

Fees, Charges and Refunds Policy (Domestic Students)

Purpose

This policy is designed to ensure that CAC is able to effectively calculate, manage and inform fees, charges and refund to all students studying at CAC for courses within the its scope of registration adhering to the ASQA SRTO 2015 standards and 2015 VET funding contract. The policy outlines the procedure that Central Australian College (CAC) follows to ensure integrity, accuracy and currency of fees and charges collected from the VTG funded students as well as full fee paid students.

Scope

This policy applies to prospective domestic students eligible to study in CAC for the courses within its scope of registration. The RTO Manager is responsible to ensure integrity, accuracy and currency of the fees charges and refunds with the supporting assistance from the SVTS Coordinator and the Accounts Manager.

Relevant standards, acts and legislations

The policy is governed by SRTO 2015 Standard 5 Clause 5.3 and 5.4 as well as Schedule 6 and 2015 VET funding contract Schedule 1 Part A, 5.1 and 5.2, Part C 16.3 and 16.4; VTG 2015 Guidelines about Fees.

Definitions

Term	Definition
Administration fees	The Administration Fee is a non-refundable fee that may be charged to students for providing services to the students.
Authorised delegates	An authorised delegate means an employee/s of the RTO who has been formally delegated the function of selection and recruitment from the CEO or equivalent and signed the Authorised Delegates Register.
CAC	Central Australian Institute of Technology trading as Central Australian College
Course start/ Commencement date	The course start or commencement date is the first date of the course in which the student is enrolled as published on the Training Plan and course agreement.
Fee for Service	Full fee paying students who are not under any concession or VTG funding
Material Fees	A non-tuition fee charged for the cost of providing course materials, textbooks, student guides and resource materials that are retained by the student as their personal property.
SRTO 2015	Standards for Registered Training Organisations. A legislative instrument describing the minimum standards to be met by RTOs through the VET Quality Framework. http://www.asqa.gov.au/about-asqa/national-vet-regulation/vet-quality-framework.html
Training Plan	An outline of the timetable for units to be completed by the student enrolled in a particular course of study, agreed upon by both the trainer and the student.
Tuition Fees	The Tuition Fee is a compulsory academic fee payable by the students for enrolled Courses offered by the College. It excludes course material fee.

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Term	Definition
Registered Training Organisation (RTO)	A training organisation authorised to deliver VET Programs and courses.
SVTS	Skills Victoria Training System
VETTRAK	VETTRAK is a student database management system
VET Funding contract	VET Funding Contract means 2014-16 VET Funding Contract and includes all schedules, annexures, attachments, plans and specifications and exhibits to it.
VTG	Victorian Training Guarantee

Policy

1. Central Australian College will ensure that accurate and correct fees and charges are calculated and charged to students. CAC ensures that correct fees are levied to students under 2014 -2016 VET funding contract VTG Program as per the 2015 VTG Guidelines about Fees and any other contract notification.
2. Central Australian College ensures integrity of the fees and charges that are applied to all students without any discrimination.
3. Accurate fees and charges are published in website and relevant marketing collateral (print) to ensure that correct information is provided to students prior to enrolment.
4. Central Australian College ensures to implement a procedure for VTG funding eligibility check prior to enrolment and maintains copies of all documentation demonstrating students' eligibility.
5. Central Australian College ensures to implement a refund procedure with accurate calculation for students who are eligible for refund subjected to withdrawal, cancellation and suspension. (For detail see withdrawal, cancellation and suspension policy and procedure). SVTS VTG funded students are not eligible for any refund.
6. Central Australian College ensures timely reporting of the student statistical data every month through the student management system VETTRAK.

