

## Fees & Refunds

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Related Policies	OSS008 Financial Management Policy Procedure OSS024 Fees Agreement Procedure P005 Complaints Handling Policy Procedure TL005 Enrolments Policy Procedure
Related Documents	Appendix A: Guide to Fees & Charges

This Policy applies to Mid North Coast Community College (College) and its trading arms.

### 1. PURPOSE

The College is committed to providing quality training and assessment services in accordance with the Standards for Registered Training Organisations (SRTOs 2015) which includes a fair and transparent policy and procedure for charging, protecting and refunding course and related fees.

The College implements financial safeguards for fees, charges and subsidies received from all students and training service clients. The College undertakes to ensure that all fees and charges paid are recorded in the appropriate manner to guarantee financial integrity.

### 2. SCOPE

This policy forms part of the College's Quality Management System and applies to all fees, charges and refunds applicable to the provision of programs and courses offered by the College and those of the College's related entities. It applies to students paying full fees, and students entitled to concession fees and exemptions.

### 3. POLICY STATEMENT

The College makes every effort to ensure potential clients and students are made aware of the relative fees, charges, available concessions and exemptions and refund arrangements for all programs offered before accepting a student for enrolment.

The College is committed to ensuring fair and reasonable financial practices. In doing so, we will:

- a) Implement and maintain a process for fair and reasonable refund of fees paid; and
- b) Provide refunds for fees and charges paid by individuals / clients, where training and assessment activities have not been delivered

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#### 4. PROCEDURES

##### 4.1 Notifying Fees and Charges

- a) Students and/or their employers will be advised of any fees, charges, available concessions and exemptions and resource costs relating to their study program prior to, or at the time of, enrolment. Payment arrangements are aligned to courses and may vary depending upon factors such as length of course, student cohort, government contract guidelines etc.
- b) The College advises its fees and related costs in course promotional materials including course guides and information packages, on our website, in quotes for industry training, and in pre-course invoices
- c) Fees and charges are non-transferable to other students or other institutions

##### 4.2 Smart and Skilled Fee Schedule

- a) Students who meet the eligibility criteria to enrol in a training program under the Smart and Skilled program are required to contribute towards the cost of the training. The total funds received by the College is made up of the student fee and the subsidy from the government.
- b) Where a student is planning to enrol in a training program that is subsidised under the Smart and Skilled Program, referral to the schedule of fees for each qualification on the NSW Skills List is required. This can be located in the [Smart and Skilled Fee Administration Policy](#).
- c) Students who are enrolling into training that is subsidised under the Smart and Skilled Program, are to be provided a copy of the [Smart and Skilled Fee Administration Policy](#) prior to enrolment
- d) Fee arrangements will be calculated in accordance with the [Smart and Skilled Fee Administration Policy](#) using the the Provider Calculator to confirm the student's Smart and Skilled eligibility for a qualification and the student fee (or no fee) to be charged.

##### 4.3 Administration and Resource Charges

- a) These may include non-refundable administration fee, enrolment fee, learning resources essential for the course, items which are consumable or transformed by students during the course, text books, photocopying, additional copies or re-issue of qualifications and academic transcripts
- b) Additional charges may also apply, including follow up charges associated with late or non-payment, overdue fees, dishonoured cheque fees
- c) Any equipment/property either purchased separately by the student or paid for as part of materials fees becomes the property of the student

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- d) The College will issue receipts for any monies collected for additional charges and retain copies of the receipts issued

**4.4 Payment Arrangements**

- a) All enrolment fees, administrative charges or other charges must be paid by the specified due dates
- b) Payment may be made by EFTPOS, direct debit, direct bank deposit, or credit card
- c) Course fees may be paid in instalments according to an agreed payment schedule. The College will provide information and inform students of these arrangements prior to the student enrolling. Students who enter a payment schedule commit to paying all required course fees, prior to completion of the course
- d) The College, will not pay the student fee on behalf of the student unless the College is also:
- the employer of the student; or
  - is a provider of government-funded employment services and the student is a client

**4.5 Non-payment of Fees**

- a) All fees and charges must be paid by the due date. Failure to pay fees and charges may result in any or all of the following, until the full amount is paid:
- i. Suspension from attending or participating in the course
  - ii. Exclusion from assessment activities
  - iii. Withholding of qualification and academic record
  - iv. Termination of the enrolment
  - v. Exclusion from any future enrolments at the College
- b) Fees and charges that remain unpaid after ninety (90) days from the due date may be referred to a debt collection agency

**4.6 Fee Assurance**

- a) The College is required to protect fees paid in advance for nationally recognised training, including any subsidised training. To meet this regulation, the College will not accept payment of **more than \$1,500** from individuals prior to the commencement of their course
- b) Following course commencement, the College may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500

**4.7 Refunds for Programs**

- a) All students at the College, including those enrolled through Smart and Skilled, are entitled to a refund of all or part of their course fees if:

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- i. The student has overpaid the course fee
  - ii. The College cancels the course for any reason
  - iii. The student has medical, hardship or another extenuating circumstance which prevents their attendance. The CEO will assess applications for these circumstances on a case by case basis; or
  - iv. in the opinion of the CEO, the course and/or its delivery has not met the reasonable expectations of the students
  - v. Refunds are paid by cheque or eftpos (eftpos refund confirmations will NOT be mailed to recipients). Refund cheque may (in some circumstances) be mailed by request only
- b) Students who enrol in, then withdraw from a subsidised qualification but have completed all the requirements for a lower level qualification, which attracted a lower student fee, that the student has not been required to pay, will not receive a refund.

