

Student's Concessions, Fees, Charges and Refunds Policy and Procedure (QMS:602)



Purpose

The purpose of this policy is to ensure that Inner Melbourne VET Cluster (IMVC) sets, charges, collects fees and issues refunds in accordance with the:

- 'Victorian Training Guarantee – 2020 Fee Guidelines'
- '2020 ACFE Board Pre- Accredited Training Delivery Guide' and associated documents for ACFE subsidised courses
- 'VRQA Guidelines for VET Providers' (VRQA, 2016) and the 'Essential Conditions and Standards for Continuing Registration' (AQTF, 2010)

Scope

All IMVC staff and prospective students enrolling in all courses.

Procedure

Victorian Training Guarantee (VTG) subsidised courses

Setting fees

The Vocational Training Manager and Executive Officer will set tuition fees and materials fees each year for the following year, and on a case by case basis, subject to Department guidelines and market conditions.

The Vocational Training Manager will develop and distribute and ensure understanding of the 'Fee Schedule (VTG Subsidised Training)' to the RTO and Accounts Team.

The Communications and Business Development Manager will publish the 'Fee Schedule (VTG Subsidised Training)' on the IMVC website.

Should there be any changes to IMVC's fees at any time, the Vocational Training Manager will be responsible for organising changes to the 'Fee Schedule (VTG Subsidised Training)' and for ensuring the schedule is updated on IMVC's website by the Communications and Business Development Manager.

Applying fees

Based on the 'Fee Schedule (VTG Subsidised Training)', the 'Statement of Fees' are created by the Vocational Training Manager for the VTG courses.

The 'Statement of Fees' needs to include standard and concession tuition fee rates, materials fees and the approximate value of the funding provided by government towards the course in which the individual is considering enrolment.

A 'Statement of Fees' will be provided to at the Pre-enrolment Interviewer (PEI) by the Vocational Training Manager for VTG courses.

Prior to enrolment, the PEI will supply each individual with a 'Statement of Fees', being an itemised list of all fees required for the course. Prior to issuing, on a case by case basis, the 'Statement of Fees' is individualized based on the following principles.

Credit transfer

A tuition fee will not be charged for any Unit of Competency that is a credit transfer (see RPL & CT Policy and Procedure or Recognition of Qualifications from other RTO's Policy and Procedure).

Recognition of Prior Learning (RPL)

RPL will be charged at the Fee for Service hourly rate based on nominal hours of the unit. (see RPL & CT Policy and Procedure)

Financial hardship

In circumstances of financial hardship, individuals can request to be considered for an IMVC payment plan and/or an IMVC fee reduction or fee waiver.

The PEI will ensure that a 'Request for Payment Plan' or 'Request for Concession/ Tuition Waivers/Exemptions Form' is completed by the individual and lodged with the Vocational Training Manager following the PEI Interview.

Requests will be considered by the Vocational Training Manager on a case by case basis and a response will be given within five working days of receiving it.

VTG Tuition fee waivers/exemptions

The PEI will sight and retain copies of all documentation demonstrating an individual's eligibility for the VTG Tuition fee waiver/exemption. IMVC does not charge a tuition fee for enrolment for an individual who is from the Judy Lazarus Transition Centre or a young person on a community based order.

All documentation demonstrating an individual's eligibility for the VTG Tuition fee waiver/exemption will be retained for audit or review purposes, and in accordance with IMVC's 'Record Management Policy & Procedure'.

IMVC's RTO Administration team will report to the Department all tuition fee waivers/exemptions granted in accordance with the Victorian VET Student Statistical Collection Guidelines.

The Enrolment Officer will ensure that the individual signs their Statement of Fees, as written acceptance including the cost of Certificate reprints.

Applying fee concessions

Concession fees - general

At the enrolment interview, the enrolment interviewer will sight and retain copies of all documentation demonstrating an individual's eligibility for a fee concession for audit or review purposes, and to meet the requirements of IMVC's 'Record Management Policy & Procedure'.