In order to achieve the above mentioned policy statements at CAC following procedures have been outlined:

1. Ensuring accurate procedure for calculating Fees and charges:
 - 1.1. Fee for Service students
 - 1.2. VTG funded students
 - 1.3. Student's with concession and fee exemption
2. Procedure for Publishing information about fees and charges:
 - 2.1. Online
 - 2.2. Print Collaterals
3. VTG funding eligibility check procedure
4. Refund procedure for Fee for Service students
5. Recording and reporting procedure through VETTRAK

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Procedures:

1. Ensuring accurate procedure for calculating Fees and charges:

1.1. Fee for Service students

Tuition Fees are calculated according to the Victorian Ministerial Directions for the amount per scheduled hour based on the course classification, subject to concessions and exemptions. Additional fees and charges may apply for the actual cost of materials and services. For full details please visit the Department of Education and Early Childhood Development website <http://www.education.vic.gov.au>. The fees and charges for Fee for Service (full fee paying) students are provided as APPENDIX A.

Central Australian College ensures integrity and accuracy of fees and charges by internal review of the regulatory requirements relevant to fees and charges, followed by risk assessment along with rectification is undertaken to conclude the correct fees and charges for the preceding year. A review of fees and charges also takes place at the end of the fiscal year upon undertaking the financial analysis and market study.

1.2. VTG funded students:

- a. Central Australian College, under VET funding contract is listed to provide government funding for courses delivered within the CAC's scope of registration. A course may be fully funded under SVTS or partially funded which can be determined from the Victorian Government contract guidelines.
- b. Pre-requisite Units of Competency
Central Australian College may charge the participant or employer for the delivery or assessment of pre-requisite units. This applies where government funding is not provided for delivery of pre-requisite units of competency. These must be completed prior to the start date of the Training Contract.
- c. Fee for Service and additional employer contribution
All fee-for-service charges are disclosed to the employer at the time of the participant's enrolment. In most States User Choice funding amounts are considered to be a contribution to the cost of training delivery. RTOs may negotiate additional fees contribution from an employer. This can be a full fee-for-service or a partial fee-for-service to cover additional charges and delivery costs beyond the government's contribution.
- d. Enrolment fees and tuition fees which apply to Australian Apprenticeship Training Contracts (including Traineeship) are calculated in line with Victorian Government Contract Guidelines. These fees are invoiced to the student and/or employer after the training contract has been registered and training has commenced.
- e. Central Australian College quarterly reviews the SVTS website for any notifications published for Fees and charges and continuously modifies fees and charges as per the Victorian guidelines provided under contract notification by following the continuous improvement procedure outlined in Continuous Improvement Policy and Procedure.

1.3. Student's with concession and fee exemption

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- a. Full or part fee exemption/concession from the total tuition fees is applied in accordance with Victorian Training Guarantee 2015 Guidelines about Fees. Fee exemption/concessions vary however, eligibility may apply to the following and others:
 - Health care card issued by the Commonwealth
 - Veteran's Gold Card
 - Australian School-based Apprentices and Trainees
 - Other Centrelink benefit recipients (State variations)
 - Aboriginal and Torres Strait Islanders (State variations)
 - Severe financial hardship
 - Persons in receipt of AUSTUDY or ABSTUDY
 - Persons under 18 years of age
 - VET in Schools students
 - Diploma and Advanced Diploma of Children's Services (State variations)
- b. Concessions may also apply to the dependent spouse or dependent child of a card holder.
- c. Central Australian College conducts internal audits and is subject to external audits to verify that its fees, charges and refunds policies and procedures are in line with relevant government funding and refund guidelines. The audit reports are updated and rectified by following the continuous improvement procedure.
- d. All concession and fee exemption details are listed in the APENDIX A.

2. Procedure for publishing information about fees and charges:

Adhering to the regulatory requirements, Central Australian College ensures compliance with the SRTO 2015 Standard 5 Clause 5.3 and 5.4. The Compliance Officer along with the Business Development Manager is responsible to review the fees and charges published in the Central Australian College website and other print collaterals which includes applications forms, brochures, flyers and other relevant marketing materials by strictly following the process outlined under the continuous improvement procedure. (Refer to Continuous Improvement Policy and Procedures for more details)

Central Australian College ensures that students are well informed prior to enrolment about the fees and charges applicable to enrol in the course delivered by Central Australian College within its scope of registration via:

2.1. Online medium (CAC website)

- a. Indicative Tuition fee for an academic year is updated in CAC website after review as mentioned above.
- b. All the prospective students are guided towards the fee and refund policies and procedures prior to enrolment whether via one on one counselling or via marketing collaterals.

