

Policy name:	EN1 Fees and Refunds Policy	Version:	5.3
Policy owner:	Chief Financial Officer		
Approved by:	Quality and Compliance Manager		
Approved date:	June 2018	Review date:	November 2023

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 Victorian VET Funding Contract Skills First Program.

SCOPE

This policy applies to all employee of the RTO in relation to 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 a course
- Cooling off period** - a period of time after a sale contract is agreed during which the buyer can cancel the contract without incurring a penalty
- Deferral** - Temporary postponement of enrolment during a course
- The Department** – refers to the Department of Education and Training Victoria
- RTO** – means Practical Outcomes (21857)
- Tuition fee** - The total fees for the course
- 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 Consultants 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 - Victorian Skills First Program. Please see further details of the program below.
- The RTO verifies ID, Concession Cards and evidence of eligibility for government funded learners by sighting original or certified copy 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 and/or Centrelink Confirmation eServices (CCeS). 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 learners 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.

Victoria 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 an Acknowledgment letter which includes the following:
 - Course code, title and currency of the training product
 - Course fees
 - Links to enrolment relevant policies
 - Any other fees
- After commencement of training the RTO provides a Commencement of Enrolment (COE) letter which includes the following:
 - Course code, title and currency of the training product
 - Training, assessment and support services to be provided to the learner including:
 - Estimated duration
 - Delivery mode
 - Trainer details
 - Links to enrolment relevant policies
- 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 prior to commencement. A dependant spouse or dependent child of a card holder is also entitled to the fee concession. 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
- Is an Asylum Seekers from the Asylum Seekers Resource Centre or Australian Red Cross Victims of Human Trafficking upon receipt of the validly endorsed referral form
- 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*.

Fee for Service

- Learners who are not eligible for government funding can enrol as fee for service learners.
- Tuition fee is charged for each unit of competency. Total fee for the course is calculated by using the number of units that must be completed to achieve a qualification.
- Payable fee for a course consists of fee for every completed unit of competency.
- RTO will not charge learners more than \$1500 in advance at any given time. Learners are able to access an interest free payment plan to pay for their fee for service program should they require it. If a learner makes a payment of more than \$1500 in advance in error, RTO will return any additional money to the learner.
- Payment plans are offered via Catalyst Plus Loan application as part of enrolment process.
- Learner completes payment plan application online which is sent to Finance department to set up a payment plan.
- Prior to setting up a payment plan, credit controller will confirm payment plan details by sending an authorisation form to the learner.
- Upon course cancellation, payment plan is cancelled effective from date of course cancellation and a refund is processed if payment received exceeds payable fees (refer to summary table for refunds).
- If payment received is less that payable fees, a fee notification is sent to learner to pay the balance within 7 days of notification. The existing payment plan will continue until balance fee is paid.

Refunds

- A request for refund of tuition fees can only be made if learner is withdrawing their enrolment or if RTO is cancelling their enrolment.
- 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 prior to commencement**. 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.

- If the course tuition fees is paid in advance by the learner, a refund will be processed if the amount exceeds fee payable.
- Summary table for refunds

Fee for Service		Skills First Program Smart & Skilled Program Skills Assure Program
RTO cancels a course prior to commencement		
100% refund		100% refund
Learner withdraws prior to the course commencement		
100% refund		100% refund
Learner withdraws <u>within</u> 4 weeks after the course has commenced		
50% refund provided for each unit commenced but withdrawn 100% refund for units not commenced No refund for units completed		50% refund provided for each unit commenced but withdrawn 100% refund for units not commenced No refund for units completed
Learner withdraws <u>after</u> 4 weeks after the course has commenced		
50% refund provided for each unit commenced but withdrawn 100% refund for units not commenced No refund for units completed		No refund

- If a learner transfers to a different study mode, they are not entitled to a refund.

RTO Responsibilities

The Chief Financial Officer (CFO) 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 refunds practices are monitored by the CFO of the RTO 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	Schedule 1 Guidelines about fees

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
Record Management Policy	Policy
Continuous Improvement Policy	Policy
Acknowledgement Letter	Letter
Commencement of Enrolment (COE)	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
5.1	March 2021	Julie van Belkom	Updated to reflect current practice
5.2	November 2022	Aruna Joshi	Updated to reflect remove QLD references Updated to reflect current practice Separated Fee for Service section to be on its own Updated refund calculations
5.3	October 2023	QCM	Updated policy approver Removed Jobtrainer references Added relevant documents to Section 4