IMVC will charge a concession fee, prior to the commencement of training (valid on the day of commencement), to an individual who holds a current and valid:

- a) Health Care Card issued by the Commonwealth;
- b) Pensioner Concession Card; or
- c) Veteran's Gold Card; or
- d) an alternative card or concession eligibility criterion approved by the Minister for the purposes of these Guidelines

The concessions provided for in (a) and (b) also apply to a dependant spouse or dependent child of a card holder.

Before the completion of a course, if an individual who was previously eligible for a concession becomes ineligible for the concession, this does not affect the tuition fees payable for the enrolment.

Where a concession card is presented to the PEI via a Digital Wallet through a Centrelink Express Plus mobile application, the PEI must sight and authenticate the card by viewing the card directly through the Centrelink Express Plus mobile application of the card holder's mobile device. Such cards may not be sighted via a screenshot of the card that is emailed or otherwise produced.

IMVC's RTO Administration team will report to the Department all fee concessions granted by IMVC in accordance with the 'Victorian VET Student Statistical Collection Guidelines'.

Job Seeker Referrals

For individuals entitled to a concession that are also referred Job Seekers with a standard Job Seeker Referral Form; the PEI will retain a copy of the original Job Seeker Referral Form and return the original to the individual.

On enrolment, a copy of this form will also be returned by the RTO Administration team to the Job Seeker's referring agency.

With the prior agreement of the referring agency, the IMVC will invoice the referring agency directly for the portion of the tuition fee not covered by the referred Job Seeker.

IMVC's RTO Administration team will report to the Department the correct Fee Concession/Exemption Identifier, in accordance with the 'Victorian VET Student Statistical Collection Guidelines'.

Indigenous Completions Initiative

Under the Indigenous Completions Initiative, for enrolments in a course at any level, IMVC will charge the concession fee to individuals who self-identify as being of Aboriginal or Torres Strait Islander descent (and will report as such through the 'Indigenous Student Identifier' field of the Student Statistical Report).

The PEI will retain a copy of the enrolment form on which the individual self-identified as indigenous.

ACFE subsidised courses

Setting fees

The Vocational Training Manager and Executive Officer will set tuition fees and materials fees for ACFE subsidised courses each year for the following year, and on a case by case basis, subject to ACFE guidelines and market conditions.

Applying fees

After enrolment, the IMVC will supply each individual with an invoice, being an itemised list of all fees and materials required for the course. Prior to issuing, on a case by case basis, the 'Invoice' is individualised based on the following.

Financial hardship

In circumstances of financial hardship, individuals can request to be considered for an IMVC payment plan and/or a IMVC fee reduction or fee waiver.

The PEI will ensure that a 'Request for Payment Plan' or 'Request for Concession/Tuition waivers/exemptions Form' is completed by the individual and lodged with the Vocational Training Manager following the PEI Interview.

Requests will be considered by the Vocational Training Manager on a case by case basis and a response will be given within five working days of receiving it.

Applying fee concessions

Concession fees - general

At the PE Interview, the PEI will sight and retain copies of all documentation demonstrating an individual's eligibility for a fee concession for audit or review purposes, and to meet the requirements of IMVC's 'Record Management Policy & Procedure'.

IMVC will charge a concession fee, prior to the commencement of training (valid on the day of commencement), to an individual who holds a current and valid:

- e) Health Care Card issued by the Commonwealth;
- f) Pensioner Concession Card; or
- g) Veteran's Gold Card; or
- h) an alternative card or concession eligibility criterion approved by the Minister for the purposes of these Guidelines

The concessions provided for in (a) and (b) also apply to a dependant spouse or dependent child of a card holder.

Before the completion of a course, if an individual who was previously eligible for a concession becomes ineligible for the concession, this does not affect the tuition fees payable for the enrolment.

Where a concession card is presented to the PEI via a Digital Wallet through a Centrelink Express Plus mobile application, the PEI must sight and authenticate the card by viewing the card directly through the Centrelink Express Plus mobile application of the card holder's mobile device. Such cards may not be sighted via a screenshot of the card that is emailed or otherwise produced.

IMVC's RTO Administration team will report to the Department all fee concessions granted by IMVC in accordance with the 'Victorian VET Student Statistical Collection Guidelines'.

