



Riverina Community College

FEES, REFUND & TRANSFER POLICY

January 2017

Contents

PURPOSE	4
COMMENCEMENT	4
APPLICATION.....	4
TERMS AND DEFINITIONS	4
FEES AND CHARGES	4
Fee for Service Courses.....	4
Smart & Skilled Subsidised Programs	4
Other subsidised Programs.....	5
CONCESSIONS AND EXEMPTIONS.....	5
Smart and Skilled Concessions.....	5
Smart and Skilled Exemptions	5
Adult and Community Education (ACE) Community Service Obligation (CSO) Program Concessions and Exemptions.....	5
CREDIT TRANSFER (CT) AND RECOGNITION OF PRIOR LEARNING (RPL) FEES.....	6
Fee-for-Service CT.....	6
Fee –for-Service RPL	6
Government Subsidised Courses CT and RPL	6
ISSUING TESTAMURS	6
Charges for Issuing Embedded Qualifications	6
Fees for Statement of Attendance and Replacement Certificates.....	6
REFUNDS	7
SMART & SKILLED STUDENT WITHDRAWAL.....	7
DEFERRAL, TRANSFER AND RE-ENROLMENT	8
Transferring within RCC	8
Transferring between Providers	8
Transferring due to Provider Closure or Contract Termination	8
Re-Enrolment	8
PAYMENT ARRANGEMENTS.....	8
Fee Payment Options.....	8
Recover of Outstanding Fees	9
Confirmation and Receipt	9
PROTECTION OF FEES PAID IN ADVANCE	9
COMPLETION GUARANTEE	9
RIGHT TO APPEAL DECISIONS	9
BREACH OF THIS POLICY	10
COMPLIANCE.....	10
MORE INFORMATION	10

RELATED POLICIES, PROCEDURES AND FORMS.....	10
VARIATIONS	10
POLICY VERSION AND REVISION INFORMATION	11

FEES, REFUND AND TRANSFER POLICY

PURPOSE

RCC is committed to the application of a fair and reasonable Fees, Refund and Transfer policy. Through the application of this policy the College makes prospective students and clients aware of the College's fees, charges, refunds and transfer arrangements.

COMMENCEMENT

The commencement date of this policy is 1 January 2017. It replaces all other Refund policies or procedures, whether written or not.

APPLICATION

This Policy applies to all fees, charges, refunds and transfers that relate to the College's provision of education and training and applies to students undertaking training with government subsidies, students paying concession fees and students paying full fees.

TERMS AND DEFINITIONS

ASQA: Australian Skills Quality Authority

National register: <http://www.training.gov.au/>

RTO: Registered Training Organisation

FEES AND CHARGES

Fee for Service Courses

The College will endeavour to maintain student fees as low as possible to ensure its services are available at a reasonable cost to the client. Fees must cover course costs such as co-ordination, tuition, venue hire, insurance and other costs and each program's costs and fees are calculated using the College's Course Proposal tool.

The College advises clients of fees, resources and any additional costs in course promotional materials such as promotional brochures, flyers and information packs, the College website and quotes.

Smart & Skilled Subsidised Programs

Under the NSW Government's Smart and Skilled Program, a student contributes towards the cost of training through the payment of a student fee. Fees and charges for courses are determined by the NSW Government and are displayed on the promotional material provided by the College such as promotional brochures, flyers and information packs, the College website and quotes.

The College will use the Smart and Skilled Provider Calculator to determine the student's eligibility and the fees payable by the student based on the information provided. Fees are determined based on:

- Prior qualifications
- If the student is undertaking an Apprenticeship/Traineeship
- Eligibility for concessions
- Eligibility for exemptions
- Credit Transfers
- Recognition of Prior Learning
- Continuing student from previous calendar year
- deferral

Other subsidised Programs

For all other externally funded programs, the College will advise each student of any subsidy provided, additional fees, incidental expenses and other charges that apply to the study program prior to enrolment. Where the employer is supporting an employee's enrolment, the College will also provide this information to the employer.

CONCESSIONS AND EXEMPTIONS

Smart and Skilled Concessions

Eligibility for concessions are set out in the Smart & Skilled Fee Administration Policy. Information from that policy will be included in the information provided to prospective students. Students who are eligible for a concession fee include Commonwealth welfare recipients or a dependent child, spouse or partner of Commonwealth welfare recipient.

