



Riverina Community College

FEES, REFUND & TRANSFER POLICY

July 2019

Contents

1. PURPOSE	3
2. COMMENCEMENT	3
3. APPLICATION.....	3
4. TERMS AND DEFINITIONS	3
5. FEES AND CHARGES	3
5.1. Fee for Service Courses	3
5.2. Smart and Skilled Subsidised Programs.....	3
5.3. Other Subsidised Programs	4
5.4. Additional Course Costs.....	4
6. CONCESSIONS AND EXEMPTIONS.....	4
6.1. Smart and Skilled Concessions and Exemptions	4
6.2. Adult and Community Education (ACE) Program Exemptions	4
7. CREDIT TRANSFER AND RECOGNITION OF PRIOR LEARNING FEES	4
7.1. Credit Transfer.....	4
7.2. Recognised Prior Learning	4
8. ISSUING TESTAMURS	5
8.1. Charges for Issuing Embedded Qualifications	5
8.2. Fees for Statement of Attainment and Replacement Certificates	5
9. REPEAT ATTEMPTS TO COMPLETE UNITS OF COMPETENCY.....	5
10. REFUNDS	6
11. STUDENT WITHDRAWAL.....	6
12. DEFERRAL.....	7
13. TRANSFER.....	7
13.1. Transferring within Riverina Community College.....	7
13.2. Transferring due to Provider Closure or Contract Termination	7
14. PAYMENT ARRANGEMENTS.....	7
14.1. Fee Payment Options.....	7
14.2. Payment Plans.....	7
14.3. Recovery of Outstanding Fees	8
14.4. Confirmation and Receipt	8
15. PROTECTION OF FEES PAID IN ADVANCE	8
16. RIGHT TO APPEAL DECISIONS	8
17. BREACH OF THIS POLICY	8
18. COMPLIANCE.....	9
19. MORE INFORMATION	9
20. RELATED POLICIES, PROCEDURES AND FORMS.....	9
21. VARIATIONS	9

FEES, REFUND AND TRANSFER POLICY

1. PURPOSE

The objective of this Policy is to make prospective students and clients aware of fees, charges, refunds and transfer arrangements that apply as a student of Riverina Community College (the College).

2. COMMENCEMENT

The commencement date of this policy is 1 July 2019. It replaces all other related Policies or procedures, whether written or not.

3. APPLICATION

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

4. TERMS AND DEFINITIONS

ASQA: Australian Skills Quality Authority

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

RTO: Registered Training Organisation

5. FEES AND CHARGES

5.1. Fee for Service Courses

The College advises students of fees, additional resources and any other additional costs prior to enrolment. This information is provided in course promotional materials such as promotional brochures, flyers and information packs, the College website and quotes.

The cost of fee for service accredited training will be adjusted by the value of any Credit Transfers or Recognised Prior Learning granted (see Section 7 for further information).

5.2. Smart and Skilled Subsidised Programs

Under the NSW Government's Smart and Skilled Program, fees for courses are determined by the NSW Government.

Students who are eligible under the Smart and Skilled Program will have their training subsidised through the NSW Government. The College will provide a quote to students using the Training Services NSW Smart and Skilled Provider Calculator.

Fees, including the value of student contributions, are determined based on the information provided by the student, including:

- 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

5.3. 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 an employer is supporting an employee's enrolment, the College will also provide this information to the employer.

5.4. Additional Course Costs

Depending on the nature of the course, additional costs may apply to an individual course, such as the cost of essential equipment, text books, uniforms, licences, etc. Such items purchased are to be used by students during course delivery and become the property of the student at the completion of the course. You will be advised of any additional costs that apply to a course prior to enrolment.

6. CONCESSIONS AND EXEMPTIONS

Our Reception team can assist you to determine whether or not you may be eligible for a concession or exemption outlined below.

6.1. Smart and Skilled Concessions and Exemptions

If you are eligible for Smart and Skilled training and you are an Aboriginal or Torres Strait Islander student, a student with a disability or an Australian Government welfare recipient, you and your dependants may be eligible for a fee exemption or concession when enrolling in a Smart and Skilled course.

Eligibility for concessions and exemptions, and evidence required to prove eligibility, are outlined in the Smart and Skilled Fee Administration Policy available via www.smartandskilled.nsw.gov.au.

6.2. Adult and Community Education (ACE) Program Exemptions

Students may be eligible for an exemption under the Adult and Community Education (ACE) Program where they meet the Smart and Skilled criteria and experience social and educational disadvantage or have geographical barriers to accessing training.