Job Seeker Referrals

For individuals entitled to a concession that are also referred Job Seekers with a standard Job Seeker Referral Form; the PEI will retain a copy of the original Job Seeker Referral Form and return the original to the individual.

On enrolment, a copy of this form will also be returned by the RTO Administration team to the Job Seeker's referring agency.

With the prior agreement of the referring agency, the IMVC will invoice the referring agency directly for the portion of the tuition fee not covered by the referred Job Seeker.

IMVC's RTO Administration team will report to the Department the correct Fee Concession/Exemption Identifier, in accordance with the 'Victorian VET Student Statistical Collection Guidelines'.

Indigenous Completions Initiative

Under the Indigenous Completions Initiative, for enrolments in a course at any level, IMVC will charge the concession fee to individuals who self-identify as being of Aboriginal or Torres Strait Islander descent (and reports as such through the 'Indigenous Student Identifier' field of the Student Statistical Report).

The PEI will retain a copy of the enrolment form on which the individual self-identified as indigenous.

Fee for service courses

Setting fees

The Vocational Training Manager and Executive Officer will set tuition fees and materials fees each year for the following year, and on a case by case basis, subject to Department guidelines and market conditions.

The Vocational Training Manager will develop and distribute and ensure understanding of the 'Fee for Service Fee Schedule' to the RTO and Accounts Team.

The Communications and Business Development Manager will publish the 'Students Fees (Fee for service)' on the IMVC website.

Should there be any changes to IMVC's fees at any time, the Vocational Training Manager will be responsible for organising changes to the 'Students Fees (Fee for service)' and for ensuring the schedule is updated on IMVC's website by the Communications and Business Development Manager.

Applying fees

Based on the 'Students Fees (Fee for service)' statement, 'Statement of Fees' are created by the Vocational Training Manager for the Fee for service courses.

'Statement of Fees' includes tuition fee rates and materials fee.

A 'Statement of Fees' will be provided to the PEI by the Vocational Training Manager for Fee For Service courses.

Prior to enrolment, the Enrolment Officer supplies each individual with a 'Statement of Fees', being an itemised list of all fees required for the course. Prior to issuing, on a case by case basis, the 'Statement of Fees' will be individualised based on the following principles.

Credit transfer

A tuition fee will not be charged for any Unit of Competency that is a credit transfer (see RPL & CT Policy and Procedure or Recognition of Qualifications from other RTO's Policy and Procedure).

Recognition of Prior Learning (RPL)

RPL will be charged at the Fee for Service hourly rate based on nominal hours of the unit. (see RPL & CT Policy and Procedure).

Financial hardship

In circumstances of financial hardship, individuals can request to be considered for a IMVC payment plan and/or an IMVC fee reduction or fee waiver.

The PEI will ensure that a 'Request for Payment Plan' or 'Request for Concession/Tuition waivers/exemptions Form' is completed by the individual and lodged with the Vocational Training Manager following the PEI Interview.

Requests will be considered by the Vocational Training Manager on a case by case basis and a response will be given within five working days of receiving it.

Charging and Collecting Fees

The total student fees payable by an individual will be recorded on the Statement of Fees by the Enrolment Officer.

After enrolment IMVC will issue an invoice to all students. (Refer to the IMVC Charging & Collecting Fees Procedure).

When charging fees, IMVC will adhere to the following principles:

- Tuition fees under \$1,000 will be due in full before the commencement of a course unless a Payment Plan has been approved
- Where tuition fees are over \$1000, only up to \$1,000 will be collected in advance prior to course commencement. Remaining tuition fees will be collected prorata, so that no more than \$1500 will be held in advance at any one time

- When charging a materials fee, students will have the option of purchasing equivalent materials that can be sourced externally if they choose to. In this circumstance, the materials fee would be reduced accordingly

Qualifications and Statements of Attainment will not be issued until all fees have been paid.

In the event of late payments, students are followed up by the Business Services Manager adhering to IMVC's Debt Recovery Policy & Procedure.