Proof of eligibility as stipulated in the Smart & Skilled Fee Administration Policy must be provided at the time of enrolment. Proof of eligibility includes but is not limited to:

- A letter from the Department of Human Services (Centrelink) confirming receipt of the benefit clearly showing the Centrelink Reference Number (CRN)
- A current concession card that shows the CRN
- A current Centrelink income statement which clearly shows the benefit or allowance category and the CRN
- Any other evidence that clearly shows the CRN and the benefit or allowance category
- For people applying for Austudy or Newstart Allowance, an approval letter from Centrelink that shows the CRN and indicates the commencement date of their benefit is within two weeks of their enrolment or two weeks within the date of the first class attendance or participation in training

Smart and Skilled Exemptions

Eligibility for exemptions are set out in the Smart & Skilled Fee Administration Policy. Information from that policy will be included in the information provided to prospective students. Students who are eligible for an exemption, up to a Certificate IV level, are:

- Australian Aboriginal and Torres Strait Islander People
- People with a disability (that is people who meet the disability fee exemption criteria) including the dependent child, spouse or partner or a recipient of a Disability Support Pension
- Students aged 15-30 who are on a Commonwealth benefit with priority for people in Social Housing (one fee free course per year)

Proof of eligibility as stipulated in the Smart & Skilled Fee Administration Policy must be provided at the time of enrolment.

Australian Aboriginal and Torres Strait Islander students must meet the Smart & Skilled personal and program eligibility criteria.

A student with a disability must declare their previous enrolments in a Smart & Skilled qualification in a calendar year.

Adult and Community Education (ACE) Community Service Obligation (CSO) Program Concessions and Exemptions

Fee concessions will be available for students who are Commonwealth welfare recipients and their dependents.

Aboriginal and Torres Strait Islander students will not pay a fee to enrol in an ACE CSO Program.

Students who meet the Smart & Skilled disability definition will not pay a fee for the first AACE CSO program they commence in a calendar year. A concession fee will apply for any subsequent training

program where the student commences in the same calendar year. These fees will also apply for a dependent of a Disability Support benefit holder.

CREDIT TRANSFER (CT) AND RECOGNITION OF PRIOR LEARNING (RPL) FEES

Fee-for-Service CT

There is no fee to submit a CT application, see Student Handbook for full details. Students seeking CD or DC should complete an application form which is available from reception.

The College will apply a fee reduction for fee-for-service students with successful CT or DC applications. This will reduce the fee for applicable Units of Competency by one hundred percent (100%) of the normal cost for each unit. The College will apply the fee reduction to a student's second invoice payment for the course. The College will refund the difference between the fee reduction and any fee overpayment by the student, where this occurs.

Fee –for-Service RPL

A pre-assessment interview for an RPL application will incur no cost.

If the RPL pre-assessment interview resolves that the student should proceed with a formal RPL application, the student will be provided with a formal quote. The RPL fee will cover the cost of supplying and processing the RPL kit, assessment of evidence supplied, assessment decision and issuing of certification.

If a student wishes to proceed to the next stage, ie enrol and formally apply for RPL, please refer to the AQF costs below:

- Diploma is \$1,500 plus \$300 per unit where additional training and assessment is required
- Certificate IV is \$1,150 plus \$280 per unit where additional training and assessment is required
- Certificate III is \$1,100 plus \$250 per unit where additional training and assessment is required

Refer to the College's RPL policy for further information.

Government Subsidised Courses CT and RPL

Where an eligible student achieves RPL or CT for one or more Units of Competency, the College will adjust the qualification price to determine a new student fee according to the program guidelines (see above).

ISSUING TESTAMURS

Riverina Community College issue Statements of Attainment, Qualification Certificates and Records of Results on completion of a student's course and when a student withdraws from a course before completing all requirements.

The College does not charge for the issuing of these Testamurs, however there may be charges for replacement or additional Testamurs.

Charges for Issuing Embedded Qualifications

In some cases, a qualification may include all of the units of competency required to complete a lower level qualification. If a student wishes to be issued with a certificate for a lower level qualification in addition to the higher one they enrolled in, the College will charge an administration fee of fifty five \$55 to produce the additional certificate.