2.2. Print Collaterals

Print collaterals such as college prospectus, flyers and student handbooks are regularly updated to include indicative tuition fee and charges for that year.

3. VTG funding eligibility check procedure

- a. Student's eligibility for VTG funding will be determined based on VTG 2015 Guidelines about Determining Student Eligibility and Supporting Evidence.

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- b. Students supporting documents are gathered along with the enrolment form; sighted and recorded in student files.
- c. Documents are sighted by Authorised CAC representatives or other relevant bodies as outlined in Appendix 3 of Enrolment Policy and Procedures.
- d. In case of students under training initiatives, referral forms are obtained and a copy is retained in the student files.
- e. Hard copy of students supporting documents and declaration are maintained in student files. (For detail see Enrolment Policy and Procedure)

4. Refund procedure for Fee for Service students not under training contract

Requests for refunds must be made in writing and submitted within the timelines specified.

4.1. Refunds include:

- a. The College must have had received funds in order for any refunds to be made available (i.e. cheques are cleared, telegraphic transfers have been received);
- b. Any debts to the College must be paid in full or the outstanding amounts will be deducted from the refund.
- c. When student defaults or where written notice of withdrawal is received by the College **before the commencement date** of the course, the College will refund the fees as per the table below less an administration fee.

Outline of Refunds	
Application fee	Non- refundable
Withdrawal at least 10 weeks prior to agreed start date	Full refund*
Withdrawal more than 4 weeks prior to agreed start date	75% refund of Term fee*
Withdrawal less than 4 weeks prior to agreed start date	50% refund of Term fee*
Withdrawal after the agreed start date	No Refund

* less an administration fee of \$A250

4.2. In an unlikely event that the College is unable to start or continue to deliver the course after a period of commencement (known as College Default), the Student can choose to accept either:

- a. a refund of the course fees, which will be issued to the Student within 14 days; or
- b. to be placed in an alternative course with the College or another provider. If the student chooses placement in an alternative course, the Student must sign a new written agreement to indicate the student has accepted the placement.
- c. The Student must complete Refund Application Form to apply for a refund and attach all evidences and supporting documentations. Such document may include, but not limited to:
 - i. a completed course withdrawal forms provided by the College and

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- ii. proof of extenuating circumstances of a compassionate nature; or
- d. For a College default on the agreement, refunds will be made within 14 days of the default date.
- e. All other refunds will be made within 28 days (20 working days) of written notification from the student being received by the College.
- f. The CEO or the delegate must approve student refunds.
- g. Refunds will be paid to the student or to the person nominated by the student on the refund application in Australian dollars.
- h. Details of refunds provided will be maintained in individual student files.
- i. Students have the right to complaint and appeal. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

5. Recording and reporting procedure through VETTRAK

Once the students eligibility is determined students data are maintained and recorded via VETTRAK student management system. Following procedures are undertaken by SVTS Coordinator/ Admin member to record and report using VETTRAK.

- a. Student File Checklist is completed. Hardcopy of all the documentation is maintained in the respective student file.
- b. Data entry: Students personal information and data are uploaded in VETTRAK according to Victorian VET Student Statistical Collection Guidelines -2015. Information are to be duly recorded for AVETMISS reporting and cloud recording. (Please refer to Record Management Policy and Procedure for further details)
- c. Students funding source is recorded as per the codes in VET Student Statistical Collection Guidelines -2015. (See APPENDIX B)
- d. Individual student academic progress is recorded in the VETTRAK system: commencement and completion date of unit of competency is recorded. Communication Log is also recorded in the system.
- e. Statement of attainment and Certificate is generated within 30 days of completion of the course

Policy Reference

- SRTO 2015: Standard 5 Clause 5.3 and Schedule 6
- 2014-16 VET funding contract Schedule 1 Part A, 5.1 and 5.2, Part C 16.3 and 16.4
- VTG 2015 Guidelines about Fees

