

<b>Policy name:</b>	EN1 Fees and Refunds Policy	<b>Version:</b>	5.0
<b>Policy owner:</b>	Group Financial Manager		
<b>Approved by:</b>	Chief Executive manager		
<b>Approved date:</b>	October 2019	<b>Review date:</b>	October 2020

## SECTION 1 - INTRODUCTION

### PURPOSE

This policy outlines the guidelines in which the RTO sets its fees and determines refunds for its accredited courses and services in line with the Standards for RTOs 2015 (SRTOs) and other relevant Federal and State funding contracts Victorian VET Funding Contract Skills First Program and Queensland VET Pre-qualified Supplier (PQS) Agreement.

### SCOPE

This policy applies to all employees of Practical Outcomes (21857) in relation fees and charges defined and distributed. This policy includes all regulatory requirements that fall under the RTOs obligations as a registered training organisation.

### DEFINITIONS

**Cancellation** - Withdrawal of enrolment in course

**Deferral** - Temporary postponement of enrolment during course

**The Department** – refers to the Department of Education and Training Australia, Department of Education and Training Victoria and/or the Department of Education Queensland

**RTO** – means the Practical Outcomes (21857)

**Tuition fee** - The total fees for the course (including the covered fees plus any gap fee)

**Wisenet** – Student Management System that is AVETMISS compliant and stores all learner information, qualifications and results

**Withdrawal** - Withdrawal of enrolment in course

## SECTION 2 - POLICY

### Fees and charges

- Prior to enrolment, all potential learners are provided with the full details regarding tuition fees and any other charges associated with the course they wish to enrol in. Fees are provided verbally by the Business Development Managers and Course Advisors and published on our website <https://practicaloutcomes.edu.au/child-care-courses-fees/>.
- Prior to enrolment, all potential learners are advised of any implications their enrolment (and commencement) into the course may have on their eligibility for future government funding.

- The RTO sights the original of ID, Concession Cards and evidence of eligibility for government funded learners, and retains a copy on the day of enrolment and prior to commencement of the course.
- Where the learner provides only a copy of their ID and evidence of eligibility that has not been sighted, the RTO representative verifies their ID using an online document verification system, Green ID. Please refer to the *EN2.1 Application and Enrolment Procedure* for further details.
- Learners who do not present evidence of concession at enrolment will be given the opportunity to provide proof prior to commencement of the course. If the learner is unable to present evidence of eligibility prior to commencement then they will be charged the full tuition fee payable for the course.
- This Policy is provided to all learner prior to enrolment and is made available to all potential learners on our website and Learner Handbook.
- Potential learners are entitled to a 10 business day 'cooling off' period in the instance that the course was marketed to the potential learner via a door to door sale or telemarketing arrangement.

### Victorian Skills First Program

- Prior to enrolment, all learners will be assessed for their eligibility to receive funding under the Victorian Skills First Program. Please refer to the *EN2 Application and Enrolment Policy* for full details of the eligibility criteria.
- The RTO follows the 'Guidelines about fees' published under the Skills First Program.
- Prior to commencement of training the RTO provides a Commencement of Enrolment (COE) letter which includes Statement of Fees to all learners outlining the following:
  - Total tuition fee and hourly breakdown
  - Total Government contribution
  - Total contribution payable by the learner
  - Details of any exemptions or concessions
- The RTO grants eligible learners with a fee waiver/exemption. Fee waivers/exemptions apply to individuals who fall under the following categories:
  - A prisoner under the Corrections Act 1986 who are in the Judy Lazarus Transition Centre
  - Young people on a community based order under the Children, Youth and Families Act 2005.
- The RTO ensures that any individual who is exempt from paying tuition fees supplies written confirmation of their exemption from the referring agency, centre or Government Department.
- The RTO provides a concession of 20% of the total tuition fee to learners who enrol in a Certificate IV qualification or below and who:
  - Hold a valid and current concession card at the time of enrolment. Valid concession cards are:
    - Health care Card issued by the Commonwealth
    - Pensioner Concession Card
    - Veterans Gold Card
    - Any other concession as approved by the Minister

- Asylum Seekers from the Asylum Seekers Resource Centre or Australian Red Cross Victims of Human Trafficking upon receipt of the validly endorsed referral form
- Job Seekers upon receipt of the original Job Seeker Referral Form. Concession does not apply where the referring agency is paying for the funded tuition fee
- The RTO provides a concession tuition fee that is 20% of the total tuition fee to learners who enrol in any level qualification who self-identify as being Aboriginal or of Torres Strait Islander decent in the *Student Application Form*.