Fees for Statement of Attendance and Replacement Certificates

The College will issue a Statement of Attainment or Qualification Certificate (including a Record of Results) to students who complete accredited training at no additional cost.

Replacement Documents: if a student request a replacement document following the first issue, a fifty five dollar (\$55) replacement fee applies for each Statement of Attainment or Qualification Certificate (including a Record of Results). To obtain a replacement, the student should contact the Reception desk.

Non-accredited Training Statement of Participation: a Statement of Participation is available for students seeking a record for non-accredited course attendance. A student may request a Statement of Participation at the time of enrolment or within twelve (12) months of course completion. The fee is fifteen dollars (\$15) per individual certificate unless course documentation indicates that the course fee includes a Statement of Participation).

Students must maintain eighty percent (80%) attendance to be eligible for a Statement of Participation. Students who request the Statement after course completion must contact the Reception desk, payment is required at that time.

REFUNDS

There may be instances where training programs are cancelled due to lack of learners, and sometimes government funding. The College also recognises the student circumstances may change meaning they are unable to continue with their current training program. Students are required to discuss their circumstances with their trainer, Course Coordinator or the Student Engagement Officer who will assist them in determining the best way forward.

Where possible and appropriate, the College will place a student in an alternate course of equal value, however refunds will apply in some instances and the following is a guideline to the RCC Refund Policy:

A full refund will apply if:

- a training program has been cancelled by the College
- a student cancels more than 7 days prior to commencement

A partial refund will apply if:

- a student claims extenuating circumstances (such as accident or illness)
- a student cancels less than 7 days prior to commencement
- a student has overpaid fees the overpaid fees will be refunded
- the College has granted CT or RPL after enrolment and the fee recalculation is lower than the fee the student has already paid

Administration fees are not refunded, if a partial refund is requested.

If the course has commenced the RTO will not usually refund course fees however these situations should be assessed on an individual basis. The preference should be to attempt to provide students with alternate arrangements which may include a different mode of delivery or in some cases a different training program.

The College will not usually refund course fees where a refund is requested because the student:

- Changed their mind about attending the course after the course commences
- Changed jobs
- Changed work hours
- Moved out of the area or was made redundant or retrenched

SMART & SKILLED STUDENT WITHDRAWAL

If a student undertaking a Smart & Skilled subsidised course withdraws from a course and they are on a payment plan, the student may not be required to repay the remainder of their student fee. The decision regarding the repayment of outstanding course fees will be at the discretion of the College.

DEFERRAL, TRANSFER AND RE-ENROLMENT

Deferral of course enrolment will be considered on an individual basis and only in special circumstances such as serious illness or injury or bereavement of close family members, supporting documents are required eg medical certificate.

Transferring within RCC

A student may apply for a transfer of course fees to another course if they give seven (7) working days' notice of cancelling their enrolment. An administration charge of two hundred (\$200) will apply.

Only one transfer per term is permitted, unless the transfer relates to a course/s that the College cancels for any reason, In this case, the administration fee will not apply.

Transferring between Providers

A student may withdraw from a qualification and transfer to another RTO to complete their qualification.

If the student transfers to RCC of their own accord, standard credit transfer rules will apply with calculating the student fee. The student must obtain a Statement of Attainment from the initial provider so RCC can determine what credit is to be granted to allow for correct calculation of student fees.

If a student transfer from RCC to another RTO, RCC will provide the student with a Statement of Attainment listing competencies that the student has gained, a statement of fees (for Smart & Skilled Courses) and an up-to-date training plan. The normal refund policy applies to fee-for-service students.

Transferring due to Provider Closure or Contract Termination

If the student transfers to RCC from another Smart & Skilled provider that has lost their contract or has been closed, the student will not be charged an excess fee above the total fee that was quoted to the student by the initial provider. For Smart & Skilled courses, where the combined fee looks like exceeding the original fee quoted, RCC will contact Training NSW to confirm the fee to be charged before enrolling the student.

The transferring student will need to provide to RCC a Statement of Attainment, a statement of fees (for Smart & Skilled) and an up-to-date training plan issued by the previous provider. If the provider has closed and the student cannot obtain these, Training NSW should be consulted.

Re-Enrolment

If a student has to re-enrol to repeat any part or parts of a course, they will be required to pay a \$100 administration and assessment fee for each part. Re-enrolments are always at the discretion of the Operation's Manager in liaison with the course coordinator.