Relevant Policies and Procedures

- Enrolment Policy and Procedures
- Continuous Improvement Policy and Procedures
- Record Management Policy and Procedures

Relevant Forms and Documents


- Indicative tuition fee
- Domestic Student Enrolment Form

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- Refund Application Form

APPENDIX A

2016 Indicative Fee Schedule				Eligible Govt. Subsidised Enrolment- Annual fee						FULL FEE			 2016 Hourly Contribution From HESG Total Contribution From HESG		
				NON CONCESSION			CONCESSION								
National Course Code	Course Name	Max. Gov Subsidised Hours (3)	Nominal Hours of Course	Indicative Tuition Fee Per Nominal Hrs \$	Indicative Course Tuition Fee Payable \$	Total Fee Paid (inc mat fee) \$	Indicative Tuition Fee Per Nominal Hrs \$	Indicative Course Tuition Fee Payable \$	Total Fee Paid (inc mat fee) \$	Indicative Tuition Fee Per Nominal Hrs \$	Indicative Course Tuition Fee Payable \$	Total Fee Paid (inc mat fee) \$	Material Fee	2016 Hourly Contribution From HESG	Total Contribution From HESG
22250VIC	Certificate I in EAL (Access)	500	400	\$0.00	\$0	\$100	\$0.00	\$0	\$100	\$7	\$2,800	\$2,900	\$100	\$7	\$2,800
22251VIC	Certificate II in EAL (Access)	505	500	\$0.00	\$0	\$100	\$0.00	\$0	\$100	\$7	\$3,500	\$3,600	\$100	\$7	\$3,500
22255VIC	Certificate III in EAL (Further Study)	570	560	\$0.00	\$0	\$100	\$0.00	\$0	\$100	\$7	\$3,920	\$4,020	\$100	\$7	\$3,920
22258VIC	Certificate IV in EAL (Further Study)	540	490	\$0.00	\$0	\$100	\$0.00	\$0	\$100	\$7	\$3,430	\$3,530	\$100	\$7	\$3,430
AUR20512	Certificate II in Automotive Servicing Technology	390	295	\$0.00	\$0	\$500	\$0.00	\$0	\$500	\$9.00	\$2,655	\$3,155	\$500	\$9	\$2,655
AUR30612	Certificate III in Light Vehicle Mechanical Technology	1285	1060	\$0.00	\$0	\$500	\$0.00	\$0	\$500	\$12.00	\$12,720	\$13,220	\$500	\$12	\$12,720
AUR30612	Certificate III in Light Vehicle Mechanical Technology (Apprenticeship)	1285	1060	\$0.00	\$0	\$500	\$0.00	\$0	\$500	\$12.50	\$13,250	\$13,750	\$500	\$12.50	\$13,250
AUR40212	Certificate IV in Automotive Mechanical Diagnosis	540	485	\$0.00	\$0	\$250	\$0.00	\$0	\$250	\$8.40	\$4,074	\$4,324	\$250	\$8.40	\$4,074
AUR50112	Diploma of Automotive Management	840	670	\$0.00	\$0	\$150	\$0.00	\$0	\$150	\$5.00	\$3,350	\$3,500	\$150	\$5	\$3,350
BSB40215	Certificate IV in Business	550	375	\$6.99	\$2,621	\$2,721	\$1.40	\$524	\$624	\$9.09	\$3,409	\$3,509	\$100	\$2.10	\$788
BSB41315	Certificate IV in Marketing	520	440	\$4.09	\$1,800	\$1,900	\$0.82	\$360	\$460	\$9.09	\$4,000	\$4,100	\$100	\$5	\$2,200
BSB51215	Diploma of Marketing	450	440	\$7.09	\$3,120	\$3,220	\$1.42	\$624	\$724	\$9.09	\$4,000	\$4,100	\$100	\$2	\$880
BSB51915	Diploma of Leadership & Management	760	760	\$7.59	\$5,768	\$5,868	\$1.52	\$1,154	\$1,254	\$9.09	\$6,908	\$7,008	\$100	\$1.50	\$1,140
BSB61015	Advanced Diploma of Leadership & Management	780	780	\$8.42	\$6,568	\$6,668	\$1.68	\$1,314	\$1,414	\$10.42	\$8,128	\$8,228	\$100	\$2	\$1,560
BSB60515	Advanced Diploma of Marketing	470	450	\$8.42	\$3,789	\$3,889	\$1.68	\$758	\$858	\$10.42	\$4,689	\$4,789	\$100	\$2	\$900