## Queensland PQS Program

- The RTO charges all eligible students a co contribution fee toward the course.
- Each learner is provided with a Commencement of Enrolment (COE) letter prior to commencement with full details of tuition fees and co-contribution amount.
- The co contribution fee is disclosed on the RTO website and the total includes all material, administration and additional charges (concession and non-concession).
- Co-contribution fee must be collected prior to commencement of training and will not be waived or covered by the RTO.
- The co-contribution fee may be paid by a third party and is charged and collected at unit level so that each unit of competency charge adds up to the total co contribution fee.
- The co contribution fee is waived for year 12 graduates. This is referred to as Fee Free Training for Year 12 Graduates. The fee free training may be applied to applicants that have graduated year 12 within the last 12 months. For example an applicant who has graduated year 12 in December 2017 must enrol and commence training before December 2018.
- The year 12 graduate must provide the RTO with valid evidence of their completion for year 12 prior to receiving fee free training. Please refer to the *EN2 Application and Enrolment Policy* to see valid evidence.
- There is no charge for a Credit Transfer.
- The RTO may charge a different co contribution fee for each course and/or course offering. This means that the RTO may offer sale prices on occasion.
- The RTO provides a concession tuition fee that is 20% of the total tuition fee to learners who enrol in a Certificate IV qualification or below and who:
  - Hold a valid and current concession card at the time of enrolment. Valid concession cards are:
    - Health care Card issued by the Commonwealth
    - Pensioner Concession Card
  - Has a disability
  - Is an adult prisoner
  - Self-identify as being Aboriginal or of Torres Strait Islander decent in the Student Application Form

## Refunds

- All requests for a refund must be in writing.

- Learners are entitled to a **full refund** of tuition and material fees paid if **the RTO cancels a course**. The RTO will make every effort to reschedule the course and offer an alternative place to the learner. The learner is not obliged to accept alternative offers and may request a full refund of fees paid instead. The materials must be returned in a resalable condition to receive a refund of the materials fee.
- In the instance a **learner withdraws from a course at least 7 days prior to the commencement date** a **full refund** of tuition fees paid will be provided. The learner must complete an *Enrolment Variation Form* which will direct the Administration staff to change the status of the enrolment to Withdrawn and will be utilised by Credit Control to issue a refund. Please refer to the *EN1.1 Fees and Refunds Procedure* for full details.
- In the instance a learner notifies of their intent to **withdraw less than 7 days prior to the commencement date** the learner is entitled to a **100% refund**.
- Where a learner **withdraws within 4 weeks after the course has commenced** and no more than 20% of the units of competency have been commenced or completed the refund is **60%** of the tuition fee.
- If a learner **withdraws after 4 weeks of commencement, no refund** will be granted. In exceptional circumstances the General Manager - Operations may authorise a partial refund of the tuition fee for a learner who withdraws 4 weeks after the course commencement date. The proportion of fees to be refunded will be at the discretion of the General Manager - Operations and take into consideration how much of the course the learner has completed.
- If a learner transfers to a different study mode, they are not entitled to a refund.

### Practical Outcomes Responsibilities

The Group Financial Manager (GFM) is responsible for ensuring fees are charged correctly and processed accordingly.

### Records Management

All documentation from fees and charges processes are maintained in accordance with Records Management Policy. (See Records Management Policy).

### Monitoring and Improvement

All fees and charges practices are monitored by the GFM of Practical Outcomes and areas for improvement identified and acted upon. (See Continuous Improvement Policy).

## SECTION 3 - LEGISLATIVE CONTEXT

Name	Section
Standards for RTOs 2015	Standard 5.2 e) and f), 5.3 a) and b)
Victorian Skills First Program	Sch 1 Part A: Clause 6 .1 – 6.2
Queensland PQS Program	PQS Policy 2017-18 Appendix 1: Co contribution Fee

## SECTION 4 - RELATED DOCUMENTS

Name	Document Type
EN1.1 Fees and Refunds Procedure	Procedure
EN2 Application and Enrolment Policy	Policy
EN3 Withdrawal and Cancellation Policy	Policy
Commencement of Enrolment (COE)	Letter
Statement of Covered Fees	Letter

## SECTION 5 - VERSION CONTROL

Version #	Approval Date	Approved by	Details
1	June 2018	Tash Hartig	Document creation, combination of a range of policies into one document
2	August 2018	Tash Hartig	Added Qld Fee Free Training for Year 12 Graduates and Concession rate.
3	November 2018	Tash Hartig	Addition of Refund Policy, rename of document
4	April 2019	Marcus Sellen	Changed CFO position to Group Financial Manager
5	October 2019	Marcus Sellen	Updated address