PAYMENT ARRANGEMENTS

Payment arrangements align to courses and may vary depending upon factors such as length of course, student cohort or government contract guidelines.

It is a College requirement that where course fees, administrative or other charges apply, students must pay these items by the due date. This requirement applies irrespective of the availability and receipt of government subsidies by an employer, school or student.

Fee Payment Options

RCC offers a range of payment options including periodic payment plans which can be paid using cash, cheque/money order (made payable to Riverina Community College), Visa, Mastercard, direct debit.

Recover of Outstanding Fees

Student must pay all fees and charges by the due date. Failure to pay fees and charges may result in any or all of the following until the student pays the full amount:

- Suspension from attending or participating in the course
- Exclusion from assessment activities
- Withholding of certification documentation
- Termination of enrolment
- Exclusion from any future enrolments at the College

The College will remind students who fail to pay fees of their obligation to do so and of the possible consequences of non-payment.

The College may refer fees and charges remaining unpaid after ninety (90) days from the due date to a debt collection agency.

Confirmation and Receipt

Enrolment is confirmed on payment of fees of approval of a payment plan. Receipts are issued immediately where enrolment is made in person. For phone and mail enrolments receipts are issued at the first class or may be posted where required.

PROTECTION OF FEES PAID IN ADVANCE

In order to provide protection to students' fees Riverina Community College will not at any time accept fees paid in advance of more than \$1500.00 from individual students. These fees include all fees paid by a student. This policy is in line with the requirements under the National Standards for RTOs.

COMPLETION GUARANTEE

The College is committed to making every reasonable effort to ensure that when students enrol with the College they can complete their study program. The College will only commence a course when there are sufficient students enrolled for the course to be viable. Should the College decide to cancel a course due to limited enrolments, the College will return all prepaid fees for that course to students.

Once a course commences, the College guarantees to complete the course within the period advertised. Where circumstances arise beyond the College's control, that force the College to discontinue the course, the College guarantees that it will:

- Refund any fees a student has paid for module or units not delivered
- Issue Statements of Attainment for all work successfully completed
- Assist the student to the best of the College's ability, to transfer to an equivalent course with another RTO.

Circumstances beyond the College's control may include a trainer becoming ill or resigning unexpectedly and the college is unable to source a replacement tutor, or when continuing student numbers fall below viability levels.

RIGHT TO APPEAL DECISIONS

If a student is not satisfied with the conditions under which a refund or transfer request is determined, they may appeal the decision through the College's Grievance Procedure.

Each refund or transfer request will be dealt with on a case by case basis.

BREACH OF THIS POLICY

Employees must comply with this Policy at all times. If an employee is found to have breached this Policy, they may be subjected to disciplinary action in accordance with the Professional Conduct Policy. The type and severity of the disciplinary action will depend upon the circumstances of the case and the seriousness of the breach. In serious cases, this may include termination of employment.

Examples of disciplinary action that may be taken include but are not limited to:

- counselling
- a formal warning
- demotion
- transfer to another area
- suspension;
- termination of employment

Agents or contractors (including temporary contractors) of RCC who are found to have breached this Policy may have their contracts with RCC terminated or not renewed.

COMPLIANCE

The College's Fees, Refunds and Transfer Policy and related procedures shall contribute to compliance with the following legislation and regulations:

- Competition and Consumer Act 2010
- Standards for Registered Training Organisations 2015

MORE INFORMATION

If an employee is unsure about any matter covered by this Policy, they should seek the assistance of the RTO Manager.

RELATED POLICIES, PROCEDURES AND FORMS

Policies

- Financial Management of RTO Policy
- Marketing Policy

Standard Operating Procedures

- SOP Refunds and Transfers
- SOP Marketing VET courses

Forms

- Student Handbook
- Code of Practice
- Complaints and Appeals Form
- Printed course and support services information (kept on site)
- Enrolment Form
- Enrolment Conditions

VARIATIONS

RCC reserves the right to vary, replace or terminate this policy at any time.

POLICY VERSION AND REVISION INFORMATION

Authorised by: RTO Manager

Original issue: 1/7/2012

Maintained by: RTO Manager

Current version: 4 (1/1 /2017)