGIT Australia cancels the course at any time during the period of a student's enrolment, the Institute will refund the fees for materials that have not been used prior to the date of cancellation. This only applies if students do not agree to be rescheduled into another course.

NB: ANY OUTSTANDING FEES WILL BE RECOVERED AND, IF NOT PAID, LEGAL ACTION WILL BE TAKEN

5.6 Keeping Students Informed

To ensure that students are well informed of their financial rights and obligations relating to the student's enrolment in a course, RGIT Australia will provide the following fee-related information to each student prior to enrolment:

- the total amount of all fees including course fees, administration fees, materials fees and any other charges
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fees
- the nature of the guarantee given by RGIT Australia to complete the training and/or assessment once the student has commenced study in their chosen qualification or course
- the fees and charges for additional services, including such items as issuance of a replacement qualification statement and the options available to students who are deemed Not Yet Competent on completion of training and assessment
- RGIT Australia HESG Fees Payment Refund Policy.

5.7 Tuition fee instalment plans

- RGIT recognises that some students may experience difficulty paying full tuition fees at the time of enrolment. Students meeting eligibility requirements are able to access a Tuition Fee Instalment Plan.
- Students approved to undertake a Tuition Fee Instalment Plan are required to complete a Tuition Fee Instalment Plan Contract and are bound by its terms and conditions.
- Failure to meet the terms and conditions of the Instalment Plan may result in cancellation of enrolment for Non Payment.

5.8 Exceptional Circumstances

RGIT Australia may consider special cases where this policy does not adequately encompass individual circumstances. Applications for special consideration must be received in writing and include supporting documentation. Applications for special consideration are to be directed to the Manager, Higher Education and Skills Group Department with final decision made by the Accounts and COO.

6. Procedure

Prior to enrolment, the Pre Training Assessor supplies each individual with an itemized Statement of Fees being required for the course as per the VTG Fee Schedule. Any concessions and fee waivers should be taken into consideration as per the HESG concession and Fee Waiver Policy.

6.1. Course fees

Procedure

A. Deposit invoices – self/ employer funded students

- All Fee Payers should pay their deposit/enrolment fee upon enrolment, preferably prior to course commencement. Raise an invoice for the amount in line with the payment schedule for the relevant course.
- Fee Payers have 30 days to pay an invoice.
- Keep a copy of the invoice on the student's file.

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- **Fee instalment invoices – self/ employer funded students**
- Charge fee instalments in line with the relevant payment schedule for the course.
- Fee Payers have 30 days to pay an invoice.
- Keep a copy of the invoice on the student's file.

B. Invoices – government funded students

- Invoices should be raised in line with government funded fees and as agreed to on the *Student Fee Agreement*. This will normally be received at the time of enrolment.
- If there are Credits applicable, the fees are reduced by the nominal hours x tuition fee per hour for the relevant units. This does not apply to materials fees.
- Apply concession rate if a copy of concession card, veteran's gold card or pensioner card is provided and is current at time of enrolment. Concession fee should be 20% of full government funded fee. Concession does not apply to materials fees.
- Ensure waivers are granted where there is suitable evidence – refer to the HESG Concession and Fee waiver policy and Guidelines about Fees for evidence is required.
- Ensure correct tuition fee is reported in AVETMISS files

C. Receiving payments

- Payments may be made by EFT, Direct Debit, Cheque or Cash.
- Record payments against the relevant invoice on accounting system.
- Provide the student with a receipt.

D. Managing overdue fees

- Send out statements monthly to Fee Payers to show outstanding fees.
- Call Fee Payers where payments are more than 30 days overdue.
- Any Fee Payers with an invoice over 50 days past due should be referred to the debt collection agency.
- Refer to the HESG Manager about suspending training until fees are brought up to date. If training is suspended a letter needs to be sent to the student advising of suspension until payment is made. Advise Trainer/Assessor of this action.
- Where fees continue to be unpaid, refer to HESG Manager to consider withdrawal.

6.2. Refunds

Procedure

A. Processing refunds – government funded students

- If a course is cancelled by RGIT, students who have been enrolled and paid their fees are to be automatically issued a refund. Notify them in writing and issue refund. Record on file.
- If a student withdraws from their course at least 14 days prior to commencing, automatically issue a full refund.
- Students who withdraw from their course can make a request for a refund in writing. A

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withdrawal form must be provided in order to issue a refund.

- If a student is eligible for a refund as per the policy above, a refund will be issued for any units the student has not participated in.
- Refund assessments are to be approved by the CEO.
- Notify the student in writing on the outcome of the refund assessment
- Record refund in the accounting system and make payment of the refund.
- Keep a copy of the refund assessment on the student's file.

7. Associated Documents

- Individual Statement of Fees
- VTG Fee Schedule
- Withdrawal Form
- Refund Form
- Payment Plan
- Student handbook
- HESG Concession and fee waiver policy