1) Students who meet government funded training criteria. These students are not required to pay a student tuition fee and material fee (where applicable) and the government provides significant course subsidisation. The government will subsidise up to the maximum gov't subsidised hrs in the chosen course. 2) Students who do not meet the government funding criteria are required to pay all course costs and material fees for their chosen field of study. 3) The maximum government subsidised hrs are NOT the total hours to deliver the course.

The student tuition fees are indicative only and subject to change given the individual circumstances at enrolment. Additional fees may apply such as student services and amenity fees. This training is delivered with Victorian and Commonwealth Government Funding. People with disabilities are encouraged to apply.

Note: Administration fee of \$250 is applicable for Fee for Service students not under training contract.
 Readable version of the indicative fee is in the CAC website

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APPENDIX B

Data element description	A code that uniquely identifies the state source of funding for the delivery of a subject (module) or unit of competency enrolment.
File	Enrolment (NAT00120)
Purpose	To analyse VET activity by the purpose of funding.
Business rules	<p>Training organisations are required to report each subject (module) or unit of competency enrolment with the appropriate funding code.</p> <p>Each subject (module) or unit of competency enrolment must be associated with one <i>Funding Source Identifier - State Training Authority</i> code.</p> <p>For a given student's enrolment in a given instance of a program (course) (same <i>Client Id, Program (Qualification/Course) Identifier</i> and <i>Program (Course) Commencement Date</i>) under the Victorian Training Guarantee (VTG), all subject (module)s/unit(s) of competency that make up that program (course) enrolment must have the same <i>Funding Source Identifier – State Training Authority</i>.</p> <p>Once a <i>Funding Source Identifier – State Training Authority</i> has been reported correctly, it must remain constant and be reported consistently for the duration of the program (course) enrolment.</p> <p>Funding codes applicable to government subsidised program (course) commencements in 2015 under the VTG are:</p>

General (non apprentice/ trainee)	Apprentice/Trainee	Referral form required?	Possible Eligibility Exemption Indicator?
P	L	No	No
ASP	ASL	Yes	No
WTP	WTL	Yes	Yes
AEP	AEL	Yes	Yes
SCP	SCL	Yes	Yes

For the vast majority of government subsidised enrolments, the student will have no referral form and their program (course) enrolment will be reported with code L or P (depending whether the student is undertaking the program (course) as an apprentice/trainee or not).

Students who present a referral form for their program (course) enrolment are assessed for eligibility for enrolment under any modified VTG criteria appropriate to their referral form. These modified criteria are described in relevant VET Funding Contracts, SANs, Contract Notifications and other documentation.

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Students referred as an **Asylum Seeker** or **Victim of Human Trafficking** referral do not need to meet the VTG Citizenship criterion and must be reported with *Funding Source Identifier – State training Authority* code ASL or ASP.

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Funding Source Identifier - State Training Authority - (continued)

Business rules - continued

Students referred under the **Workers in Transition** program must be reported with *Funding Source Identifier – State Training Authority* code WTL or WTP (depending whether they are an apprentice/trainee or not).

For WTL or WTP coded enrolments for individuals who do not meet the up-skilling requirement of the VTG, the *Eligibility Exemption Indicator* should be set to Y on every unit studied to identify that the enrolment is only eligible for the VTG because of the student's Worker in Transition status.