Generally, the ACE program supports short courses involving nationally recognised units of competency or units/modules supporting language, literacy, numeracy and employability skills.

7. CREDIT TRANSFER AND RECOGNITION OF PRIOR LEARNING FEES

7.1. Credit Transfer

There is no fee to submit a Credit Transfer (CT) application.

Where a student is granted a Credit Transfer for one or more Units of Competency:

- any fee for service fee will be adjusted proportionately
- any student contribution under Smart and Skilled funding will be adjusted by Training Services NSW and a new student contribution determined

Where a student has already made a payment for the course, the College will refund any Smart and Skilled student contribution overpayment made by the student.

See the Student Handbook for more information about applying for a Credit Transfer.

7.2. Recognised Prior Learning

A pre-assessment interview for a Recognised Prior Learning (RPL) application will incur no cost.

If the RPL pre-assessment interview identifies that a student should proceed with a formal RPL application, the student will be provided with a formal quote for the cost of assessment of each unit under Recognised Prior Learning (RPL fee). The RPL fee will cover the cost of supplying and

processing the RPL kit, assessment of evidence supplied, assessment decision and issuing of certification.

Where a student is successfully granted Recognised Prior Learning for one or more Units of Competency:

- any fee for service fee will be adjusted proportionately
- any student contribution under Smart and Skilled funding will be adjusted by Training Services NSW and a new student contribution determined

Where a student has already made a payment for the course, The College will refund any Smart and Skilled student contribution overpayment made by the student.

See the Student Handbook for more information about applying for Recognised Prior Learning.

8. ISSUING TESTAMURS

Riverina Community College issues Statements of Attainment, Qualification Certificates and Records of Results on completion of a student's course or when a student withdraws from a course before completing all requirements but having successfully been deemed competent in at least one unit.

The College does not charge for the issuing of these Testamurs, however a charge applies for replacement or additional Testamurs (see 8.2 below).

8.1. 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 \$55 to produce the additional certificate.

8.2. Fees for Statement of Attainment and Replacement Certificates

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

If a student requests a replacement document following the first issue, a \$55 replacement fee applies for each Statement of Attainment or Qualification Certificate (including a Record of Results). To obtain a replacement, the student should follow the process outlined in the Student Handbook, or contact Reception for assistance.

9. REPEAT ATTEMPTS TO COMPLETE UNITS OF COMPETENCY

Nationally accredited courses assess your competency in meeting the requirements of the national standard for each Unit of Competency in a qualification/program. If you are deemed as Not Yet Competent, you will be given the opportunity to repeat and re-submit your work. You will be given a maximum of two opportunities to repeat (ie three attempts at each Unit of Competency in total) at no additional cost, unless stated otherwise under licensing requirements (where you will be advised of the maximum opportunities available).

If you are deemed Not Yet Competent after all three attempts, your Trainer or Training Coordinator will discuss your options with you. These options may include:

- Re-enrolling in the Unit of Competency at a fee for service administration and assessment fee per unit. If further training is required, there will be additional charges and you will be provided with a quote in advance
- Review your course and study options with your Training Coordinator and/or Learning Support Coordinator
- Transfer to another course
- Withdraw from the course

10. REFUNDS

The College is committed to making every reasonable effort to ensure that when students enrol, 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 and a trainer is available. Should the College cancel a course prior to commencement, the College will return all prepaid fees for that course or seek to transfer students to an equivalent course where available.

The College also recognises a student's circumstances may change meaning they are unable to continue with their current training program. Students are required to discuss their circumstances with their Trainer or Training Coordinator who will assist them in determining the best way forward.

A non-refundable Course Administration Fee of \$250 applies as outlined below.

FULL REFUNDS

A refund of fees/contributions paid directly by a student will apply to both accredited and non-accredited programs if:

- a training program has been cancelled by the College prior to commencement
- a student cancels in writing 5 or more working days prior to commencement
- a student cancels in the 5 working days prior to commencement due to extenuating circumstances (such as accident or illness). A written request for a refund outlining the extenuating circumstances will be considered at the discretion of the College. Supporting documents, such as medical certificates may be required
- a student has overpaid fees. The value of overpaid fees will be refunded
- the College has granted Credit Transfer or Recognised Prior Learning after enrolment and the fee recalculation is lower than the fee the student has already paid

No Course Administration Fee will be applied.