Refunds

	Scenario/Circumstances	IMVC's Policy
1.	IMVC cancels a course before it commences.	Full Refund.
2.	IMVC cancels the course before its expected end date.	Balance of tuition fees paid for that portion of the course not yet delivered. No refund of materials fees
3.	IMVC defers the course start date and the new date is unacceptable to the student.	Full refund.
4.	Student does not commence the course on the start date and subsequently provides a written notice of withdrawal from the course within 5 working days.	Full refund less Administration Fee of \$200. If total course fees are less than \$200, no refund will be issued.
5.	Student commences the course on the start date and subsequently provides a written notice of withdrawal from the course within 5 working days.	Full refund less Administration Fee of \$200. If total course fees are less than \$200, no refund will be issued.
6.	Student commences in the course and completes any portion and withdraws after 5 working days.	No Refund of materials fee, tuition fees are still to be paid in full.
7.	Student does not return to their course after a holiday break and subsequently provides a written notice of withdrawal from the course.	No Refund of materials fee, tuition fees are still to be paid in full.
8.	Student provides written notice of withdrawal less than 5 days before course commencement by student	Full refund less Administration Fee of \$200. If total course fees are less than \$200, no refund will be issued.
9.	Extenuating Circumstances (<i>circumstances that prevent the student from attending scheduled course dates that may include but not limited to sudden illness or injury, family or personal matters, or other reasons that are out of the ordinary. Evidence must be successfully provided to support the student's circumstances which indicate that the student is unable to continue their studies and would not reasonably be able to continue</i>).	At the discretion of the Vocational Training Manager, with consultation with the RTO Training Coordinator – based on % of course completed and shall be assessed on a case by case situation.
10.	Issuance of a replacement Qualification or Statement of Attainment / Participation where the original document has already been provided to the student.	\$20 for each document.

11.	Issuance of a Statement of Attainment / Participation on withdrawal, cancellation or transfer, prior to completing the course, provided the student has paid in full for the tuition related to the units/modules to be shown.	No charge.
12.	Student requests unit of competency/module resubmission.	No charge.
13.	Student requests supplementary assessment/reassessment.	No charge.
14.	Unit of Competency/module repeat	Subject to the unit of competency/module to undertake, the cost may vary depending on the duration required to complete the unit/module, assessment requirements, consumables or other costs incurred by IMVC.
15.	IMVC cancels the student's enrolment in the course, because of students repeated misbehaviour , misconduct or breach of Student's Code of Conduct	No Refund.
16.	Students External Appeal Fees	Where the student elects to appeal a decision by IMVC, using the RTOs external appeals body (VRQA) and charges are incurred, the student is required to pay 50% of the cost.
17.	Credit Transfer	No charge.
18.	Student's RPL Assessment Fee.	Fee on application as per CT & RPL Policy & Procedure.
19.	Closure of IMVC.	Balance of course fees paid for that portion of the course not yet delivered will be refunded or full refund if the course did not commence.

For the student to be refunded the following process applies:

- Students at IMVC are required to apply in writing for a refund
- Once received the student will be sent a Student Refund Request Form
- Once completed and received at IMVC, the Refund Request Form, will be checked and the refund calculated according to the above policy and procedure by the Vocational Training Manager
- Once the refund has been calculated the refund amount will be signed off by the Business Services Manager
 - If the student has paid online via the IMVC website (short courses) the RTO Administrative Assistant can refund the student via the "online credit card payment gateway", once the refund is approved by the Vocational Training Manager and the Business Services Manager
 - If the student has paid either by cheque, credit card or direct deposit, the Student Refund Request Form is then given to the Business Services Manager to complete the refund
- A copy of the refund request will be kept in the student file and by Business Services

Accounts and Records

The accounts and records kept by IMVC's Business Services Department clearly distinguish income and expenditure for fee for service training from government subsidised training.

Business Services maintains a separate general ledger account to record receipt of income from fees for tuition and the payment of refunds of tuition fees.

IMVC's RTO Administration Team keep records, including evidence, to support any claim for a contribution towards revenue foregone as a result of granting concessions or waivers/exemptions (see Record Management Policy & Procedure).

Version Control Details

Revision History

Date	Version	Author	Change Reference
02/04/2020	7.0	M. Van Looy	Updated to fit with new QMS version control guidelines

Reviewers

Date	Version	Approved By	Next Review Date
02/04/2020	7.0	P. Vakakis	15/01/2021