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Fee Policy

Purpose and Rationale

Purpose: The purpose of this policy is to provide clear guidelines on how fees are determined, communicated, and collected from students for various courses and services offered by SGSCC. The policy ensures that all financial transactions related to fees are handled consistently and fairly, while also ensuring that the college's financial requirements are met.

Rationale: A well-defined fee policy is essential to maintaining the financial integrity of the college and ensuring that students understand their financial obligations. This policy provides a framework for setting, collecting, and managing fees in a manner that is transparent and compliant with regulatory standards.

Scope:

This policy applies to all fees and charges for accredited VET training delivered by SGSCC to domestic and international students, including government-funded, fee-for-service, and CRICOS-registered programs.

Policy

SGSCC is committed to providing accurate and timely information about all fees, and to managing the collection and use of fees ethically, fairly, and in accordance with legislative requirements and learner protections.

Procedures and Implementation

1. Fee Setting

- **Determination of Fees:**
 - Fees for courses and services are determined based on the cost of delivery, market conditions, and any applicable government regulations or funding arrangements.
 - The Finance Department, in consultation with relevant academic and administrative departments, is responsible for setting fees. Fee structures are reviewed annually to ensure they remain competitive and reflect any changes in costs or funding.
- **Approval of Fees:**

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- All proposed fees must be approved by the college's management team before they are published. Any changes to the fee structure must also receive approval before being implemented.
- **Fee Categories:**
 - Fees may include tuition fees, materials fees, administrative fees, and any other charges related to the course or service. These categories should be clearly defined and communicated to students before enrolment.

2. Communication of Fees

- **Publication of Fees:**
 - All fees must be clearly published on the SGSCC website, in course brochures, and in any other relevant marketing materials. The published fees should include a breakdown of all charges so that students understand what is included.
 - Any additional fees that may be incurred, such as late payment fees or charges for optional services, must also be clearly communicated.
- **Pre-enrolment Information:**
 - Prospective students must be provided with detailed information about the fees associated with their course or program before they enrol. This includes information on payment schedules, refund policies, and any potential additional costs.
- **Fee Confirmation:**
 - Upon enrolment, students will receive a confirmation of fees, including the total amount due, payment schedule, and methods of payment.

3. Fee Collection

- **Payment Methods:**
 - SGSCC accepts various payment methods, including credit card, bank transfer, and online payment platforms. All payments must be made in Australian dollars.
 - Payment options, such as instalment plans, may be offered to students, depending on the course or program. Details of these options should be provided at the time of enrolment.
- **Payment Deadlines:**
 - Fees must be paid by the due date specified in the payment schedule. Students are responsible for ensuring that their payments are made on time to avoid any penalties

or interruptions to their studies.

- If a student is unable to meet a payment deadline, they must contact the Finance Department as soon as possible to discuss alternative arrangements.

- **Late Payments:**

- A late payment fee may be applied if fees are not paid by the specified due date. The amount of the late payment fee will be clearly communicated in advance.
- Continued non-payment may result in the suspension of the student's enrolment or access to SGSCC services until the outstanding fees are paid in full.

4. Fee Refunds

- **Refund Policy:**

- Refunds will be handled in accordance with the SGSCC Refund Policy, which outlines the conditions under which students may be eligible for a full or partial refund of fees.
- Students must submit a refund request in writing, and refunds will be processed within a specified timeframe.

- **Special Circumstances:**

- In cases of exceptional circumstances, such as serious illness or unforeseen financial hardship, students may apply for special consideration regarding their fees. Such requests will be assessed on a case-by-case basis.

5. Fee Management and Reporting

- **Financial Records:**

- All fee transactions must be accurately recorded in SGSCC's financial management system. These records must be maintained in accordance with the college's Record Management, Retention, and Reporting Policy.
- The Finance Department is responsible for ensuring that all fees collected are properly accounted for and that any discrepancies are investigated and resolved promptly.

- **Compliance:**

- The fee policy must comply with all relevant regulatory and contractual obligations, including those related to government-funded programs and fee for service.
- Regular audits will be conducted to ensure compliance with this policy and to identify any areas for improvement.

6. Student Support and Enquiries

- **Student Enquiries:**
 - Students who have questions or concerns about their fees should contact the Finance Department or Student Services. Staff are responsible for providing clear and accurate information and assisting students with their enquiries.
 - Any disputes regarding fees should be handled in accordance with the college's Complaints and Appeals Policy.
- **Financial Support:**
 - SGSCC may provide information on financial support options available to students, including government assistance, scholarships, and payment plans. Students are encouraged to seek advice if they are experiencing financial difficulties.

Applicability and Responsibilities

Applicability: This policy applies to all students enrolled in courses or programs at SGSCC and to all staff involved in the setting, collection, and management of fees.

Responsibilities:

- **Finance Department:** Responsible for setting fees, managing fee collection, processing refunds, and maintaining financial records.
- **Academic Departments:** Responsible for providing input on the cost of course delivery and ensuring that fee information is accurately communicated to students.
- **Student Services:** Responsible for assisting students with fee-related enquiries and supporting the fee collection process.

References

- **Australian Consumer Law:** Ensures that fee practices are fair and transparent.
- **NSW Smart and Skilled Contract:** Outlines specific fee and refund requirements for government-funded training programs.
- **Education Services for Overseas Students (ESOS) Act 2000:** Governs fee practices for international students to ensure compliance with Australian law.
- **SRTOs 2025 Outcome Standards,** Standard 2.1 Information Transparency and Standard 4.3 Risk Management
- **National Code 2018** – Standard 2. Provision of Information to Students

- **National Code 2018** – Standard 3. Written Agreements
- **National Code 2018** – Standard 3.4 Refund for Visa Refusals
- **National Code 2018** – Standard 3.5 Protection of Prepaid Fees
- **National Code 2018** – Standard 3.6 Refunds and Course Cancellations
- **National Code 2018** – Standard 6.7 Critical Incidents and Fee Adjustments