PARTIAL REFUNDS

A partial refund (less the Course Administration Fee) will apply if:

- a student cancels less than 5 working days prior to course commencement due to change of mind or change of circumstances (such as work hours, child care, location, etc), or
- the College has commenced delivery of any modules or units to a student

The value of any partial refund will be reduced by the Course Administration Fee of \$250 plus the cost of any modules or units where the College has commenced delivery to the student.

Circumstances beyond the College's control may result in a course being cancelled after it has commenced. This may include where a trainer becomes ill or resigns unexpectedly and the College is unable to source a replacement trainer, or when continuing student numbers fall below viability levels. In each case, the College will seek to transfer students to an equivalent course where available. Otherwise, the College will provide a refund for the cost of any modules or units that the College has not delivered, and issue each student with a Statement of Attainment for all work successfully completed.

11. STUDENT WITHDRAWAL

If you need to withdraw from your qualification, you must let the College know in writing as soon as possible. If you are studying under a government traineeship, it is your responsibility (or that of your employer) to let your Australian Apprenticeship Centre know as soon as possible.

If you are on a payment plan, fees will continue to be deducted in line with your agreed payment plan unless or until you lodge your withdrawal in writing.

If you withdraw from an accredited course, the College will provide you with a Statement of Attainment for any Units of Competency successfully completed, and statement of all fees applied and any fees refunded (where applicable).

Any decision regarding the repayment of outstanding course fees will be at the discretion of the College in line with Section 10 of this Policy.

12. DEFERRAL

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, such as medical certificates, may be required. Please contact your Training Coordinator to discuss any requests to defer your course.

If your request to defer is approved, any fees already paid will be retained and applied to the units remaining from your agreed return to training date. The College's non-refundable Course Administration Fee of \$250 will apply. Return to training will be dependent on availability of classes.

13. TRANSFER

13.1. Transferring within Riverina Community College

A student may apply for a transfer of course fees to another course if they give 5 or more working days' notice of cancelling their enrolment. The College's non-refundable Course Administration Fee of \$250 will apply.

Only one transfer per term is permitted, unless the transfer relates to a course/s that the College cancels for any reason.

13.2. Transferring due to Provider Closure or Contract Termination

If a student transfers to Riverina Community College from another Smart and Skilled provider that has lost their contract or has 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 and Skilled courses, where the combined fee looks like exceeding the original fee quoted, the College will contact Training NSW to confirm the fee to be charged before enrolling the student.

The transferring student will need to provide Riverina Community College with a Statement of Attainment, and a statement of fees (for Smart and Skilled) issued by the previous provider.

14. 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.

14.1. Fee Payment Options

The College 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. Speak to Reception to find out more about the College's payment options.

14.2. Payment Plans

Payment plans are only available for fees or student contributions of \$500 and over.

An initial deposit of \$250 is payable at the time of enrolment. The value of the initial deposit may be amended only upon approval by the College's Office Manager.

A late payment fee of \$10 will be applied where payment is not received within 5 working days of the due date, and each following month until the date all outstanding payments due are received.

All payment plans are subject to completion of a Student Payment Plan Authority and its Terms and Conditions. It is recommended that you keep a copy of the Terms and Conditions at the time of signing. Contact Reception if you require a further copy of your Payment Plan Authority and Terms and Conditions.

14.3. Recovery of Outstanding Fees

Students 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 90 days from the due date to a debt collection agency.

14.4. Confirmation and Receipt

Enrolment is confirmed on payment of fees or approval of a payment plan. Receipts are issued by email when payment is received and can be printed for you upon request.

15. PROTECTION OF FEES PAID IN ADVANCE

In order to provide protection to students' fees, Riverina Community College will not at any time accept tuition fees paid in advance of more than \$1500 from individual students. This policy is in line with requirements under the National Standards for Registered Training Organisations.

16. RIGHT TO APPEAL DECISIONS

If a student is not satisfied with the conditions under which a fee, refund or transfer request is determined, they may appeal the decision through the College's [Complaints and Appeals Policy](#).

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

17. 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 Riverina Community College who are found to have breached this Policy may have their contracts with Riverina Community College terminated or not renewed.

18. 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
- Smart and Skilled Fee Administration Policy

19. MORE INFORMATION

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

20. RELATED POLICIES, PROCEDURES AND FORMS

Policies

- Consumer Protection Policy
- Complaints and Appeals Policy
- Student Handbook
- Financial Management of RTO Policy

Forms

- Enrolment Form, containing Enrolment Conditions
- Eligibility for government subsidy form(s)
- Complaints and Appeals Form

21. VARIATIONS

Riverina Community College 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: 5 (1/7/2019)