**4.8 Non-refundable circumstances**

- a) If a student chooses to withdraw from an enrolled program four (4) business days prior to course commencement, a non-refundable administration fee will apply. Students will be informed of the amount in pre-enrolment information
- b) No refunds of course fees will apply after the course has commenced
- c) The College will not refund course fees where the student requests the refund because they:
  - i. Change their mind about attending the course after they have enrolled in the course
  - ii. Change jobs
  - iii. Change work hours
  - iv. Move out of the area; or
  - v. Are made redundant or retrenched

**4.9 Approving Refunds**

- a) All refunds must be approved by the CEO. Exemptions to the refund conditions may occur where the student has extenuating circumstances or on compassionate grounds as determined by the CEO or their delegate

**4.10 Credits for Course Fees**

- a) Students may apply for a credit of course fees, less the applicable non-refundable administration fee if they give four (4) business days’ notice of cancelling their enrolment prior to the course commencing
- b) A student wishing to give less than four (4) business days’ notice of cancelling their enrolment may be offered course credit in lieu of a refund. If an opportunity to enrol into an alternative course becomes available, the student may then enrol without further charge

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NOTE: Any credit issued only remains valid for a period of six (6) months from the date it is issued. After this period any credits may be forfeited.

**4.11 Transfers to Other Courses**

- a) Students may apply for a transfer of course fees to another course of their choice, less the applicable non-refundable administration fee if they give four (4) business days' notice of cancelling their enrolment, prior to the course commencing.
- b) The CEO will assess any request where the student gives less than four (4) business days' notice.
- c) Only one transfer per an enrolment 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

**4.12 Students Rights to Appeal Decisions**

- a) If a student is not satisfied with the conditions under which a refund or partial refund is paid or denied, the College's **Complaints Handling Policy Procedure** can then be applied. This policy, and the availability of complaints processes does not remove the student's right to act under Australia's consumer protection law

**5. VARIATIONS**

The College reserves the right to vary, replace or terminate this policy from time to time.

**6. DEFINITIONS**

As defined in the Quality Management Strategy.

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**APPENDIX A**

**GUIDE TO FEES AND CHARGES**

Circumstance	Policy	Notes
The College cancels the course prior to course commencement	A full refund of the student's fees applies	The refund must be processed within 4 business days.
A student requests a credit or transfer of course fees for a non-refundable circumstance within 4 business days prior to course commencement	A credit or transfer may be applied, less any applicable non-refundable administration fee	Provide student with credit or transfer letter. Only one transfer per enrolment is permitted.  Any credit issued for a non-refundable circumstance must be used within 12 months or it will be forfeited.
A student requests a refund because, after the course has commenced, they have: <ul style="list-style-type: none"> <li>• Changed their mind about attending the course</li> <li>• Changed jobs</li> <li>• Changed work hours</li> <li>• Moved out of the area; or</li> <li>• Been made redundant or retrenched</li> </ul>	Refunds will only be permitted in extenuating circumstances of hardship. A non-refundable administration fee may apply.	Must be approved by CEO
A student who is enrolled in a subsidised qualification and who withdraws from a qualification, but completed all the requirements for a lower level qualification,	No refund will apply  OR  A percentage of the course fees paid may be refunded.	Must be approved by CEO
A student requests a refund of costs for resource and/or materials purchased by the College and consumed or transformed by students during the course.	Resource/ materials fees are outlined prior to enrolment and are only refundable if the student cancels the enrolment prior to commencement of training and where the student has not taken possession of the items.	
The College refuses to continue the student in the course because of failure to pay due fees	No refund applies in this circumstance	

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Circumstance	Policy	Notes
A student requests a Certificate of Completion for a non-accredited course, where the course does not already include a Certificate in the course fees.	An issuance fee may apply	Student must have attended at least 80% of the course to be eligible.  Requests must be made within 6 months of course completion
A student requests a document re-issue where the College has already provided that document to the student	An issuance fee may apply	Includes: Statement of Attainment Certificate, or Academic Transcript
A student requests credit transfer for a unit of competency issued by another training organisation	No charge applies	To be eligible for credit transfer, the unit of competency completed, must have equivalent content and learning outcomes to the unit of competency the credit transfer is being granted for
RPL (Recognition of Prior Learning) assessment fee	50% of the current course fee applies	Please see RPL policy/procedures for further guidance

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