For WTL or WTP coded individuals who do meet the up-skilling requirement of the VTG, the *Eligibility Exemption Indicator* should be set to N on every unit studied to identify that the student is eligible to pursue their enrolment under VTG (regardless of their Worker in Transition status).

Students referred under the **Automotive Supply Chain Training Initiative** must be reported with *Funding Source Identifier – State Training Authority* code AEL or AEP (depending whether they are an apprentice/trainee or not).

For AEL or AEP coded enrolments for individuals who do not meet the up-skilling requirement of the VTG, the *Eligibility Exemption Indicator* should be set to Y on every unit studied to identify that the enrolment is only eligible for the VTG because of the student's Worker in Transition status.

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For details on the VTG eligibility changes for the Automotive Supply Chain Training Initiative please refer to Contract Notification CN No. 2014-13.

A small number of RTOs are specifically contracted by various Victorian government departments (Justice, Health, and Human Services) to deliver training in custodial settings. Enrolments under these arrangements should have a *Funding Source Identifier – State Training Authority* code of ZC (for all new enrolments in 2015 and for continuing program (course) enrolments that commenced prior to 2015 under code ZC) or ZP (only for continuing students in program (course) enrolments who commenced prior to 2012 under code ZP).

Funding Source Identifier – State Training Authority code Q has been re-instated to be used for state-specific funding arrangements. From **1st July 2013** code Q can be used to identify Auslan activity delivered under a consortium contract between VicDeaf and La Trobe University and providers that may hold such a contract.

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Funding Source Identifier - State Training Authority

Data element description	A code that uniquely identifies the state source of funding for the delivery of a subject (module) or unit of competency enrolment.
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SCP	SCL	Yes	Yes

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Funding Source Identifier - State Training Authority - (continued)

Business rules - continued

Students referred under the **Workers in Transition** program must be reported with *Funding Source Identifier – State Training Authority* code WTL or WTP (depending whether they are an apprentice/trainee or not).

For WTL or WTP coded enrolments for individuals who do not meet the up-skilling requirement of the VTG, the *Eligibility Exemption Indicator* should be set to Y on every unit studied to identify that the enrolment is only eligible for the VTG because of the student's Worker in Transition status.

For WTL or WTP coded individuals who do meet the up-skilling requirement of the VTG, the *Eligibility Exemption Indicator* should be set to N on every unit studied to identify that the student is eligible to pursue their enrolment under VTG (regardless of their Worker in Transition status).

Students referred under the **Automotive Supply Chain Training Initiative** must be reported with *Funding Source Identifier – State Training Authority* code AEL or AEP (depending whether they are an apprentice/trainee or not).

For AEL or AEP coded enrolments for individuals who do not meet the up-skilling requirement of the VTG, the *Eligibility Exemption Indicator* should be set to Y on every unit studied to identify that the enrolment is only eligible for the VTG because of the student's Worker in Transition status.

For AEL or AEP coded individuals who do meet the up-skilling requirement of the VTG, the *Eligibility Exemption Indicator* should be set to N on every unit studied to identify that the student is eligible to pursue their enrolment under VTG (regardless of their Worker in Transition status).

For details on the VTG eligibility changes for the Automotive Supply Chain Training Initiative please refer to Contract Notification CN No. 2014-13.

A small number of RTOs are specifically contracted by various Victorian government departments (Justice, Health, and Human Services) to deliver training in custodial settings. Enrolments under these arrangements should have a *Funding Source Identifier – State Training Authority* code of ZC (for all new enrolments in 2015 and for continuing program (course) enrolments that commenced prior to 2015 under code ZC) or ZP (only for continuing students in program (course) enrolments who commenced prior to 2012 under code ZP).

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Source: Victorian VET Student Statistical Collection Guidelines 2015. (2015). 1st ed. [ebook] Melbourne: Department of Education and Training, pp.113-115. Available at: <http://www.education.vic.gov.au/Documents/training/providers/rto/Victorian%20VET%20Student%20Statistical%20Collection%20Guidelines%20-%202016%20-%20v1.pdf> [Accessed 22 Aug. 2015].

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