

Smart and Skilled Payment of Fees and Refund Policy

Standard:

This Policy and Procedure relates to:

- Smart and Skilled Fee Administration Policy
- Smart and Skilled Operating Guidelines
- VET Quality Framework

Policy Statement:

Under Smart and Skilled, prospective students must be made aware of student fees and refunds. This policy is specific to those who are enrolled in a NSW Government Smart and Skilled subsidised course.

Student Fees

Under Smart and Skilled, students contribute towards the cost of their training through the payment of a student fee and the balance is paid as a subsidy from the government.

The Schedule of Fees for each qualification on the NSW Skills List can be accessed at www.training.nsw.gov.au/smartandskilled/prices_fees.html

SGSCC must charge the student the relevant fee set by the NSW Government.

SGSCC will confirm what the Student Fee is once we have entered your data into the Smart and Skilled Provider Calculator.

You are required to know of this payment of Fees and Refund Policy prior to enrolment

Student Eligibility for Smart and Skilled Program:

- Living or working in NSW
- Citizenship: Australian citizen, New Zealand citizen and permanent Australian resident
- Refugee or Asylum seeker

Concession, exemption, fee-free scholarship and other fee-free training eligibility

- Commonwealth benefit status
- Disability status
- Domestic and Family violence status
- Refugee or Asylum seeker

Evidence for Fee exemptions and concessions

1. Previous qualification:

Department's system may check against Smart and Skilled records and/or USI academic transcript records. SGSCC is required to collect student's declaration/signature at enrolment.

2. Concession fee (Commonwealth Government Benefit Recipient)

Students who are a recipient of a specified Commonwealth benefit or allowance must provide the

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RTO: 7091 • CRICOS Provider No: 03122K • NDIS Registered Provider: 4050004600 • ABN: 89 753 440 576

follow proof of eligibility for a concession:

- A letter from the department of Human Services (Centrelink) confirming receipt of the benefit. The letter should clearly show the Centrelink Reference Number (CRN) or:
- A current concession card that shows the CRN; or
- A current Centrelink income statement that clearly shows the benefit or allowance category and the CRN; or
- Any other evidence that clearly shows the CRN and the benefit or allowance category; or
- Documentary evidence from the Department of Veteran Affairs stating their pension/benefits status; or
- For people applying for Austudy or Youth Allowance, an approval letter from Centrelink that shows the CRN and indicates that 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.

3. Concession Fee (Dependent of Commonwealth Government Benefit Recipient)

A dependant child, spouse or partner of someone who is receiving a specified Commonwealth Government benefit or allowance, must provide documentary evidence that Centrelink recognises the student as the dependant. The evidence must clearly show the CRN of the benefit of Commonwealth Government benefit recipient.

4. Fee Exemptions: Aboriginal person or Torres Strait Islander person

- Australian Aboriginal and Torres Strait Islander students are qualified for a fee exemption. However, they must meet the Smart and Skilled personal and program eligibility criteria.
- An Aboriginal or Torres Strait Islander student can prove their status and eligibility for a fee exemption through descent, self-identification and community identification.
- SGSCC is required to collect student declaration/signature at enrolment.

5. Fee Exemption: Person with Disability

- 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).
- A student with a disability must declare their previous enrolments in a Smart and Skilled qualification in a calendar year.
- The following evidence is required for fee exemption:
 - A letter from Centrelink confirming receipt of the Disability Support Pension.
 - The letter should clearly show the Centrelink Reference Number (CRN) or
 - A current Centrelink income statement for the Disability Support Pension, which clearly shows that income is for the disability pension and also shows the CRN; or
 - A completed NSW School Leaver Individual Transition Plan that clearly identifies the student's disability; or
 - Any other evidence that clearly shows the CRN and confirms receipt of the Disability Support Pension; or
 - Documentary evidence of support demonstrates a clear additional need as a result of the student's disability. This evidence must be a letter or statement from:
 - A medical practitioner; or
 - An appropriate government agency such as Veteran's Affairs or TAFE NSW

teacher consultant (for a student with a disability), a school counsellor or special education coordinator, Centrelink, a Disability Service Provider, or a Job Capacity Assessor; or

- A specialist allied health professional (including a rehabilitation counsellor, psychologist, speech pathologist, or occupational therapist).

6. Fee exemption: dependent of a person with a disability

The following evidence is required for fee exemption:

- Documentary evidence that Centrelink recognises the student as a dependent child, spouse or partner of someone who is receiving a Commonwealth Government Disability Support Pension.
- The evidence should clearly show the Centrelink Reference Number (CRN) of the Disability Support Pension recipient.

7. Fee waiver: refugee or asylum seeker (and their partners)

The following evidence is required for fee waiver:

- Relevant visa documentation; or
- ImmiCard (where appropriate)

If the student holds a Bridging visa, the student must provide a document from the Department of Home Affairs acknowledging that the bridging visa is linked to an application for a humanitarian visa. Eligible Partners must also provide evidence that their visa sponsor holds or held one of the eligible humanitarian visas.

Calculating and adjusting fees for Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Where an eligible student is granted recognition of prior learning (RPL) or Credit Transfer (CT) for one or more units of competency, the qualification price will be adjusted and a new student fee determined. The qualification price is based on both fixed and variable costs and adjustment will be made to both these cost components.

Where CT and/or RPL are granted at enrolment, or after a student commences a qualification, SGSCC will need to use the Smart and Skilled Provider Calculator to determine the applicable student fee.

Where CT and/or RPL is granted after enrolment, or after a student commences a qualification, SGSCC must report the outcome for the relevant UoCs in the next Smart and Skilled training activity data file submitted to the Department. The Department will adjust the subsidy payment and advise the Provider of the new student fee. SGSCC must take all necessary steps to advise the affected student of the adjusted fee and to amend the fee levied to the student, including changing future fee payment schedules.

SGSCC must sign appropriate evidence, such as a testamur or a USI transcript to grant CT.

Fee for a concession student where CT and/or RPL has been awarded.

Where a student is eligible for a concession and has been awarded RPL and/or CT, if relevant the adjusted Standard Student fee (First and Subsequent) is lower than the concession fee, the student will pay the lower fee i.e., the adjusted Standard Student fee.

Fee for continuing students

The student fee is for the whole qualification and should be determined at enrolment. It therefore applies for the duration of training for a particular enrolment (i.e., Commencement ID) even where the student is undertaking training over more than one contract period.

Payment of Student Fees and outstanding fees

Student fees may be paid by payment plan over the duration of the course. A Payment Plan will be discussed with you prior to enrolment. Full payment of your fee must be paid prior to course

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certification.

Withdrawal without penalty prior to course commencement

Should you wish to withdraw prior to your course commencement (the 'cut-off date') you will receive a full refund for the payment you have already made.

Withdrawal after the course commencement

Where a student withdraws from training after the cut-off date, SGSCC will give the student a statement of fees that includes all fees applied and any fees refunded, if applicable.

Student transitioning from superseded qualifications

Where a student is enrolled in a qualification that is superseded and the student is required to transition to the new qualification to continue and complete the training, and the price of the new qualification is different to that of the superseded qualification, SGSCC will continue to be paid the applicable subsidy for the superseded qualification. The student fee will remain the same.

Course Cancellation

You will be refunded any fees paid in the event that SGSCC cancels a course.